DIGITÁLNÍ A INFORMAČNÍ AGENTURA_

Export z Národní architektury eGovernmentu ČR

Obsah

Glossary of eGovernment Terms

Abbreviation	Definition of Czech (definicion)	Description of Czech (description)	Sources of definition	Detail of source		
	Administrator	Person responsible for the administration, operation, use, maintenance and security of a technical asset.	Decree No. 82/2018 Coll., on Cyber Security	§ 2. letter a)		
Address	Address	Combination of the name of a district, the name of a municipality or military district, the name of a part of a municipality or, in the case of the capital city of Prague, the name of the cadastral territory and the name of the district, the description or registration number, the name of a street and the landmark number, as well as special data for delivery by postal services, which uniquely identifies the address location,	Act No. 111/2009 Coll., on Basic Registers	§ 29(h),		
	Directory Service	Application managing information about network resources available within the IT infrastructure and managing the corresponding user access rights.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Address point	A place in the terrain to which an address can be uniquely assigned in relation to a building object	Act No. 111/2009 Coll., on basic registers	§ 29 letter d),		
	Agenda	A comprehensive area of competence of a public authority or a comprehensive area of activity of a private data user	Act No. 111/2009 Coll., on basic registers	§2. letter e)		
	Agenda	A set of official activities, usually linked to a specific administrative activity, e.g. the ID Card Agenda, the Agenda of the Territorial Procedures Process.		Public administration institution		
	Agenda of public administration	A circle of interrelated activities within the competence of a public authority defined by law.	An agenda is defined by a valid law or laws that regulate the way a specific section of public administration is performed. Each Agenda of the Public Administration must be listed in the RPP.	OeG, partly IVS		

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	Agenda point	1) Public authority that keeps records of subjects (legal entity, organisational unit and organisational unit of a legal entity, organisational unit of the state, internal organisational unit of an organisational unit of the state if this internal organisational unit is entrusted by law with its own competence, entrepreneurial natural person, foreign person and organisational unit of a foreign person, trust fund) according to another legal regulation, 2) The public authority which grants authorisation to operate pursuant to another legal regulation, 3) The administrator of the register of public authorities and private data users, if the entity referred to in bracket 1 is a public authority, 4) The central administrative authority whose area of competence is closest to the establishment of the entity referred to in bracket 1, if it is not a public authority referred to in points 1 to 3. Agency point is the authority which, after fulfilling the conditions, enters or modifies data on the subject in the Register of Persons, or enters or edits data in another information system according to its relation to the ROS	Act No. 111/2009 Coll, on basic registers	§ 24 (a),		

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AIFO	Agenda identifier of a natural person	A non-public identifier that is uniquely assigned to a record of a natural person in an agency information system or a basic register within the relevant agency, is derived from the source identifier of a natural person and the agency code and is used exclusively to uniquely identify a natural person for the purposes of the performance of the agency for which it has been assigned. The source identifier of a natural person cannot be derived from the agenda identifier of a natural person, nor can personal or other data about the natural person to whom it has been assigned be inferred from it. The AIFO is never communicated and is not used in official relations.	Act No. 111/2009 Coll., on the Basic Registers	§ 9, paragraph 1		
AIS	Agenda information system	Information system of public administration, which is used for the execution of the agenda, use of electronic forms or electronic identification.				
	Agency data	It is a subordinate element of data Agency data are data that the agenda itself keeps about the subject/object of the right. An agenda entry should always be linked to a subject or object held in the base register.		Example OHA		
	Aggregation	Aggregation indicates that an object groups a certain number of other objects.	Binding according to ArchiMate standard	ArchiMate		
	Acceptance	Formal agreement that an IT service, process, plan or other deliverables are complete, correct, reliable and meet specified requirements.	Acceptance is usually preceded by evaluation or testing and is often required before moving to the next stage of a project or process. See Service Acceptability Criteria.	ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Acceptable risk	Risk that is acceptable to the authority or person who is obliged to implement security measures according to the law and does not need to be managed by other security measures.		Decree No. 82/2018 Coll., on Cyber Security	§ 2, letter b)	

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	Accredited	Officially approved for a specific role. The Act 365/2000 Coll. subsequently refers to accreditation as a procedure based on which a certificate is issued stating that legal or natural persons who are entrepreneurs meet the technical, organisational, economic and personnel requirements to carry out attestation within a defined scope	For example, an accredited institution may be approved to carry out training or audits.	ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Actor	A person, organisation or system that acts in one or more roles as a participant in activities (business functions, processes or services).				
	Asset	Resource or capability. The assets of a service provider include everything that can contribute to the delivery of the service.	The types of assets can be: management, organisation, process, knowledge, people, information, applications, infrastructure and financial capital.	ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Service Asset	Any capability or resource of a service provider. See Assets.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Active Monitoring	Monitoring of an IT configuration item or service using periodic automated checks to determine ongoing status.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
	Asset	Anything of value to an individual, organization or public administration		Glossary of Cybersecurity		

Abbreviation	Definition of Czech (definicion)	Description of Czech (description)	Sources of definition	Detail of source		
	Supporting asset	Technical asset, employees and contractors involved in the operation, development, management or security of the information and communication system	- technical asset (technical equipment, communication means of the system concerned and its software, objects in which the system is located), - personnel - employees and contractors involved in the operation, development, administration or security of the ICT system, - procedural-organisational rules, procedures and instructions defining the objective and conditions for the provision and use of the ICT service, involved in the operation, development, administration or security of the system. Primarily applicable to a critical information infrastructure information system, a critical information infrastructure communication system or a major information system, on cyber security	§ 2, letter f)		
	Primary asset	Information or service processed or provided by an information and communication system	Primary applies to a critical information infrastructure information system, a critical information infrastructure communication system or a major information system.	Decree No. 82/2018 Coll., on Cyber Security	§ 2, letter g)	
	Technical asset	Technical equipment, communication means and software for information and communication systems and objects in which these systems are located, the failure of which may have an impact on the information and communication system.		Decree No. 82/2018 Coll., on Cyber Security	§ 2, letter k)	

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	Alternative costs (opportunity costs)	Costs that are used when comparing several investment alternatives.	Opportunity costs represent the income that would have been obtained by using existing resources in a different way. For example, the opportunity cost associated with the purchase of a new server may involve not carrying out a service improvement activity on which the money could otherwise have been spent. The term is used as part of the decision-making process, but is not interpreted as an actual cost in financial terms.	ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Analytical modelling	A technique that uses mathematical models to predict the behaviour of an IT configuration item or service. Analytical models are commonly used in Capacity Management and Availability Management.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
BIA	Business Impact Analysis (BIA) is an activity of Business Continuity Management that identifies essential business functions and their dependencies. These dependencies may include suppliers, personnel, other business processes, IT services, etc… BIA defines IT service recovery requirements. These requirements include recovery time targets, recovery point targets and minimum service level targets for each IT service.	ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,				
FMEA	Failure Modes and Effects Analysis					
	Threat Analysis	Examination of activities and events that could negatively affect the quality of IT service (data processing and transmission system) and/or the data itself.		Glossary of Cybersecurity		

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CBA	Cost-Benefit Analysis	An activity that analyzes and compares the costs and benefits of alternative approaches. See Case Study, Net Present Value, Internal Rate of Return (IRR), Return on Investment, Value on Investment.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
	Risk Analysis	The process of understanding the nature of risk and determining the level (probability of occurrence and estimation of potential impact) of risk.		Glossary of Cybersecurity		
	Service Analysis	Technique used to assess the impact of an incident on a business.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
FTA	Failure Tree Analysis	Technique that can be used to identify the chain of events that lead to a problem. Fault tree analysis represents the chain of events shown in a diagram using Boolean notation.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Trend analysis	Data analysis to identify patterns over time. It is used in Problem Management to identify common faults or configuration items prone to faults, in Capability Management it is used as a modelling tool to predict future behaviour. It is also used as a management tool to identify deficiencies in IT Service Management processes.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Service Failure Analysis					
	Application	An application is an installed and commissioned IT system that supports business functions and services. Applications use data and are made up of technical components.				
	Applications	Software that provides the functions required by an IT service. Each application can be part of several IT services. An application runs on one or more servers or clients.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		

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	Application Architecture	Description of the structure and interactions of applications as a group of capabilities that provide key business functions and data.		Czech translation of the TOGAF Interpretive Glossary		
	Application Functions	An application function represents an automated behavior that can be executed by an application component.		National Architecture Framework		
	Application Component	An encapsulation of application functionality in accordance with the structure of its implementation. A modular, deployable and replaceable part of a software system, encapsulating its behavior and the data it provides through a set of interfaces.	Application components are implemented, deployed into technology components. An application component is implemented by a number of technology components. It is an active element of the information systems architecture. An application component is an independently installable and operable unit of application software equipment.	National Architectural Framework		
	Application Platform	A collection of software and hardware components that provides services for building applications.		Czech translation of TOGAF explanatory dictionary		
	Application portfolio	Database or structured document used to manage applications throughout their lifecycle. An application portfolio contains the key attributes of all applications in use. An application portfolio is sometimes implemented as part of a service portfolio or as part of a configuration management system.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Application software	Software created for a specific business purpose.		Czech translation of the TOGAF glossary		
	ArchiMate	Independent graphical modelling language.	It is managed by the Open Group Consortium, which has declared ArchiMate as a standard for describing Enterprise Architecture.	Explanation of OHA		

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Cybersecurity Architect	Cybersecurity Architect	A security role responsible for ensuring the design of the implementation of security measures to ensure a secure information and communication system architecture	A person may be assigned to this role who is trained for this activity and demonstrates competence through experience in designing the implementation of security measures and ensuring the security architecture for at least three years, or (b) one year if they have completed a university degree.	Decree No. 82/2018 Coll, on cyber security	§ 7, paragraph (2),	
		Architectural Vision (Architectural Vision)	A simplified description of the target architecture focusing on the business benefits and the changes in the enterprise that will arise as a result of the target architecture. The vision serves as a basis for more detailed architectural work.				
		Architecture	The structure of an IT system or service involving the interrelationships between components and the environment in which they are located. Architecture also includes the norms/standards and guidelines that guide the design and development of the system.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
AA		Application Architecture	Description of the structure and interactions of applications as a group of capabilities that provide key business functions and data.		Czech translation of the TOGAF 9.1 Interpretive Glossary		
		Database Architecture	Logical view of data models, data standards and data structures. Also includes the definition of a physical database for an information system. Performance requirements, and geographic deployment.		Czech translation of the TOGAF 9.1 Interpretive Dictionary		
		Service-oriented architecture	A style of architecture (business and technology) that is aimed at simplifying the collaboration of different parts and emphasizing flexibility due to changes.	One of the basic ideas is to decompose a process into parts (blocks) that occur repeatedly, i.e. after programming them, a module is created that is reusable	Czech translation of TOGAF 9.1 explanatory glossary		

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EA	Enterprise / Office Architecture	Architecture, includes: - a structured description of the goals of the organization, - the ways in which these goals are achieved through business processes and - the ways in which these processes can be supported by ICT technologies.		Roger Sessions, A Better Path to Enterprise Architectures, Roger Sessions, April 2006.		
EA	Enterprise/Authority Architecture	A level of detail description of the architecture of the Authority as a whole, sub-capability or corresponding functional unit, focusing on what elements exist in this architecture and why.		OHA		
SA	Solution Architecture	Description of an individual business activity and its IT support. A solution architecture typically corresponds to a single project or phase and translates the requirements into an architecture vision for the solution, into a high-level solution specification, and into the necessary implementation steps.		Czech translation of TOGAF 9.1		
SA	Solution Architecture	The level of detail in the description of the architecture of a sub-capability of an office or corresponding functional unit, focusing on how the elements of the architecture work or are intended to work.		OHA Interpretation		
	Segment Architecture					
	Capability Architecture					
EA	Authority Architecture	Authority Architecture as a management method is a means of holistic understanding of the organisation to support decision making, especially in planning strategic change, but also to support performance management, quality and accountability.				

