

Appendix A

Glossary of ICT Terms

Core Systems: made up of systems used across the organisation that integrate with other major Council systems, or the corporate network that provides the electronic 'backbone'. Examples are: Electronic Document Management, Customer Relationship Management (CRM), and Email.

Custom Support Agreement: an agreement entered into with Microsoft to extend the existing product support lifecycle following an announcement that a product is reaching end of life and will no longer be supported by them.

Infrastructure: the basic physical and organisational structures needed for ICT to operate the services and facilities required for the Council. Examples are the Network, Telephony and Servers.

Operating System: the software that supports a computer's basic functions, such as executing applications, and controlling items such as printers.

Public Services Network (PSN): set up by central government to enable new, joined-up and shared public services for the benefit of citizens. Public bodies (including Councils) have to demonstrate they have high security levels in place to comply with the strict requirements for joining and staying on the Network. It is the only means by which departments such as Revenues & Benefits and Elections can share information between government departments such as the Department for Works and Pensions (DWP).

Supported Platform: a base level computer system that is supported and maintained by suppliers of ICT software.

Virus Attack: when a type of malicious code is run that infects other files or performs some other type of harmful behaviour on the computer.