

## Digital Strategy – Glossary of Terms

| Term                               | Definition   |
|------------------------------------|--|
| 24/7                               | Twenty-four hours a day, seven days a week   |
| 4G                                 | Fourth Generation mobile technology  |
| 5G                                 | Fifth Generation mobile technology   |
| AI or Artificial Intelligence      | Software that analyses data to produce decisions that humans would otherwise make.   |
| API                                | An application program interface (API) allows programme developers to build software interactions between one or more systems.   |
| Automated missed bin notifications | A telephone service at East Hampshire that will handle customers reporting missed bins based on them stating their postcode. Information is then checked against bin collection schedules to help complete the call prior to customer service involvement. |
| Automated workflow                 | A digital customer/service interaction that occurs independent of officers, but has stages of notification and progression by design.  |
| BSU                                | Business Solutions Unit  |
| BC                                 | Building Control   |
| BYOD                               | Bring Your Own Device  |
| Chatbots                           | Computer programmes pretending to be people following a script to help with online customer question and answers.  |
| Climate Emergency                  | A Declaration of Climate Emergency is a resolution passed by a governing body. A national climate emergency has been declared by the UK Parliament in May 2019.  |
| Cloud-based technologies           | Technological services hosted online. They do not require  |
| Cloud first                        | The Local Digital Declaration states that Local Authorities must first consider cloud-hosted services before considering on-site based services.   |
| Cloud-hosted platforms             | The hardware and operating environment of an on-site server but in an Internet-based datacentre. Often, this includes applications that let users create and manage their own accounts.  |
| CMW                                | Capita Managed Workspace (PCs and Laptops)   |
| Co-design                          | The act of creating with stakeholders (business or customers) specifically within the design and development process to ensure the results meet their needs and are usable.  |
| CRM                                | Customer Relationship Management systems are used to hold customer contact records.  |

| <b>Term</b>                          | <b>Definition</b>  |
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| Cyber Security training              | User training to prevent malicious online software attacks and provide good security to protect council data.  |
| DDT                                  | Digital Design Team  |
| DMS                                  | Document Management System   |
| DSE                                  | Display Screen Equipment regulations   |
| DSIP                                 | Design and System Implementation Programme   |
| Digital by Default                   | A design principle that states that any process that could be automated, should be.  |
| Digital Champions Network            | Digital Champions Network is an interactive website and service that provides learning, tools and a community to people become a Digital Champion: someone who can build their knowledge and confidence to empower others with the digital skills they need.   |
| Early adopters                       | People who test and implement technology prior to wider adoption by the market.  |
| FME                                  | Feature manipulation Engine – a tool for manipulating data making it possible for multiple systems to export and import data in the correct formats.   |
| GDPR                                 | General Data Protection Regulation (GDPR) as it applies in the UK.   |
| GIS                                  | Geographic Information System is software that allows staff to spatially map data and analyse it.  |
| Integra                              | A Capita Finance system.   |
| Inter-operable                       | Systems that work together.  |
| Intranet                             | An organisation's internal version of the internet, not accessible to the wider world.   |
| Legacy Data                          | Databases belonging to old systems now no longer used but that have a value to services due to retention schedules.  |
| Local Digital Fund                   | Announced in July 2018 by the Ministry of Housing, Communities and Local Government (MHCLG), it aims to help local authorities implement the Local Digital Declaration by funding digital skills training and projects that address common local service challenges in common, reusable ways.                            |
| Local Government Digital Declaration | A shared ambition for the future of local public services written in 2018 by a collective of 45 local authorities, sector bodies and government departments. It outlines goals and commitments, and invites all public sector and non-profit organisations to work to improve local services by signing the Declaration. |

| <b>Term</b>                    | <b>Definition</b>   |
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| Mbps                           | Data speed – Megabits per second  |
| Mobile Device Management (MDM) | A tool to monitor and remotely manage mobile devices.   |
| MyEasthants Portal             | The East Hampshire District council online customer portal.   |
| National Cyber Security Centre | A government service that supports the most critical organisations in the UK, the wider public sector, industry, SMEs as well as the general public, providing effective cyber incident response to minimise harm to the UK and help with recovery.   |
| Netcall                        | A call handling and call-flow system at East Hampshire District Council.  |
| O365 applications              | A suite of online programmes that form part of the councils' Office365 subscription.  |
| Online personas                | A set of specially created character types that the would typically use online services. These groups have been given character names to help readers understand the main characteristic of that group.   |
| Open data                      | Open data is the idea that some data should be freely available to everyone to use and republish as they wish, without restrictions. This could be anonymised user data or service data. The UK Government collects open data published by central government, local authorities and public bodies to help the public build products and services based on that data. |
| Open Revs Open Portal          | An online portal that allows residents to pay Council Tax or Business Rates to East Hampshire District Council.   |
| Open technical standards       | "Open Standards" are standards made available to the general public and are developed (or approved) and maintained via a collaborative and consensus driven process. They facilitate easy communication with other systems and data exchange among different products or services and are intended for widespread adoption.   |
| Paper-lite                     | An office environment that has reduced use of physical paper. It is acknowledged that statutory services cannot, at this time, be wholly paper-free.  |
| PEALC                          | A sub project of the Design and System Implementation Programme (DSIP). The project is looking to at <b>P</b> lanning, <b>P</b> lanning <b>E</b> nforcement, <b>A</b> rboriculture and <b>L</b> and <b>C</b> harges. These services utilise similar parts of  |

| Term                         | Definition  |
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|                              | an aging statutory core system that requires replacement.   |
| POTI – blueprint             | POTI stands for Processes, Organisation, Technology and Information. It is a management model for detailing a ‘blueprint’ or set of end goals to be achieved using the four group headings covering what the organisation will look like when all the projects are completed.                                 |
| Power BI                     | A Microsoft programme for performance tracking, analysis and reporting.   |
| Security Management          | Security management is the identification of an organisation's assets (including people, buildings, machines, systems and information assets), followed by the development, documentation, and implementation of policies and procedures for protecting these assets.   |
| Sharepoint                   | A Microsoft programme for hosting information and documents online as part of Office365.  |
| Skype for Business (SfB)     | A Microsoft programme for video conferencing and online meetings.   |
| Socrata                      | A Capita provided product that publishes selected council open data.  |
| Software as a Service (SaaS) | This is a complete end-to-end service available to purchase online that is wholly hosted online. Council examples include, Kahootz, Office365, AskHR.   |
| Softcall                     | The ability to place a telephone call via a computer.   |
| SSL Certificate              | A Secure Sockets Layer Certificate confirms the authenticity of a website, for example havant.gov.uk and easthants.gov.uk.  |
| Teams                        | A Microsoft programme for video conferencing and online meetings; chat; diary planning; softcall integration and sharepoint access.   |
| Technical Code of Practice   | A code of practice included in the Local Digital Declaration governing how design, build and buy technology.  |
| Transformation Framework     | The transformation framework provides the road-map to coordinate and support the delivery of transformation programmes across the Councils. The framework drives vision through the practical application of effective working, digital, efficiency, delivering differently and the commercialisation agenda. |
| VC                           | Video Conferencing  |

| <b>Term</b>              | <b>Definition</b>   |
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| Workstyle                | How staff work and use the councils' IT provision and physical infrastructure of the council. |
| Workstyle infrastructure | The councils' IT provision; services; buildings and equipment.                                |
| Workflow                 | A process that has stages of notification; authorisation and progression by design.           |