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The fundamental concepts or properties of a system in its environment embodied in its elements, relationships, and in the principles of its design and evolution."	ISO/IEC/IEEE 42010: 2011 defines "architecture"	ISO/IEC/IEEE 42010: 2011 defines "architecture"				
	Architecture of public administration	Architecture of public administration as a socio-economic-technical system is a set of elements that form the structure of the system, their interrelations, their behavior (functioning) and the principles and rules of their creation and evolution over time.		Explanation OHA		
	Assisted Digital Service	Digital service that is mediated by a public authority official on behalf of the end user (client) at a universal or agency point of contact counter.		OHA		
	Attestation	Document certifying the positive result of the attestation of the information concept or information system documentation	Act No. 365/2000 Coll., on Public Administration Information Systems	§2 letter m),		
	Attestation	Determination of compliance of the long-term management of public administration information systems, except for operational information systems (information systems for the management and development of human resources and remuneration, electronic file service systems, information systems for accounting or financial resources management, electronic mail systems) with the requirements of Act No. 365/2000 Coll. and the implementing legal regulations to this Act	Act No. 365/2000 Coll., on public administration information systems	§2 (i),		
	Attribute	Part of the configuration item information. For example, name, location, version number and cost. The attributes of the configuration item are stored in the configuration database (CMDB).	ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
Cybersecurity Auditor	Cybersecurity Auditor	(a) A security role responsible for conducting a cybersecurity audit, which may be performed by a person who is trained for this role and demonstrates competence through experience conducting cybersecurity audits or information security management system audits. for a period of at least three years, or 2. for a period of one year if they have completed studies at a university. b) guarantees that the performance of the cybersecurity audit is impartial, and c) may not be entrusted with the performance of other security roles, on cyber security	§ 7, paragraph (4),			
	Authentication	The process of verifying identity, proving that a person/application/technical device is indeed the identity it claims to be or is claimed to be. It is the provision of assurance that the claimed characteristic is correct.	It allows to confirm the electronic identification of a natural or legal person or the origin and integrity of data. The completion of authentication is usually followed by authorization, which is the consent, approval, allowing access or execution of a specific operation by a given entity. It is an electronic process that allows the electronic identification of a natural or legal person or the origin and integrity of data in electronic form to be confirmed.	Cybersecurity Glossary			
	Authentication	An electronic procedure that allows the confirmation of the electronic identification of a natural or legal person or the origin and integrity of data in electronic form.		Article 3(5) of Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market	Article 3(5)		
	Balanced scorecard	Management tool developed by Dr. Robert Kaplan (Harvard Business School) and David Norton. The Balanced Scorecard allows you to break down your strategy into Key Performance Indicators (KPIs). The performance measured by the KPIs is used to present the extent to which the strategy has been successful. The Balanced Scorecard has four main areas, each represented by several KPIs. These four areas are assessed in varying levels of detail throughout the organization.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
	Core Service Package	Detailed description of core services that can be shared across two or more service level packages. See Service Package.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Service Design Package	Document(s) defining all the elements of an IT service and its requirements at each stage of the lifecycle. A service design package is created for each new IT service, major change or withdrawal of an IT service.	ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,			

	Work Package	A series of actions designed to achieve a specific goal in a specific time - to fill a gap...		ArchiMate	
	Service package	Detailed description of an IT service that is ready to be delivered to customers. A service package includes a service level package (SLP) and one or more core and support services.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
SLP	Service Level Package	Specifies the level of utility and guarantees of a particular service package. Each is designed to meet the needs of a specific sample of business activity.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Benchmark	Systematic process of comparing and measuring products or processes. It is a comparative level, measuring and analysing processes and performance and finding the best solutions through systematic comparison with the performance of others, sharing experience and best practice with peers.		OHA	
	Benchmarking	Comparing benchmarks with baselines or best practices. The term is also used to refer to a series of comparative tests (benchmarks) over time, comparing results to measure progress or improvement.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Information security	Ensuring confidentiality, integrity and availability of information and data.	Preserving (protecting) confidentiality, integrity and availability (availability) in the processing, storage, distribution, use and presentation of information.	Act No. 181/2014 Coll., on Cyber Security	§ 2, letter c),
	Security measures	Set of actions aimed at ensuring the security of information in information systems and the availability and reliability of electronic communications services and networks in cyberspace.	Security measures are: - organizational - technical They are described in detail in Decree No. 82/2018 Coll., on Cyber Security	Act No. 181/2014 Coll., on Cyber Security	§ 4, paragraph (1)
	Non-significant identifier				
	Big Data	A term for data sets that are so large that they are difficult to process in a reasonable amount of time with traditional database tools or applications.			
	Future (target) architecture	Description of the future target state of the architecture (enterprise or solution) being developed for the organization. Several future intermediate states may be developed (as a roadmap) to show the gradual evolution of the architecture to the target state.		Czech translation of the TOGAF Interpretive Glossary	
	Building	Above-ground structure connected to the ground by a solid foundation, which is spatially concentrated and mainly enclosed externally by perimeter walls and a roof structure.			
	Dwelling	Dwelling is generally understood as a room or a set of rooms and their accessories which serve or are intended for permanent living purposes and generally form a single structural and technical unit.		Czech Statistical Office	https://www.czso.cz/csu/rso/byt_rso
	Dwelling	A set of rooms, or one living room, which, by their structural and technical arrangement and equipment, meet the requirements for permanent living and are intended for this purpose of use		of Act No. 332/2020 Coll.	§ 3(b)
	Business	A social entity or organisation consisting of several business units. In the context of ITSM (IT service management), the term business includes public sector and non-profit organizations as well as companies. An IT service provider provides an IT service to a customer within a business. An IT service provider may be part of the same company as its customer (internal service provider) or part of another company (external service provider).		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,
	Business				
BA	Business Architecture	Description of the structure and interactions between strategy, organisation, functions, business processes and information.		English translation of TOGAF 9.1	
BA	Business architecture	Business architecture represents the performance layer of public administration. It contains the processes, services, actors and interfaces that describe the behaviour of an organisation towards an end client or another organisation, including itself.		National Architecture Framework	
	Business Goal	A high-level statement of intent or direction for an organization. It is usually used to measure the success of an organization.		Czech translation of TOGAF	
	Business Goal (Specific)	A time-bound milestone used to demonstrate progress on the path to the goal.		Czech translation of the TOGAF Interpretive Dictionary	
	Business governance	Ensures that business processes meet business objectives and comply with corresponding policies.		Czech translation of TOGAF dictionary	
	Business requirement	Quantitative expression of a business need that must be fulfilled by a specific architecture or work package.		Czech translation of the TOGAF glossary	
	Business service				
	Call centre	An organisation or business unit that handles a large number of incoming and outgoing telephone calls.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,
TCO	Total cost of ownership	TCO (Total cost of ownership) Methodology used in investment decision making. Total cost of ownership takes into account not only the initial cost or purchase price, but also the life cycle cost of a configuration item.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
CMS	Central Point of Service	The basic building block of public administration communication infrastructure (CIPS), a tool for secure, fast and reliable information transfer. It ensures the mutual, controlled and secure interconnection of public and state administration entities, as well as the communication of public and state administration entities with other entities in external networks such as the Internet or the EU communication infrastructure. It also forms a single logical point of interconnection of individual telecommunications infrastructure operators providing services for the KIVS.			Explanation OHA

CMS	Central Service Point	A set of technical and software equipment through which public administration information system services are provided and through which electronic communications networks are used and interconnected.	Act 365/2000 Coll., as amended, introduced the obligation to publish ISVS services to individual users through the Central Service Point (also referred to as CMS). In combination with the Communication Infrastructure of Public Administrations (also referred to as CIVS), it establishes a secure communication infrastructure, separate from the Internet, providing for individual public administrations: Secure and reliable access to the application services of individual ISVS Secure and reliable publication of application services of individual ISVS Secure access to the Internet\ Secure access to postal services on the Internet\ Provides a secure network environment to ensure interoperability within the EU Enables secure access to ISVS application services intended for end clients of the public administration from the Internet	Law No. 365/2000 Coll, on public administration information systems	§6h	
	Certification					
	Data path	Connection between two or more nodes through which these nodes can exchange data.		ArchiMate		
	Business					
	Service Level Objective	Commitment documented in a service level agreement (SLA). Service level objectives are based on service level requirements and are needed to ensure that the IT service fulfils its purpose. Service level objectives should be "SMART" and are usually based on key performance indicators (KPIs).		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
	Goal architecture	Represents the target state of the architecture (vision).		Czech translation of the TOGAF glossary		
COBIT	COBIT (Control OBjectives for Information and related Technology). A framework for the management of information systems and technology developed by the Information Systems Audit and Control Association (ISACA) and the IT Governance Institute (ITGI).		Czech translation of TOGAF			
COBIT	COBIT	Council on Governance in Information and Related Technology (COBIT) provides guidance and best practices for managing IT processes. COBIT is published by the IT Governance Institute. For more information, see http://www.isaca.org/.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
	Czech POINT	Czech Submission Verification Information National Terminal (Czech POINT) is a universal contact point of public administration providing citizens with mainly verified extracts from public administration information systems, e.g. extract from the Criminal Register, extract from the Real Estate Register, extract from the driver's score, extract from Public Registers, etc. and a number of other services, e.g.	Czech Point combines a universal filing office, a verification point and an information centre, where it is possible to obtain in one place all the data, copies and extracts that are kept in the central public records and registers, as well as in the central non-public records and registers for your person, belongings and rights. A place where one can furthermore verify documents, documents, signatures and also the electronic form of documents, make a submission to any public administration office, and finally obtain information on the progress of proceedings in all matters that the State is conducting in relation to his/her person.	Explanation of OeG		
AČ	Activity	Set of acts performed within the framework of an agenda	Also referred to as "Agenda activity"	Act No. 111/2009 Coll., on the Basic Registers	§ 48 letter a),	
	Activity	A set of actions designed to achieve certain results. Activities are usually defined as part of processes or plans and are documented in procedures.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
CR	Activity Role	A set of permissions defined to access reference data in basic registers or data in agency information systems.	Corresponds to the general concept of Role and Business Role.	Explanation OHA		
CSH	Net Present Value	Technique used in making investment cost decisions. Net Present Value compares the additions and subtractions of cash flows. A positive net present value indicates a valuable investment. See Internal Rate of Return, Return on Investment.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Database					
SCD	Supplier and contract database	Database or structured document used to manage supplier contracts throughout their life cycle. The Supplier and Contract Database records the key attributes of each supplier contract and should be part of a service knowledge management system.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,

