

GETS Review

**A review conducted for the Ministry of Economic Development
Government Procurement Development Group**

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Appendix H: Glossary

Azimuth[®]

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Architecture	A set of logically grouped objectives, principles, specifications and standards that provide a complete model of a business operation or enterprise, set strategic boundaries and guide all transactional activity.
e-business	The operation of business processes through electronic and web-like technologies (such as mobile devices, the Internet, Intranets and Extranets)
e-Government	The New Zealand government's vision that 'New Zealanders will be able to gain access to government information and services, and participate in our democracy, using the Internet, telephones and other technologies as they emerge'.
e-GIF	The e-Government Interoperability Framework, a 'collection of policies and standards endorsed for New Zealand government information and communication technology (ICT) systems'.
Governance	Business governance defines the strategy policies, rules and processes by which an enterprise or part of an enterprise operates. ICT/e-business governance defines the policies, rules and processes for ICT/e-business operations, ensuring that transparent and consistent methods are used.
Infrastructure	In technical terms, infrastructure denotes the hardware, telecommunications systems and technical software that provide a platform for other systems. It comprises security, communications, servers, storage, desktop systems and web sites. The broad definition of infrastructure also includes service delivery management and support.
Intellectual property	The documentation describe an entity and how it operates, such as designs, specifications, policy, procedures, business processes, contractual arrangements, service schedules.
ITIL	Information Technology Infrastructure Library - ITIL - is the most widely accepted approach to ICT Service Management in the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally. It is supported by a comprehensive qualifications scheme, accredited training organisations, and implementation and assessment tools.
Knowledge management	The process of capturing, storing, categorising and disseminating 'knowledge' within an organisation. 'Knowledge' includes data and information as well as 'the way we do things'. Knowledge management has two components, namely ICT systems and business processes.

Reference intellectual property	<p>Reference Intellectual Property, includes</p> <ul style="list-style-type: none"> Procurement good practice guidelines <ul style="list-style-type: none"> • Complying with Procurement Rules • Developing annual procurement plans • Developing a procurement strategy for specific products and services • Monitoring and managing conflicts of interest Process Guidance And Support for Purchasers and Suppliers <ul style="list-style-type: none"> • ‘How To’ Guides • Frequently Asked Questions • Glossaries • Templates • Tools • Checklists <p>Process Management Guidance</p> <ul style="list-style-type: none"> • Monitoring process efficiency • Monitoring process effectiveness • Monitoring probity <p>Evaluation Guidance And Support for Purchasers</p> <ul style="list-style-type: none"> • Definitions and standards for evaluation • Templates • Tools • Checklists <p>Governance And Oversight Guidance</p> <p>Quality Assurance Guidance</p>
Stakeholder	<p>An individual or organisation with a ‘stake’ – an interest in the form of a business or strategic objective – that can be enhanced or placed at risk by GETS. This includes ‘customer’ stakeholders who use GETS services.</p>
Time box	<p>‘Time box’ development is an incremental approach to developing new software, limiting design development test and launch activities to a specific time period and thus, by restricting scope, reduce risk.</p>
Workflow	<p>A standard process involving a series of steps that are performed in sequence in order to achieve a goal.</p>
Workflow system	<p>A software tool (often document-centred) for managing work by routing tasks and/or documents between people and teams, recording, tracking and scheduling activities and delivering prompts to users.</p> <p>In the context of an e-business site, the term ‘workflow’ may be applied to the process of preparing and authorising content to be added to Intranet or Internet web pages.</p>