

Glossary

Applications management

The continuous management and execution of all activities related to the maintenance, support, enhancement and evolution of applications

Aurion Corporation

Developer of human resource management (HRM) and payroll management software. CITEC, through its holding company CSI Holdings Pty Ltd, is the majority shareholder in Aurion

Australian Prudential Regulation Authority

The prudential regulator of the Australian financial services industry

Basel II framework

A new international framework that sets out details for adopting more risk-sensitive minimum capital requirements for banking organisations

Business continuity

Describes the processes and procedures an organisation puts in place to ensure that essential functions can continue during and after a disaster

Business line

Group of related products or services

Business Process Outsourcing

Contracting of a specific or non-core business task, such as payroll, to a third-party service provider

CCNet

CITEC's Australia wide Frame Relay Network

CDMA/1xRTT

Code Division Multiple Access. A protocol for mobile telephony

CIO

Chief Information Officer

CoBIT

Control Objectives for Information and related Technologies

CorpTech

The Queensland Government's corporate systems provider

CSN®

Corporate Services Network, CITEC's Australia wide IP network

Data centre

Secure facility designed specifically for the operation of computer hardware

e-Filing

Electronic filing and processing of court documents through CITEC Confirm

ERP

Enterprise Resource Planning. Any software system designed to support and automate the business processes of medium and large businesses

Facilities management

Management and operation of a large part of a client's IT facilities

Frame Relay

Telecommunications service designed for cost-efficient data transmission for intermittent traffic between local area networks (LANs) and between end-points in a wide area network (WAN)

GovNet

Queensland Government information portal

HP OpenView

A suite of business computer management programs from Hewlett-Packard (HP) used to manage applications, device availability, network conditions and status, system performance, service and program maintenance, and storage resources

ICT

Information and communications technology

Information Brokerage

Transactions involving the buying and selling of legal, personal, business and government information, sold by businesses and government

Infrastructure Management

The ICT business processes that control the quality, efficiency and effectiveness of ICT services. It brings together people, processes, organisation and technologies to support the objectives of a business

Internet portal

A gateway to the world wide web used as a starting point for general, specialised or niche information and/or services

ISM Toolset

The ISM toolset is the enabling technology which will contribute toward CITEC's vision for Integrated Service Management

ICT Outsourcing

The procuring of part or all of an organisation's required information and communications technology services or products from an outside supplier

ITIL

IT Infrastructure Library, the most widely accepted approach to IT Service Management in the world

J2EE

Java 2 Platform Enterprise Edition is a Java platform designed for the mainframe-scale computing typical of large enterprises

LAN

Local Area Network

Linux

A Unix-like operating system that was designed to provide personal computer users a free or very low-cost operating system comparable to traditional and usually more expensive Unix systems

Open systems computing

Computing that provides interoperability, portability or both

PAPMS

Payroll and Payments Management System

SAP

World's largest inter-enterprise software company. CITEC is Australia's first SAP certified hosting partner

Sarbanes-Oxley Act

US legislation governing financial and accounting disclosure requirements

SCADA

Supervisory Control and Data Acquisition systems. Used for remote monitoring and control in the delivery of essential services and products such as electricity and natural gas utilities, water and sewerage utilities

Selective outsourcing

The outsourcing of particular functions to a third party service provider. Some examples include desktop support, help desk, network management, telecommunications support and wiring and cabling

Service level agreement

(SLA) is a contract between a service provider and a customer that specifies, usually in measurable terms, what services the service provider will furnish

Shared services

Clusters of agencies sharing some corporate services functions

TCP/IP architecture

Transmission Control Protocol/Internet Protocol is the basic communication protocol of the internet

Unix

An operating system that originated at Bell Labs in 1969

Utility computing

A service provisioning model where a service provider makes computing resources and infrastructure management available to the customer as needed, and charges them for specific usage rather than a flat rate

Vertical market

A particular industry or common group of enterprises

VoiP/IP telephony

Voice over IP – telephone services over IP based networks

VPN

Virtual Private Network

WAN

Wide Area Network

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