Code	Term	Description	Note	Reference	Detail	
	Database of known errors	Database containing records of known errors. The database is created by the Issue Management and used by the Incident and Issue Management. The Known Bugs Database is part of the Service Knowledge Management System.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
DA	Data Architecture	A part of the information systems architecture layer, describing in particular the conceptual, logical and physical models of data about objects that are the subject of records in the authority's information systems.				
	Data Entity	Data encapsulation identified by the business analyst. Entities can be tied to applications, databases, and services. They can be structured according to the implementation perspective.				
	Dataset	A set of related data related to a single subject. A dataset is provided in the form of one or more dataset distributions, which are data files in selected data formats intended to be downloaded directly or made available through a defined application programming interface (API).		open data		
	dataset	Identifiable data collection.		Government Resolution No. 815/2014, Strategy for the Development of Spatial Information Infrastructure in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of terms	
DS	Data box	State-guaranteed communication tool, which replaces traditional registered letters and is mainly used for communication with public authorities. The holder of a data box, i.e. any entity for which a data box is established by law and any citizen voluntarly, can make submissions to any authority. The authorities use the Data Box to deliver their documents to the relevant addressees (natural or legal persons), as well as to communicate with other public authorities. All acts performed through the electronic Data Box or the counter are completely equivalent - equivalent to acts performed in writing.				
DS	Data box	Data box is an electronic storage device which is intended for a) delivery by public authorities, b) performance of acts in relation to public authorities, c) delivery of documents by natural persons, business persons and legal entities.		Act No. 300/2008 Coll., on electronic acts and authorised document conversion	§2 para 1.	
	Data message	Electronic data that can be transmitted by means of electronic communication and stored on technical data carriers used in the processing and transmission of data in electronic form, as well as data stored on technical carriers in the form of a data file.	It can be either a document received from public authorities or a created document intended to be sent electronically to the data box of a public authority.	Dictionary of terms for data boxes		
	Data message	Documents of public authorities delivered by means of a data box, acts performed towards public authorities by means of a data box and documents of natural persons, natural persons engaged in business and legal entities delivered by means of a data box shall take the form of a data message.	Data message is a whole consisting of an envelope, message metadata and embedded documents. The data message must be treated as a single unit.	Act No. 300/2008 Coll., on electronic acts and authorised document conversion	§19	
	Data object	Passive element suitable for automatic processing.		ArchiMate		
	Batch processing					
	Deming cycle	Synonym for the concept of the work cycle: Plan - Do - Check - Act.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
SD	Solution Design	Detailed elaboration of the solution architecture, describing the design and "production" process of the implementation of a solution component - implementation of a process, programming or parameterization of an application, etc.		Example of OHA		
	Detection					
	Diagnostic Script	A structured set of questions used by Service Desk staff to ask the right questions to help them classify, resolve and assign incidents. Diagnostic scripts can also be made available to users to help them diagnose and resolve their own incidents.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Diagnosis	Incident and Problem Life Cycle Phase. The purpose of diagnosis is to find an alternative solution to the incident (workaround) or the primary cause of the problem.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
Diagram		TOGAF			TOGAF	
Difference analysis	An activity that compares two sets of data and identifies differences. Differential analysis is usually used to compare a set of requirements with the actual delivery. See Benchmarking.			ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Digitization	A process that enables the use of the full potential of digital technologies to streamline and accelerate a wide variety of processes and functions. The support of digital development by the state, the possibility to communicate with the state administration and to use services on the Internet.		Example of OeG		
DPL	Digitally friendly legislation	Digitally sound legislation. This is the preparation and development of legislation that on the one hand would support the modern functioning of agendas and activities in the twenty-first century as much as possible and on the other hand would set the right preconditions for electronization and modernization.		Principles for the development of digitally friendly legislation		
	Digital Agenda for Europe	European strategy for the period 2016 to 2020 aimed at removing fragmentation of the single market for electronic communications, promoting interoperability, fighting cybercrime and increasing trust in the use of computer networks including the internet, promoting computer literacy, encouraging investment in and development of networks as well as promoting innovation and investment in science and research		OeG statement		
	Digital economy	Information technology-based economy, which also makes extensive use of information and communication technologies for resource allocation. It is changing the structure of business management and creating new industries. This is a process that permeates the whole of society and is intertwined with the concept of the information society. High-quality access to the Internet is crucial for the development of the digital economy.				

	Digital Government	Digital Public Administration, which envisages the use of digital technologies as an integrated part of governments' modernisation strategies to create public value. It relies on a digital government ecosystem composed of government actors, NGOs, businesses, citizens' associations and individuals who support the creation of data, services and content through interactions with government.	OECD Dictionary		
	Digital service	An act performed by a public authority towards a service user within the framework of an agenda and listed in the catalogue of services as an act in electronic form; an act performed towards a service user by a public administration contact point within the framework of an agenda is also considered a digital service	We distinguish between an informational service, where information is provided on the possibilities of dealing with a specific life situation; a transactional service, where the entire service process can be handled electronically; and an assisted service, where an electronic service is provided at a public administration contact point with the assistance of an official.	Law No. 12/2020 Coll, on the right to digital services	§ 2(2)
	Digital service	Information society service according to the Act regulating certain information society services, which consists in the operation of: 1. an on-line marketplace that allows consumers or sellers to conclude on-line a purchase contract or a contract for the provision of services with a seller-entrepreneur, through the website of the on-line marketplace or through the website of the seller who uses the service provided by the on-line marketplace, 2. an internet search engine, which enables searches to be carried out on essentially all websites, based on a user's query on any topic in the form of a keyword, phrase or other input, whereby the service provides links where information related to the requested content can be found, or 3. cloud computing, which enables access to scalable and customisable storage or computing resources that can be shared, on cyber security	§ 2(l),		
	Digital technical map	Database file containing data on transport and technical infrastructure and selected natural, structural and technical objects and facilities, which show and describe their actual state, and data on plans for changes to transport and technical infrastructure	Act No. 200/1994 Coll., on surveying and on amending and supplementing certain acts related to its introduction	§2 m)	
	Digital technologies	Overarching term for computer products and solutions. Digital technologies make it possible to compress vast amounts of information on small storage devices that can be easily stored and transported. Digitization also accelerates the speed of data transfer. Digital technology has changed the way people communicate, learn and work.		Explain OeG	
	Digital transformation of public administration	The process that results in a public administration that makes full use of digital technologies. Modernisation of public administration with the possibility of centralised access to electronic government services.		OeG statement	
	Digital act	An act performed by a service user towards a public authority within the framework of an agenda and recorded in the service catalogue as an act in electronic form			
	Digital commissioner of the central public administration body	Person in the central administration body, especially in the ministry, who coordinates digitisation initiatives, keeps track of the agendas and activities under the authority's responsibility and the process of digitisation, with a particular focus on the digitisation of services for public administration clients, is responsible for the implementation of the Digital Czech Republic objectives, approves, coordinates and is responsible for the implementation of the Digital Czech Republic objectives for a given authority, ensures budgetary and human resources for the implementation of the authority's digital transformation tasks.		OeG statement	
	Sub-configuration item	Configuration item that is part of the summary configuration item. For example, CPU or memory configuration items can be part of a server configuration item.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Distributed Database	Database that is not centrally stored, but its parts are located within a network of interconnected computers.		Czech translation of the TOGAF glossary	
	Response time	Time scale for completing an operation or transaction. It is used in Capacity Management as a measure of IT infrastructure performance and in Incident Management as the amount of time it takes to answer the phone or begin a diagnosis.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	
	A deliverable	An architectural output that is specified, revised, agreed and signed by the responsible approver. Deliverables are usually the output of the project and are retained after the project is completed. Deliverables can be transferred to an architectural repository.			
	Supplier	A third party responsible for the delivery of goods or services necessary to deliver IT services. Examples include hardware or software suppliers, Internet and telecommunications service providers, and organizations providing outsourcing services.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
SLA	Service Level Agreement (arrangement)	Documented agreement between service provider and customer that specifies services and service objectives		ČSN ISO/IEC 20000	Concept No. 3.29
SLA	Service Level Agreement (Arrangement)	Agreement between the IT service provider and the customer. A service level agreement (SLA) describes the IT service, documents the service level objectives and specifies the responsibilities of the IT service provider and the customer. A single SLA may cover a number of IT services or multiple customers. See Service Level Agreement (SLA).		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	

OLA	Operational Service Level Agreement	An agreement between an IT service provider and another part of the same organisation The agreement supports the delivery of IT services by the IT service provider to customers. The agreement defines the goods or services that should be provided and the responsibilities of both parties. E.g. agreement - between the IT service provider and the purchasing department to procure the hardware within an agreed time, - between the service desk and the support group to ensure that the incident is resolved within an agreed time.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Agreed Service Uptime	Synonym for service uptime commonly used in formal availability calculations.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Document	Document is graphically recorded information in paper or electronic form. For example, a policy specification, a service level agreement, an incident record, a computer room layout diagram.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Document	Any written, pictorial, audio or other recorded information, whether in analogue or digital form, which has been created by the originator or has been delivered to the originator		Act No. 499/2004 Coll., on Archives and Records Management and on Amendments to Certain Acts, as amended	§ 2(e)
Date(s)	Measure of the effect of the incident, problem or change on business processes. The impact is often based on the effect it will have on service levels. Impact and urgency are used to assign priority.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Availability				
	Availability				
	Second level of support	Second level in the hierarchy of support groups involved in incident handling and problem investigation. Each higher level has specialists with more knowledge or more time or other resources.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Confidentiality	Security principle that requires that data be accessible only to authorized persons.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Editor of basic registers	A public authority authorised to enter data into the basic register or the agency information system and to make changes to the entered data		Act No. 111/2009 Coll., on basic registers	§ 2, letter i),
	e-invoicing	Electronic exchange of electronic invoices between business partners, between suppliers and buyers		Example OHA	
	Efficiency	Measure of whether the objectives of a process, service or activity have been achieved. An efficient process or activity is one that achieves the agreed objectives. See Key Performance Indicator (KPI).		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	eGovernment	Modern digital public administration, using digital infrastructure to perform its activities, implementing a set of ICT services that are shared, mutually aligned, trusted, connected, accessible, secure, affordable, measured, efficient, automated and easy to use from the point of view of users.			
eGC	eGovernment cloud	eGovernment cloud	eGovernment cloud is a public administration information system used to support the management of the use of cloud computing by public administration bodies.		
eGSB	eGovernment On-Line Service Bus	eGSB (or also eGON Service Bus) is a technology that acts as a bus for shared eGovernment services. It enables government and public administration bodies to share up-to-date data and services seamlessly with each other. As a result, a citizen does not have to "go around to individual offices" but can get the service needed to resolve their life event in one place. The term is synonymous with ISSS - Information Shared Service System	From the perspective of public administration, eGSB technology represents a maximally secure interconnection platform that meets high standards of cybersecurity. eGovernment Service Bus ensures the integration of government services and the satisfaction of service users, i.e. citizens, entrepreneurs and companies. It is also a prerequisite for the automation of digital government services, ensuring the possibility of full electronic submission and the right of citizens to digital services. The term is synonymous with ISSS - Information Shared Service System	Explanation OHA	
	Electronic Identification	The process of using personal identification data in electronic form that uniquely identifies a specific natural or legal person or a natural person representing a legal person.	It is a method of uniquely secure electronic identification of a person. Electronic identification takes place e.g. when logging on to an e-Person. banking or e-banking. services of the authorities. The means for electronic identification in the Czech Republic, guaranteed by the state, is eObčanka and also the means NAME-PASSWORD-SMS.	Article 3(1) of Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market	Article 3(1)
eID	Electronic Identity				
eMailroom	Electronic mailroom	Device designed to deliver electronic messages and electronic documents and data messages	We consider eMailroom to be both the receipt itself (in business terms) and the software solution that precedes the electronic filing system	Explanation OHA	
	Electronic Delivery	Client communication with public administration by electronic means. The electronic delivery service is provided in the Czech Republic by the information system of data boxes, through which it is possible to communicate securely with the public administration. In addition, electronic delivery services are provided by electronic mailrooms of public authorities.		Example of OHA and OAS and OVS	
	Electronic filing	Initiation of an act towards the public administration (filing) by means of remote access (electronically).		Example OeG	

