

Annex 11: Glossary of terms

Below is table that explains the meaning of acronyms used within the report and annexes.

AI	Artificial Intelligence	A term used to refer to ‘intelligence’ demonstrated by machines, as opposed to intelligence of humans and other animals. Example tasks in which this is done include automation and text recognition.
CISSP	Certified Information Security Professional	An industry leading qualification for cyber security and resilience.
DDaT	Digital, Data and Technology	A grouping of capabilities used to underpin process and operations and transform business models.
DOM	Digital Operating Model	An organisational construct to bring together and orchestrate the involvement of multiple disciplines in the discovery, design and delivery of new digital capabilities and enabled service change.
ERP	Enterprise Resource Planning	An ERP is the generic name given to the software platform used to manage business operations such as payroll, financial management and HR processes.
FAQs	Frequency Asked Questions	The purpose of a FAQ is generally to provide information on frequent questions or concerns.
GIS	Geographic Information System	Software used to manage, analyse, edit, and visualise data using electronic maps and overlays.
IOT	Internet of Things	Sensors and software that connect and exchange data with other devices and systems over the Internet.

ISO 270001	International Organisation for Standardisation, 270001	An international standard to manage information security.
M365	Microsoft 365	Microsoft 365 is a product family of productivity software, collaboration and cloud-based services owned by Microsoft. It encompasses online services such as Outlook.com, OneDrive, Microsoft Teams.
MTFS	Medium Term Financial Strategy	A financial framework within which financial stability can be achieved and sustained in the medium term to deliver the Council's key strategic outcomes, priorities and sustainable services.
OSHENS	OSHENS	The OSHENS system is a corporate online reporting portal wherein all workplace health and safety incidents are recorded.
PMO	Project Management Office	A function that defines and maintains the standards of project management for a company. The PMO retains the documentation and metrics for executing projects and is tasked with ensuring projects are delivered on time and within budget.
PPM	Project Portfolio Management	The service with management responsibility for the processes, methods, and technologies used by project and programme managers and PMO to analyse and collectively manage current or proposed projects.
SAP	SAP	Enterprise software used to manage business operations such as payroll.
SOC	Security Operations Centre	A service used for detecting and responding to cyber-attacks.

TSU	Transformation Support Unit	A function responsible for overseeing the transformation activities of the Council.
WI-FI	WI-FI	Wi-Fi is a wireless technology used to connect computers, tablets, smartphones and other devices to the internet.
XLA	Customer Experience Level Agreements	This is a measure of the value provided by the IT & Digital Service based on end user experience and their subjective perception.

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