eOP	electronic ID card (e-Citizen)	Identity card with machine-readable data and a contact electronic chip that allows citizens to securely identify themselves and communicate with authorities online.		Example of OeG	
	e-Procurement / electronic public procurement	Electronic public procurement. Written communication between the contracting authority and the supplier in the procurement procedure must be made electronically	Electronic procurement	Example OeG	
	e-recept	Electronic record containing information on prescription medicines and medicines dispensed on prescription. The record is made by the doctor (prescribed medicines) and the pharmacist (dispensed medicines).		National e-prescribing strategy Healthcare (glossary of terms)	
	Escalation	The established procedure for solving a potential problem according to a specific situation.		Czech translation of the TOGAF explanatory dictionary	
	State Auditing	Activity responsible for recording and reporting the life cycle of each configuration item.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	European Data Portal	The European Data Portal collects metadata of public sector information available on public data portals in European countries. Portals can be national, regional, local or sectoral. They cover the 28 EU Member States, the EEA, the countries involved in the EU Neighbourhood Policy and Switzerland.		https://www.europeandataportal.eu/cs/homepage	
	External Metrics	Metrics used to measure the delivery of an IT service to a customer. External metrics are usually defined in SLAs and are reported to customers. See Internal Metrics.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	External Service Provider				
	External Resources	Synonym for Outsourcing.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Fixed costs	Costs that are not dependent on the use of the IT service.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
SOR	Requirements Formulation	Document containing all requirements for the purchase of products, new or changed IT services.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,	
FAIS	Form Agency Information System	Form Agency Information System (FAIS) is a component of the Information System of Basic Registers (ISZR), which allows to request the release of multiple data from basic registers through special form-oriented services and subsequently mediates the batch release of these bulk data. It is used for cases where it is mandated by law that reference data in multi-subject groups are used. This is the case, for example, with the issue of electoral rolls.		National Architectural Plan	
	Function (business)	Basic unit of behaviour, an agency's actions, what an agency must be able to do internally to perform activities on the agenda and to provide internal (within the agency) and external services to clients.			
	Function (business)	Delivers business capabilities. A function is closely linked to the organisation (its structure) but is not necessarily managed/administered by that part of the organisation.			
	Application Function	An application function is an expression of an internal view of what an application component can do. It is a prerequisite for an externally provided and accepted application service.		ArchiMate	
	Infrastructure Function	A behavioral element grouping the infrastructure behaviors that can be performed by a node.	\ Infrastructure Function is a description of what a technology node can do internally, what functionality it has.	ArchiMate	Technology and Infrastructure Layers
	Functional unit	A specific capability or combination of capabilities or parts of segments of a public administration (or other part of (e)Government), supported by information and information technology (corresponding part of the digital infrastructure), i.e. existing simultaneously on all four layers of the public administration architecture, even if providing services primarily on only some of them.			
	Functional Unit	Functional Unit is a logical structure containing all layers of architecture (primarily Business, Applications, Platforms, Communications), and which is most often formed around a public administration information system. A typical example of a functional unit can be "document management". In addition to the information system itself, such as the electronic filing service and trusted storage, this unit also includes the processes and procedures in the office (shredding plan, document reception, etc.), the necessary HW and SW, communication interfaces, security requirements, standards, rules, etc. However, just because a functional unit is described through all layers of the architecture does not mean that they are an integral part of it. For example, the HW and SW equipment layer is assumed to be a shared platform that is not directly part of the functional unit, but uses its services.		National Architecture Plan	
	Physical Application Component	Application, application module, application service, or other deployable functional component. An example would be a configured and installed instance of an ERP system.		Czech translation of TOGAF	
	Physical data				
	Physical data component	Boundary zone that encapsulates related data entities and thus forms their physical location. For example, an order containing an order header and order items.		Czech translation of TOGAF dictionary	
	Physical technological component				
	Physical level				
	Asset Guardian	Security role responsible for ensuring the development, use and security of the asset.		Decree No. 82/2018 Coll., on Cyber Security	§ 7, paragraph (3)

GPrA	Guarantor of the primary asset	An individual authorised by the authority or person referred to in § 3 © to (e) of the Act2) to formulate the substantive requirements for the purpose and conditions of provision of the asset, i.e. to ensure the use and security of the primary asset from a substantive point of view.)	Security role responsible for ensuring the development, use and security of the primary asset. In fact, the person who: - determines: who are the users / to whom the system should provide what services, with what quality parameters and under what conditions, i.e. sets the SLA, - is authorized to control the fulfillment of the set SLA of the provided services, on cyber security -	§2, letter g), §6, letter c) and §7, paragraph (3).		
	Guaranteed spatial data	Spatial data with a relevant quality certificate, over which the public administration carries out transparent decision-making processes with subsequent legal liability.		Government Resolution No. 815/2014, Strategy for the Development of Spatial Information Infrastructure in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of terms	
	Geoprvek	Model image of a real-world geographic entity that is indivisible into units of the same class or a set of such entities with a common attribute value.		Government Resolution No. 815/2014, Strategy for the Development of Spatial Information Infrastructure in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of terms	
	Agenda manager	A specific person who is the notifier of an agenda within a public authority, is responsible for the agenda and its performance at all levels of government.				
	Service manager	A specific person within a public authority who is the announcer of the agenda to which the service belongs.		Example OeG		
	Governance	The process of monitoring and managing business (or IT) to achieve desired business outcomes.		Czech translation of TOGAF dictionary		
	Governance ("principles of long term direction and management")	Ensuring that policies and strategies are actually implemented and that required processes are correctly followed. Governance includes defining roles and responsibilities, measuring, reporting and implementing actions to resolve any identified issues.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
	Architecture Governance	The way enterprise architectures and other architectures are managed and controlled at the enterprise level.		Czech translation of the TOGAF Interpretive Glossary		
	Government	The government or system that is supposed to administer a given state. In the sense of state administration, it is generally public administration.	Public administration in the narrower sense is translated as Public Administration.	OeG translation		
	Driver/influence	Something that creates, motivates and drives change in an organization.	Synonym: Motivator.	ArchiMate		
	Assessment	An analysis of safety and effectiveness, taking into account existing and planned activities, assessing risks, costs/benefits, readiness for transformation, etc.		TOGAF		
	Value					
VOI	Value from investment	Measurement of the expected return on an investment. VOI takes into account both financial and intangible returns. See Return on Investment.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Economy	A measure of whether an adequate (appropriate) amount of resources has been used to deliver a process, service or activity. A cost-effective process achieves its objective with the minimum amount of time, money, human or other resources consumed.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Threat	Anything that can exploit vulnerabilities. Any potential cause of an incident can be considered a threat. For example, fire is a threat that can exploit the vulnerabilities of combustible floor coverings. This term is generally used in Information Security Management and IT Service Continuity Management, but it also applies to other areas such as Problem Management and Availability Management.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,
	Threat	Potential cause of a cyber security event or cyber security incident that may cause damage,		Decree No. 82/2018 Coll., on Cyber Security	§ 2, letter e)	
	Defect	Design flaw or malfunction that causes the failure of one or more configuration items or IT services. A flaw is also defined as a human error or faulty process that impacts an IT configuration item or service.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
Configuration identification	Activity responsible for collecting information about configuration items and their links, for filling the configuration database. Configuration identification is also responsible for tagging configuration items so that the corresponding Configuration Record can be found.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
NUMBER	Person's identification number	Numeric code used to uniquely identify the subject		Act No. 111/2009 Coll., on Basic Registers	§ 24 letter c),	
	Building identifier					
	Data box identifier	Unique identifier of one data box which is not interchangeable with any other identifier used by the public authority	Unique public identifier of a data box. It is assigned and managed by ISDS, it is the public address of the data box.	Act No. 300/2008 Coll., on electronic acts and authorised document conversion	§21	
	Identifier of public authority	code used to uniquely identify the public authority		Act No. 111/2009 Coll., on basic registers	§48 ©,	
	Dwelling identifier	Unique identifier of the dwelling in the Register of Census Districts and Buildings, which is unchangeable throughout the lifetime of the dwelling.		Act No. 89/1995 Coll.	§ 20a	
	Identity	Unique name used to identify a user, person or role. An identity is used to assign rights to that user, person or role. Examples of identities include the username NovakJ or the role "Change Manager".		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Identity (of a person)	Identity is a set of characteristics that uniquely identify a specific person.	Identity is related to being and is not just a name, let alone a role.	ISO/IEC 29100:2011-12-15	2.7	
	Incident	Unplanned interruption of an IT service or limitation of the quality of an IT service. An incident is also a failure of a configuration item that has not yet affected the service. E.g. failure of one of the mirrored disks.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		

	Information	Any representation of fact, data, or opinion captured by any medium in the form of text, graphics, numerical data, spatial data, and audio or visual material.		Czech translation of TOGAF		
	Information activities	The acquisition and provision of information, the representation of information by data, the collection, evaluation and storage of data on media and the retrieval, retrieval, modification or alteration, transmission, dissemination, access, exchange, classification or combination, blocking and disposal of data stored on media. Information activities are carried out by administrators, operators and users of public administration information systems through technical and software means.	Practically any activity with information, especially if an information system is used for it.	Act No. 365/2000 Coll., on public administration information systems	§ 2, letter a),	
	Information domain (see Data domain)	A grouping of information (or data entities) according to a set of criteria such as security classification, ownership, location, etc. In the context of security, information domains are defined as a group of users, their information objects and security policies.		TOGAF glossary		
IK	Information Concept	Mandatory document in which authorities set out their long-term objectives for the quality and security management of managed public administration information systems (ISVS) and define the general principles for the acquisition, development and operation of ISVS. The details are set out in Decree No. 529/2006 Coll.		Decree No. 529/2006 Coll. on long-term management of public administration information systems	comment	
IKČR	Information Concept of the Czech Republic	The basic document which sets out the objectives of the Czech Republic in the field of public administration information systems and general principles of acquisition, creation, management and operation of public administration information systems in the Czech Republic for a period of 5 years.				
IS	Information system	Functional unit created for the purpose of providing information services, ensuring the purposeful and systematic collection, processing, storage and access to information and data.				
IS	Information System	A functional unit providing for the purposeful and systematic collection, processing, storage, access and disposal of information by automation or other means.	Includes data and information sources, media, hardware, software and work resources, technologies and procedures, related standards and personnel.\ Examples from the field of information systems management: availability management information system and vendor and contract management information system, etc.	Executive Glossary of Cybersecurity + OeG Interpretation		
ISEO, AISEO	Information System of Population Registration	The Information System of Population Registration (also referred to as ISEO or AISEO) is regulated by Act No. 133/2000 Coll., on Population Registration and Birth Numbers and on Amendments to Certain Acts (Act on Population Registration), as amended, is one of the basic information systems of public administration and its purpose is to process data on the population of the Czech Republic, e.g. collecting and storing this data and providing it to authorised entities. The administrator of the information system of population registration is the Ministry of the Interior.		Explanation OHA		
ISKN	Information System of the Cadastre of Real Estate	ISKN is the editorial system of the Register of Territorial Identification, Addresses and Real Estate, managed by the Czech Republic			Explanation OHA	
ISÚI	The Territorial Identification Information System	ISÚI is the editorial system of the register of territorial identification, addresses and real estate, managed by the CUZK			Example OHA	
ISSS	Shared Service Information System	Information system of public administration, which is part of the reference interface and through which data sharing is ensured between the agency information systems, through which data are not entered in the basic registers, with each other, and between the agency information systems, through which data are not entered in the basic registers, and private legal systems for the use of data, management of access authorisations to data and other activities according to this Act	Legislative term corresponding to the eGSB system.	Law 111/2009 Coll, on basic registers, as amended by Parliamentary Press 756/2020	§ 2(h)	
AMIS	Availability Management Information System	Virtual repository of all Availability Management data usually stored in multiple physical locations.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
CMIS	Capacity Management Information System	Virtual repository of Capacity Management data, typically located in multiple physical locations.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
ISVS	Information system of public administration	Functional unit or its part providing purposeful and systematic information activity for the purposes of public administration. Each public administration information system includes data that are arranged in such a way as to enable their processing and accessibility, operational data and furthermore tools enabling the performance of information activities. - interferes in the legal relations of other persons (natural or legal persons) or\ - provides digital services, but not to support the operational activities of the authority, such as municipal property management, personnel management, etc. E.g., on public administration information systems	§2 (b) ,			
ISZR	Information system of basic registers	information system of public administration, which is a part of the reference, shared and secure interface of information systems of public administration and through which data sharing is ensured between basic registers with each other, basic registers and agency information systems, basic registers and private systems for the use of data, agency information systems through which data are entered into the basic registers and other agency information systems, and between agency information systems through which data are entered into the basic registers and private law data exploitation systems, the management of data access authorisations and other activities pursuant to this Act		Act No. 111/2009 Coll, on basic registers as amended by the Parliamentary Press 756/2020	§2(g)	

IT	Information Technology	An umbrella term that either represents all or some areas of the computer industry such as: Development, Interfaces, Business Process Modelling, Communications, Compliance and Legislation, Computers, Content Management, Hardware, Information Management, Internet, Infrastructure, Software Development, Project Management, Security, Standards, Storage, Voice Transmission, etc.			
	Digital Service Infrastructure	These are all the resources required for the operation/delivery of a digital service.		OHA Interpretation	
	IT Infrastructure	All hardware, software, networks, equipment, etc., required to develop, test, deliver, monitor, manage and support IT services. The term IT infrastructure includes all information technology, but not related personnel, processes and documentation.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	
	Infrastructure for spatial information	A set of principles, knowledge, institutional arrangements, technologies, data and human resources to enable the sharing and efficient use of spatial information and services.		Government Resolution No. 815/2014, Strategy for the Development of Infrastructure for Spatial Information in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of terms
	Insourcing	Synonym for the use of internal resources.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,	
	Integrity	Security principle that ensures that data and configuration items are modified only by authorized personnel and activities. Integrity considers all possible causes of modification, including software and hardware failures, natural events and human intervention.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	
CMMI	Capability Maturity Model Integration	The Capability Maturity Model Integration (CMMI) is an approach to process improvement developed by the Software Engineering Institute (SEI) at Carnegie Melon University. CMMI provides organizations with the essential characteristics of effective processes. It can be used as a guideline for process improvement in a project, division, or an entire organization. CMMI helps integrate traditionally compartmentalized organizational functions, set goals and priorities for process improvement, provide guidance for quality management, and serve as a benchmark for evaluating existing processes. Further information is available at http://www.sei.cmu.edu/cmmi/.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Interaction	The link between architectural building blocks (e.g. services or components) that represents communication or usage.		Czech translation of the TOGAF Interpretive Glossary	
	Interactive public administration services	individual provision of personalized information through various information channels		Information Concept of the Czech Republic	
	International Standards Organisation	See International Organization for Standardization (ISO). The International Organization for Standardization (ISO) is the world's largest producer of standards. ISO is a non-governmental organisation made up of a network of national standards bodies from 156 countries. Further information about ISO is available at http://www.iso.org/.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,
	Internal metric				
IRR	Internal Rate of Return	Technique used in capital expenditure decisions. IRR calculates a value that allows comparison of two or more alternative investments. A higher IRR indicates a better investment. See Net Present Value, Return on Investment.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Internal Service Provider	An IT service provider that is part of the same organisation as its customer. An IT service provider may have both internal and external customers. See First Type Service Provider, Second Type Service Provider, Insourcing.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Internal Customer	Customer that is part of the same organization as the IT Service Provider.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Interoperability	The ability of systems to provide services to each other and to cooperate effectively.		Government Resolution No. 815/2014, Strategy for the Development of Spatial Information Infrastructure in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of Terms
	Interoperability	Ability of mutual cooperation between different organisations and systems. Interoperability involves the sharing of information and knowledge between organisations based on the exchange of data between their systems.	Systems may use different HW and SW platforms, different data structures, communicate through defined interfaces. Interoperability refers to the ability of these different systems to work together, to provide services to each other and to achieve mutual cooperation.	Principles for digitally friendly legislation	
CAPEX	Investment costs	The cost of buying something that becomes a financial asset, such as computer equipment or buildings. The value of the asset is depreciated over several accounting periods.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Investment Item	An asset that is of interest to Financial Management because it exceeds an agreed financial value.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	ISO 9000	A generic term referring to a set of international standards for Quality Management Systems.	For more information see http://www.iso.org/. See ISO.	ČSN EN ISO 9000:2016 - Quality Management Systems - Basic Principles and Glossary	
	ISO 9001	International Standard for Quality Management Systems.		ČSN EN ISO 9001 - Quality Management Systems - Requirements	
	ISO/IEC 17799	ISO Code of Practice for Information Security Management		ISO/IEC 17799 - Information Technology - Security Engineering - Code of Practice for Information Security Management	
	ISO/IEC 20000	ISO Specification and set of practices for IT Service Management.	ISO/IEC 20000 is in line with ITIL best practices.	ISO/IEC 20000-2 - Information Technology - Service Management - Part 2: Guidance on the use of service management systems	
	ISO/IEC 27001	ISO Specification for Information Security Management.	The corresponding set of practices is ISO/IEC 17799.	CSN EN ISO/IEC 27001 REPEAT 2 - Information technology - Security techniques - Information security management systems - Requirements	
itSMF	IT Service Management Forum	IT Service Management Forum is an independent organization dedicated to promoting a professional approach to IT Service Management. itSMF is a non-profit membership organization with a presence in many countries around the world (itSMF Chapters). itSMF and its members are involved in the development of ITIL and related IT Service Management standards.	For more information, visit http://www.itsmf.com/.	ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	
SPOC	Single Point of Contact	Providing a single consistent method of communication with an organization or business unit. For example, a single point of contact for an IT service provider is usually called a Service Desk.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	

Abbr.	Term	Definition	Note	Source	Section	
	Capacity	Maximum throughput that an IT configuration item or service can provide while meeting an agreed service level target. For some types of configuration items, capacity may represent size or quantity, e.g. for disk drives.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
	Capacity plan	Capacity plan is used to manage the resources needed to deliver IT services. The plan contains scenarios for different forecasts of business requirements and priced options to deliver services at an agreed level.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
	Catalogue	List of outputs of similar type serving as a reference source. For example, a catalogue of standards, a catalogue of applications.		Czech translation of the TOGAF explanatory dictionary		
	Service catalogue	The part of the data held in the basic register of agendas, public authorities, private data users and certain rights and obligations relating to the acts of public authorities carried out within the framework of an agenda in relation to entities which do not have the status of public authorities, and the acts of entities which do not have the status of public authorities in their exercise in relation to public authorities.	List of all acts contained in the Register of Rights and Obligations, which contains a list and description of acts performed within the framework of agendas reported under the Basic Registers Act in the Register of Rights and Obligations, which are performed by public authorities towards service users on the basis of a legal regulation or as a result of a request by service users, or which are performed by service users towards public authorities within their competence; the list and description of acts shall include the identifier of the act, the definition of the authorised subjects of the act and the form of the act, on the right to digital services	§ 2, paragraph (4)		
	Catalogues	Lists of building blocks of specific types and related types used for reference or for their management (for example, the list of organisational units still deals with sites and actors). The catalogues are used to record the metadata of the building blocks		Czech translation of the TOGAF explanatory dictionary		
	Catastral territory	Catastral territory means a technical unit that consists of a locally closed and jointly registered set of real estate in the land register		Law No. 256/2013 Coll., on the Land Register	§ 2 letter h)	
	Category	A named group of things that have common features. Categories are used to group similar things together. E.g. types of costs are used to group similar types of costs. Incident categories are used to group similar types of incidents, configuration item types are used to group similar types of configuration items.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Categories of public administration clients	Basic categorization: a) external client outside the public administration (ministries), citizens and commercial organizations\ b) external client of another OVM (public authority) - they are further divided into state and local government organizations. c) internal client of OVS corporation, i.e. employees of other organizational units subordinate to the OVS (public authority), e.g. service facilities of the ministry, municipal services company of the city, ..\ d) internal client of the authority (OVM), own employee in service and employment, elected member of the council, …				OHA
	Classification	Category assignment (to an entity). Classification is used to ensure consistent administration and reporting. Classification is usually for configuration items (CI), incidents, problems, changes, etc.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
KPI	Key Performance Indicator	Metrics that help to manage IT processes, services or activities. Many parameters can be measured, but only the most important ones are defined as a key performance indicator and are actively used when managing and reporting on processes, IT services or activities. KPIs should be selected to ensure economy, efficiency and cost-effectiveness. See Critical Success Factor (CSF).	ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,	ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
KPI	Key Performance Indicator	A way of quantifying the performance of a business or project.		Czech translation of the TOGAF explanatory dictionary		
	Client	A generic term meaning customer, business or customer of a business. For example, client manager can be used as a synonym for account manager. The term client is also used to mean: - A computer that is directly used by the user, e.g. PC, PDA, workstation. - A component of a client-server application through which the user communicates directly.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	The client of public administration	The one for whom public administration services are intended. The client of public administration is a subject of law, it can be a natural person, a natural person doing business, or a legal person or other organisation.				
	Tribe	Business object and corresponding data object	Example OHA			
ITIL	Information Technology Infrastructure Library / IT Service Management Best Practice Toolkit. The ITIL Library is owned by OGC. ITIL consists of a series of publications providing guidance for quality assurance in IT services, defining the processes and resources needed to deliver them.		Currently already in version 4.\ General There are 34 ITIL 4 practices divided into three categories:\ - General Management Practices\ - Service Management Practices\ - Technical Management Practices\ For more information, visit:\ - https://www.itlibrary.org/ - https://wiki.en.it-processmaps.com/index.php/ITIL_4	Information Technology Infrastructure Library		
	Zoning Element Code	Number or alphanumeric data assigned to it as unique and kept in the Register of Territorial Identification, Addresses and Real Estate	Act No. 111/2009 Coll.	Section 32(4)		
	Competence	Only the definition of powers and duties, but also the ability - to have the knowledge, skills and abilities necessary for the successful performance of a certain activity.		Explanation OHA		
	Component	A general term used to mean one part of a larger whole. E.g. a computer system may be a component of an IT service, an application may be a component of a release unit. Components that need management should be configuration items.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Composition	The term composition means that an object is composed of one or more other objects.		ArchiMate		
	Composite application					

	Communication (network) architecture	Component of technological architecture, specific layer according to the four-layer vision of the architecture of public administration of the Czech Republic, focus on communication and physical infrastructure.		OHA interpretation		
	Communication network	A set of products, concepts and services that enable the interconnection of computer systems for the purpose of data transmission (e.g. voice, image).		Czech translation of the TOGAF explanatory dictionary		
	Communication System					
	Communication System	A communication system is a system that provides for the transmission of information between end-users. It includes the end-to-end communication equipment, the transmission environment, the system administration, the staffing, and the operating conditions and procedures. It may also include cryptographic protection means.		Cybersecurity Glossary		
KS KII	Communication system KII	Communication system included in the Critical Information Infrastructure of the Czech Republic		Explanation of OHA using Decree No. 82/2018 Coll., on Cyber Security	§ 2, letter b)	
	Communication node					
	End user					
	Configuration	A generic term used to describe a group of configuration items that work together to deliver an IT service or a recognizable part of an IT service. Configuration is also used to describe the setting of parameters of one or more configuration items.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
CMDB	Configuration Database	Database used to manage configuration records during their life cycle. A configuration management system contains one or more configuration databases. In each configuration database, the attributes of configuration items and links with other configuration items are recorded.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Configuration item	Any component that should be managed for the purpose of delivering an IT service. Information about all configuration items is recorded in a configuration record in the Configuration Management System (CMS) and is maintained throughout their life cycle by Configuration Management. Configuration items are managed by Change Management. Configuration items typically include hardware, software, builds, people, and formal documentation such as process documentation and SLAs.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,
	Configuration structure	Hierarchy and other links between all configuration items that make up a configuration.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Configuration record	A record containing the details of a configuration item. Each configuration record documents the life cycle of one configuration item. Configuration records are stored in the configuration database (CMDB).		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Contract	Formal or informal specification of an agreement that specifies the rights and obligations associated with a product.		ArchiMate		
	Control	An activity that precisely defines the rules for making a decision when implementing a process or for deciding whether a process complies with the governance criteria.		Czech translation of the TOGAF glossary		
	Conversion	Complete conversion of a document: in documentary form into a document contained in a data message or data file; contained in a data message into a document in documentary form in a way that ensures that the content of these documents is consistent and that a conversion clause is attached. (2) The document created by the conversion shall have the same legal effects as the document from which the output was created. (3) If, according to another legal regulation, a document in documentary form is to be submitted to an administrative authority or a court or another state authority, in particular to be used as a basis for issuing a decision, this obligation is fulfilled by submitting its output, on electronic acts and authorised document conversion	§22			
	Service acceptability criteria					
KII	Critical Information Infrastructure	An item or system of critical infrastructure elements in the sector of communication and information systems in the field of cyber security.				
	Qualification	An activity that ensures that the IT infrastructure is adequate and properly configured to support an IT application or service.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Quality of Service	Preset configuration of non-functional parameters that can be associated with a service or service agreement.		Czech translation of the TOGAF glossary		
KB	Cybersecurity	The totality of legal, organizational, technical and educational measures (and rules) aimed at ensuring the protection of cyberspace and the assets located therein.			Cyber Security Interpretive Glossary + OHA supplement	
	Cyberspace	Digital environment enabling the creation, processing and exchange of information, consisting of information systems, and electronic communications services and networks.		Act No. 181/2014 Coll., on Cyber Security	§ 2, letter a)	
	Tuning	Activity responsible for planning changes in order to plan resources as efficiently as possible. Tuning is part of Performance Management, which includes monitoring performance and implementing required changes.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Logical Application Component	An encapsulation of application functionality that is independent of a specific implementation. E.g. classification of all applications for processing purchase requests in an enterprise.				
	Logical data					
	Logical layer	An implementation-independent architecture definition. Forms physical components according to purpose. For example, products from different vendors can be part of one logical category - application servers				
	Location	It is used to indicate the location in space.		ArchiMate		
	Location	The place where business is conducted. The location data can be hierarchically decomposed.		Czech translation of TOGAF explanatory dictionary		
	Location data of a territorial element	Data that unambiguously define their location in the terrain, expressed by coordinates in the coordinate system of the Unified Trigonometric Cadastral Network (S-JTSK),		Act No. 111/2009 Coll., on basic registers	§ 29 letter e),	

Requirements Management	Requirements Management - a quantitative statement of the needs of an enterprise that must be fulfilled by a specific package of architectural work.		Czech translation of TOGAF Interpretive Dictionary		
	Cybersecurity Manager	a) is the security role responsible for the information security management system, which can be performed by a person who is trained for this activity and demonstrates competence through experience with cybersecurity management or information security management. for a period of at least three years, or 2. for one year if they have completed their studies at a university, b) is responsible for regularly informing senior management of 1. activities arising from the scope of their responsibilities and 2. the status of the information security management system, and c) shall not be delegated to perform roles responsible for the operation of the information and communication system.	The person appointed by the organisation's senior management as responsible for the ISMS from prevention through ongoing testing to the elimination of consequences and evaluation of cyber incidents in the organisation, authorised to declare a Critical Cyber Regime within the organisation. As such, he/she is also the executive counterpart of the NCSIB for dealing with critical cyber security incidents, on cyber security	§7, paragraph (1).	
	Service Manager				
	Matrix				
	Matrix of Competencies	Synonym for RACI		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Measurable Objective	A time-bound milestone to demonstrate progress towards the objective. For example, 'Increase utilisation by 30% by the end of 2021 to achieve the planned increase in market share'.		Czech translation of TOGAF explanatory dictionary	
	Spatial Data Metadata	Data that describe the structures and contents of spatial data sets, spatial services and other IS components; enable and facilitate their retrieval, classification and use.		Government Resolution No. 815/2014, Strategy for the Development of Spatial Information Infrastructure in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of Terms
	Method	Defined and repeatable procedure for solving a certain problem.		TOGAF	
	An architecture development method	A fundamental component of TOGAF. A method for developing and applying enterprise architecture.			
	Metrics	What is measured and reported in order to manage a process, IT service or activity.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
ISO	International Organization for Standardization				
	Costs	Costs associated with the provision of an IT service. Marginal costs do not include investments already made, e.g. costs of new software development and training.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,	
	mGovernment	Sub-set of eGovernment or digital Government using mobile means to use electronic public administration services.	It is communication with public administration or use of electronic public administration services through access from mobile devices. Access to public administration services is adapted to mobile devices.	Explanation OHA	
	Middleware	Software that combines two or more software components or applications. Rather than being developed by an IT service provider, middleware is usually purchased from a vendor.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	
	Quantitative savings	Reduction in average costs made possible by increased use of an IT service or asset.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,
	Mobile application	software in the form of an application that is designed and developed by or for public sector bodies to be used by the general public on mobile devices such as smartphones and tablets. This does not include software that directly controls these devices (mobile operating systems) or hardware	Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of websites and mobile applications of public sector bodies	Article 3(2)	
Mobile applications	software designed and developed by or for an obliged entity to be used by the public on mobile devices such as smartphones and tablets; a mobile application is not software that directly controls a mobile device,	Law No 99/2019 Coll., on accessibility of websites and mobile applications	§ 2(a)		
	Mobile application of the Ministry of the Interior "What to do if ..."	Application for clear guidance for dealing with life situations			
	Modelling	Technique used to predict the future behaviour of a system, process, IT service, configuration item, etc. Modelling is usually used in Finance Administration, Capacity Administration and Availability Administration.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,	
	Monitoring	Packaged monitoring of a configuration item, IT service or process to detect events and current status.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Motivator	Something that creates, motivates and drives change in an organization.	Synonym: Driving element /influence	ArchiMate	
	Motivator	External or internal circumstance that leads an organization to define goals. An example of an external influence is a change in legislation that requires a change in the way the organization operates.		TOGAF dictionary	

Multimedia service	Technical Reference Model (TRM) service, which provides the ability to handle and manage information products consisting of text, graphics, images, video and audio.					
	Redundancy	Synonym for fault tolerance.	ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Substitute solution	Limiting or eliminating the impact of an incident or problem for which a complete solution is not yet available. E.g. restarting a configuration item that has failed. Alternate solutions to problems are documented in the known error logs. Alternate solutions for incidents that do not have an associated problem record are documented in the incident record.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Cost	An amount of money spent on an activity, IT service or business unit. Costs can be both financial (money) and imaginary, such as time spent or depreciation.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Cost item	The middle level of breakdown to which costs are linked in budgeting and accounting. At the highest level are Cost Types. E.g. Cost Type "People" can be refined into cost items "salaries", "employee benefits", "travel expenses", "training", "overtime", etc. Cost items can be further broken down into cost units. For example, the cost item "travel expenses" contains the cost units "hotel", "transport", "meals", etc.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Cost centre	Corporate unit or project for which costs are tracked. A cost centre does not charge for services provided. An IT service provider may operate as a cost centre or as a profit centre.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Emergency					
	ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
NAP	National Architectural Plan	Description of the current state of individual public administration offices and central eGovernment elements, description of proposals for their target state in a specified time horizon, the resulting difference, i.e. the scope of expected changes and a plan of implementation steps (programmes and projects) leading from the current state to the target state.	It is also a set of architectural data (models) and diagrams, maintained jointly by the Chief Architect's Department and each public authority, divided into authority architectures and shared service architectures.	National Architecture Plan		
NAR	National Architecture Framework	The National Architecture Framework, as a methodological and conceptual framework for a unified and coordinated description of the National Public Administration Architecture, contains guidelines, procedures, templates and patterns for the creation, maintenance and use of the architecture description, the National Architecture Plan.		National Architecture Framework		
NACR	National Public Administration Architecture Framework	A compilation of architectures and architecture descriptions for all individual public administration agencies, including all central shared eGovernment elements.	It is an application of enterprise architecture methods and thinking to public administration in the Czech Republic. Contains the core documents National Architecture Plan and National Architecture Framework	Example OHA		
NKOD	National Catalogue of Open Data	The National Catalogue of Open Data is a public administration information system accessible by remote access and used to record information published as open data.	Central Catalogue of Open Data operated and managed by the Ministry of the Interior of the Czech Republic, which is accessible by remote access and which contains cataloguing records of datasets and their distributions.	Act No. 106/1999 Coll., on Free Access to Information	§ 4c, paragraph 1	
	Deployment	Activity responsible for the deployment (integration) of new or changed hardware, software, documentation, process, etc. into the operational environment. Deployment is part of the Release and Deployment Management process.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Return to normal mode					
ROI	Return on Investment					
	Proposal	An activity or process that identifies requirements and formulates a solution that meets those requirements.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Solution design	The level of detail in the description of the architecture of a sub-capability of an authority or corresponding functional unit, focusing on how a sub-element of the architecture can be designed, manufactured, and commissioned.		Explanation OHA		
	Best Practices	Proven activities or processes that have been used successfully by several organizations. ITIL is an example of best practice.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
	Continuous availability	An approach or design to achieve 100% availability. A continuously available IT service has neither planned downtime nor unplanned outages.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
	Direct costs	Costs of providing IT services that cannot be attributed in their entirety to a specific customer. E.g. costs for shared servers or software licences. Also commonly referred to as overhead. See Direct Costs.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
CSI	Continuous Service Improvement					
	Norma / standard	Mandatory requirement. E.g. ISO/IEC 20000 (international standard), internal security standard for UNIX configuration or government standard for financial records management. The term standard is also used in the context of sets of procedures or specifications published by a standards organization such as ISO or BSI. See Directive		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,

	Generic System Architectures	They help in the selection and integration of specific services from the base architecture in the creation of generic (reusable) solutions over multiple domains.			
	Object	Passive element that has relevance from a process perspective.		ArchiMate	
	Object of law	The object of a legal relationship is that towards which the mutual rights and obligations of the subjects are directed. In particular, it can be: - things, in the sense of controllable material objects (car), - material objects having the nature of living tissues, if they are not legally qualified as things (transplant), - results of creative mental activity (life), - rights (transfer of a claim).	It is also fully valid for relations relevant to public administration.	OHA statement	
	Restore	Restoring an IT configuration item or service to a working state. Restoring an IT service often involves restoring data to a known consistent state. After restoration, additional steps are sometimes required before the IT service is available to users again (reverting to its original state).		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Content Framework		TOGAF Architecture Content Framework provides a structural model for architectural content, enabling consistent definition, structuring and presentation of architectural products.		Czech translation of the TOGAF glossary
	Pricing/Pricing	Pricing is an activity aimed at determining the amount of the customer's fee.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	

| OHA | Department of the Chief Architect of eGovernment | Department of the Ministry of the Interior of the Czech Republic used for coordination and consultation within the ICT architecture of the entire public administration and eGovernment. It assesses plans and ICT projects and expresses its opinions on them, coordinates the creation of architecture in the Czech Republic, consults for architects in individual offices and, last but not least, prepares and enforces the National Architectural Plan | The Office of the Chief Architect of eGovernment (hereinafter referred to as "OHA") is a department organizationally included in the Ministry of the Interior of the Czech Republic. The OHA has supra-ministerial competence, i.e. it is mandated and responsible for coordinating and leading the development of eGovernment throughout the public administration. The eGovernment itself includes not only information technology itself, but also the optimisation and simplification of public administration services linked to the legislative environment. In terms of legislation, the OHA performs selected duties assigned to the Ministry of the Interior by Act No. 365/2000 Coll, The mission and main activities performed by the OHA are:\\\\1)Setting architectural and other standards for the digitalisation of public administration and supporting the improvement of digital capabilities of individual public administration bodies by searching for and sharing best practices. 2)Acting as a centre of digital expertise, including supporting the discovery of new ideas and development plans. 3)Managing the development of shared eGovernment services and their effective use. 4)Assessing and approving major public administration ICT projects for implementation, including reviewing them and ensuring corrections at the pre-tender stage. 5) Coordination of activities to implement the eIDAS Regulation (Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC) in practice. 6) Management, support and coordination of open data by the National Open Data Coordinator based at the OHA. 7) Commenting on all new legislation for compliance with digital requirements and the vision of 21st century public administration. 8) Performance of the Working Committee on Architecture and Strategy established within the Government Council for the Information Society. The members of the Working Committee are representatives of individual ministries, the Association of Regions and the Association of Towns and Municipalities. The Working Committee meets once every two months and is the main platform for sharing architectural knowledge and experience.\\\\\\The necessity of having a central authority for the coordination and management of the electronicisation of public administration is confirmed by foreign experiences in addition to domestic ones. All countries with a high level of eGovernment have a similar unit in place, regardless of its specific organisational classification, where in Europe there are models of a separate agency reporting to the Prime Minister or one of the ministers, a unit in one of the ministries (most often finance or interior) or a separate ministry for information technology. | Example OHA | | |

NaSaPO	derived object of the National Spatial Objects Set	1: In the real world: an object that is a composite of the basic objects of the National Spatial Objects Set.		Government Resolution No. 815/2014, Strategy for the Development of Infrastructure for Spatial Information in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of Terms	
	derived object of the National Spatial Objects Set	2: In the model world: geo-information that can be created (derived) from the basic objects of the National Spatial Objects Set by model generalization (secondary data model).		Government Resolution No. 815/2014, Strategy for the Development of Spatial Information Infrastructure in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of terms	
	Service evaluation	Measurement of the total cost of delivery of the IT service and the total value of this IT service for the business. Service valuation helps the business and the IT service provider agree on the value of the IT service.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Constraints	External factor that limits the chosen approach to meet the objectives.		TOGAF		
	On-premise architecture	Architecture that enables the creation of isolated applications or databases for individual customers or companies.	In practice, this means that even when operating in the cloud, such solutions are more secure and robust than pure cloud solutions. Because if any damage occurs, it only affects one installation, one customer.	ManagementMania		
	Operational / Operational	The lowest of the 3 levels of planning and delivery (strategic, tactical, operational). Operational activities include day-to-day or short-term planning or delivery of business or IT Service Management processes. The term operational is also a synonym for the state of In Service.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
SPO	Service Delivery Optimization	Analysis of the monetary resources and constraints of an IT service used to decide whether a different method of service delivery can reduce costs or improve quality.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
	Organisation	Company, legal entity or other institution. Examples of institutions that are not companies are the International Organization for Standardization (ISO) or itSMF. The term organisation is sometimes used to refer to an entity that has people, resources and a budget.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Open data	Information published in a manner allowing remote access in an open and machine-readable format, the manner and purpose of subsequent use of which is not restricted and which is registered in the national catalogue of open data.		Act No. 106/1999 Coll., on free access to information	§ 3, paragraph 11,	
	Open specifications	Public specifications that are managed through an open process based on public consensus in order to accommodate new technologies over time and to ensure consistency with international standards.		Czech translation of the TOGAF Interpretive Glossary		
	Open format	Format of a data file that is not dependent on specific technical and software equipment and is made available to the public without any restriction that would prevent the use of the information contained in the data file		Act No. 106/1999 Coll., on free access to information	§ 3, paragraph 8,	
	Open system	System that implements sufficient open specifications, e.g. services, and supporting formats to enable well-designed application software: - that can be transferred between a large range of systems with only minimal modifications, - that will interoperate with other applications on local and remote systems and - that will interact with users in a way that facilitates user portability				
Outsourcing	Using external service providers to manage IT services.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
	Verification	The process responsible for assessing a new or changed IT service from a risk management perspective helps to assess whether it is appropriate to proceed with the change. Verification is also used to compare the actual output with the expected output or to compare one alternative with another.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Pareto's principle	Technique used for prioritizing activities. The Pareto principle states that 80% of the value of any activity is achieved by 20% of the effort exerted. Pareto analysis is also used in Problem Management to prioritize the investigation of possible causes of problems.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Pilot Implementation	Limited deployment of an IT service, release or process into an operational environment. Pilot implementation helps to reduce risk and gain user feedback and acceptance.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Plan					
	Availability Plan	A plan that ensures that current and future IT service availability requirements are delivered in a cost-effective manner.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
BCP	Business Continuity Plan					
	IT Service Continuity Plan					
	Implementation Plan	Long-term abstract plan for changes in business or technology, typically spanning several disciplines. Common usage for example: - Technology Implementation Plan, - Architecture Implementation Plan.		Czech translation of TOGAF explanatory dictionary		
	Transformation Plan	Transformation Plan works with the differences identified in the Architecture Definition document and develops an approach to eliminate those differences. The required work is evaluated as a portfolio of work packages that are laid out on a timeline.	An architecture implementation plan, or architecture implementation plan.			
	Change Plan	Document summarizing all approved changes and their planned implementation date. The change plan is sometimes called the future change plan (FSC) although it also contains information on changes that have already been implemented.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Risk Management Plan	Risk Management Plan, which: - contains the objectives and benefits of risk management security measures, - determines: - persons ensuring the enforcement of risk management security measures, - necessary financial, technical, human and information resources, - dates for the implementation of measures, - description of links between risks and relevant security measures, on cyber security including Annex 5, point 2.6.	§ 5, points g), h) and i)			

	Scheduled downtime	Approved time for which the IT service will be unavailable. Planned downtime is often used for maintenance, upgrades and testing.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Scheduling	Activity creating one or more plans. For example, Capacity Planning.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Transition Planning and Support	Process responsible for planning all service transition processes and coordinating the necessary resources. These service transition processes are Change Management, Service Asset and Configuration Management (SACM), Release and Deployment Management, Service Validation and Testing, Validation, and Knowledge Management.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,
	Capacity Planning	Capacity Management activity responsible for the creation of the capacity plan.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,
	Migration Planning	How to move from the default to the target architecture by finalizing a detailed implementation and migration plan.		Czech translation of the TOGAF glossary		
	Task Scheduling	Scheduling and managing the execution of software tasks that are part of IT service delivery. Task scheduling is performed by IT Operations Management. It is often automated by the use of software tools that process batch jobs or Online jobs at specific times during the day, week, month or year.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
P-D-C-A	Plan-Do-Check-Act	The four-step process control cycle proposed by Edward Deming. Plan-Do-Check-Act is also called the Deming cycle. - PLAN: Design or revise processes that support the delivery of IT services. - DO: Implement the Plan and manage the process. - CONTROL: Measure processes and IT services, compare against targets and create reports. - ACT: Plan and implement changes to improve processes.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
	Platform	A site that enables the connection of different players and brings users the benefits that come from the involvement of all other parties in the work of the platform. Digital platforms form the basis for multi-stakeholder markets where stakeholders include producers, consumers, owners and providers.			Example of OeG	
	Platform	The combination of technology products and components that enable the operation of application software.		Czech translation of the TOGAF explanatory dictionary		
	Platform					
	Platform Service	Technical capability required of the supporting infrastructure supporting the delivery of applications		TOGAF		
	Platform/Transition Architecture	Relatively stable architectural state that exists over a period of time.		ArchiMate		
	Post Office					
EA	Enterprise Architecture	Same as "Office Architecture".	Same as "Office Architecture".	Czech translation of TOGAF 9.1		
	Business Unit	A part of an enterprise having its own plans, metrics, revenues and costs. Each business unit owns assets and uses them to create value for customers in the form of goods and services.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Business service.	Supports business capabilities through a clearly defined interface and is clearly formally managed by the organisation (e.g. has an SLA contract).		Czech translation of the TOGAF glossary		
ERP	Enterprise Resource Planning	Complete set of integrated applications that covers the main support functions of an organisation, e.g.: invoicing, human resources, payroll, inventory, orders, logistics, production. The abbreviation ERP refers to a whole category of enterprise information systems that includes the complex administration and management of an organization's resources, typically financial resources, human resources, material management, etc.		Czech translation of the TOGAF explanatory dictionary		
	Business process					
	Support group	Group of technically proficient people. They provide the technical support required for all IT Service Management processes.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Support Service	Service that enables or extends the main service. For example, a directory service or a backup service.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
UC	Supporting Contract	Contract between an IT service provider and a third party. The third party supplies goods or services that support the delivery of the IT service to the customer. The support contract defines the objectives and responsibilities that are required in order to meet the service level objectives within the SLA.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		

	View	Representation of Related Interests. The view is taken from the corresponding point of view. The view of architecture is realized by a model that prioritizes the interests of stakeholders. The view does not always have to be in graphical form (diagram).			Czech translation of the TOGAF explanatory dictionary		
	Policy	Formally documented expectations and intentions of management. Policies are used to direct decisions and ensure consistent and appropriate development and implementation of processes, standards, roles, activities, IT infrastructure, etc.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,			
	Policy (Strategic Goal)	A policy or strategic goal is a response by an authority or elected representatives to an evaluation of an external influence (driver). A policy is implemented through specific actions that produce outputs while consuming resources.		OHA example			
	Purposeful charging	An approach to charging for IT services. Charges are calculated and communicated to customers, but there is no real transfer of money. Notional charging is sometimes used to raise customer awareness of the costs involved or as a transitional state during the introduction of actual charging.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Job description	Document setting out the roles, responsibilities, skills and knowledge required for a particular person. A single job description may contain several roles, for example, the roles of Configuration Management Manager and Change Management Manager may be performed by one person.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,			
	Portal	Internet site, serving as a guide or a place of access to the Internet and usually containing a search engine or a set of links to other sites organized mainly according to topics.					
PO	Citizen's Portal						
	Open Data Portal						
PVS	Public Administration Portal	Public administration information system providing access to information of public authorities and communication with public authorities. The administrator of the public administration portal is the Ministry.					
	Portfolio	Complete set of change activities or systems that exist in an organisation or part of it. Examples include an application portfolio, a project portfolio.		Czech translation of the TOGAF explanatory dictionary			
	Service Portfolio	A complete set of services that is managed by a service provider. The service portfolio is used to manage the entire lifecycle of all services and contains three categories: service stack (proposed or under development), service catalog (in use or ready for deployment), and retired services.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	

	Customer Portfolio	A database or structured document used to record all customers of an IT service provider. The customer portfolio represents the business relationship manager's view of the customers to whom the IT service provider's services are provided.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
	Failure	Loss of the ability of an operation to operate a service according to specification or to deliver the required output. The term Failure can be used in relation to IT services, processes, activities, configuration items, etc.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
ASP	Application Service Provider						
	ICT Service Provider	Organisation or department responsible for the provision of ICT services		Example OHA			
	Open data provider	Public administration information system administrator or other obliged entity that provides open data according to a special legal regulation. Obliged entities that are obliged to provide information related to their competence under the Act on Free Access to Information are state authorities, territorial self-government units and their bodies and public institutions. In addition, these are those entities to which the law has entrusted decision-making on the rights, legally protected interests or obligations of natural or legal persons in the field of public administration, and only within the scope of their decision-making activities.		Act No. 106/1999 Coll., on free access to information + interpretation of OHA	§ 2, paragraph (1,2)		
	Secondary service provider	Internal service provider that delivers shared IT services to more than one business unit.	ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,				
	First Type Service Provider	Internal service provider within a business unit. There may be several first type providers within an organization.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,				
	Assessment	The output of some analysis of some motivator.	ArchiMate				
	Assessment	Inspection and analysis used to check whether norms/standards and guidelines are being followed, whether records are accurate and whether economy and efficiency objectives are being achieved.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,	
	Risk Assessment						
	Procedure	Document containing the steps that specify how to carry out an activity. Procedures are defined as part of processes.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			

	Progressive Recovery						
	Service Potential	Total possible value of all capabilities and resources of the IT service provider.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,			
	Usability	The ease with which an IT application, product or service is used. Usability requirements are often included in the formulation of requirements.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Requirement	Expression that translates or expresses a need and its associated constraint		ISO/IEC/IEEE 29148:2011			
	Requirement for Architectural Work	Document that is sent from the sponsoring organization to the organization applying the architecture to start the architecture development cycle. An Architecture Work Request can be created as an output of the preparation phase, as a result of an approved architecture change request, or as a reference condition for architecture work originating from migration planning.					
RFC	Request for Change	Formal proposal to make a change. The RFC contains the details of the proposed change and can be recorded on paper or electronically. The term RFC is often incorrectly used in the sense of a record of change or in the sense of the change itself.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Permission	Authority or permission assigned to a user or role. For example, the right to change specific data or authorize a change.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	PRINCE2	The UK government's standard methodology for project management. For more information, see http://www.ogc.gov.uk/prince2/.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Principle		The normative property of all systems in a given context or the way they are implemented.		ArchiMate		
	Architecture principle	A qualitative statement that should be fulfilled by the implemented architecture. The principle includes the rationale and the level of importance.					
	Priority	Category used to identify the relative importance of an incident, problem or change. Priority is based on impact and urgency and is used to identify the required time for actions to be taken. For example, an SLA may specify that priority 2 incidents must be resolved within 12 hours.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Prioritization	Process whose aim is to establish (determine) the order.		Example OHA			

	Problem	Cause of one or more incidents. The cause is usually not known at the time the problem record is created and the Problem Management process is responsible for investigating it further.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Process	A structured set of activities designed to achieve a specific goal. A process takes one or more defined inputs and transforms them into defined outputs. A process may contain any roles, responsibilities, tool and management control mechanisms required for reliable delivery of outputs. A process may define policies, norms/standards, guidelines, activities and work instructions where appropriate.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
Process Manager	Role responsible for operational management of a process. The responsibilities of the process manager include planning and coordinating all activities required for the execution, monitoring and reporting of the process. There may be multiple process managers for a single process, such as regional change managers or IT service continuity managers for each data center. The role of process manager is often assigned to the person who performs the role of process owner, but these roles may be separate in larger organizations.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,				
	Production Environment	Synonym for Operating Environment.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,			
	Product (Public Administration for Life Situations)	A good or service that is accompanied by business terms and conditions (contract, SLA), documentation, data, service and other components. The product is able to address the needs of the client, in this case his (life) situation in relation to public administration, arising from his life event.		Explanation OHA			
	Profile	A set of one or more basic standards, or the identification of classes, subsets, options and parameters of these basic standards necessary to achieve a specific function.		Czech translation of the TOGAF explanatory dictionary			
UP	User Profile						

	Program	Coordinated set of projects realizing benefits for the organization.		Czech translation of the TOGAF glossary			
	Programme	A set of projects and activities that are planned and managed in a coordinated manner in order to achieve a total set of related objectives and other outcomes.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
PRINCE	Projects IN Controlled Environments - 2	See PRINCE2.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
	Project	A set of activities leading to change that benefits an organization.		Czech translation of the TOGAF glossary			
	Designed Service Outage	Document mapping the impact of planned changes, maintenance and test plans on approved service levels.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,			
PPDF	Connected Data Fund						
	Bandwidth	A measure of the number of transactions or other operations performed in a given period of time. E.g. 5000 emails sent per hour or 200 disk I/O operations per second.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Spatial data	1) Data of which the necessary part is the data about the position in space expressed usually in the form of coordinates and topology. \\2) Computer-processable form of data relating to objects and phenomena directly or indirectly related to a place on the Earth		Resolution of the Government of the Czech Republic No. 815/2014, Strategy for the Development of Infrastructure for Spatial Information in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of terms		
	Spatial information	Information obtained by interpreting spatial data and relationships between them.		Government Resolution No. 815/2014, Strategy for the Development of Spatial Information Infrastructure in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of terms		
	Spatial object	1) In the real world: a single existing phenomenon, e.g. a specific river, street.	2) In the model world: a synonym for an entity or a geo-event			Resolution of the Government of the Czech Republic No. 815/2014, Strategy for the Development of Spatial Information Infrastructure in the Czech Republic until 2020 (GeoInfoStrategy),	Chapter 9 - Glossary of Terms

	Environment	A part of IT infrastructure used for specific purposes. E.g. operational environment, test environment, build environment. It is possible for a single configuration item to be shared by multiple environments, e.g., operational and test environments may use different segments of a single mainframe. It is also used to refer to the physical environment, such as the installation environment, air conditioning, power supply, etc... Environment is also used in the sense of external conditions that affect something.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	An architecture environment	A representation of assets in use or planned at a specific time.		Czech translation of the TOGAF Interpretive Glossary			
	Countermeasures	The term Countermeasures is used for all types of management, but most often in the context of measures that increase the resilience, fault tolerance or reliability of an IT service.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
	IT Operations						
	Service Operation	IT Service Lifecycle Phase. Service operation includes a number of processes and functions. Service Operation is also the title of one of the core ITIL publications.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,			
	Support Uptime	The period of time for which support is provided to users. This is usually the time when the Service Desk is available. The support operating time should be defined in the service level agreement and may be different from the service operating time. For example, the service operating hours may be 24 hours a day, but the support operating hours may be from 7:00 a.m. to 7:00 p.m.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Service uptime						
	Operating costs	Costs associated with the operation of IT services. Often these are recurring payments. For example, staff costs, maintenance of technical equipment and electricity (also known as 'running costs' or 'accounting period costs').		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
	ISVS (information system of public administration) service provider (services)						
ISVS Operator	Public administration information system operator	Person or part thereof that ensures the functionality of the technical and software resources constituting the public administration information system. The administrator may delegate the operation of the public administration information system to other persons or parts thereof, unless this is excluded by another law	Act No. 365/2000 Coll., on public administration information systems	§ 2 letter d)			

Basic service operator	Authority or person who provides a basic service and who is designated by the National Office for Cyber and Information Security pursuant to § 22a; for the purposes of fulfilling the information obligation, the following authorities and persons are also considered basic service operators: - administrator and operator of the information system of critical information infrastructure, - administrator and operator of the communication system of critical information infrastructure	Act No. 181/2014 Coll, on cyber security\ Directive (EU) 2016/1148 of the European Parliament and of the Council - Article 5, paragraph 7.	§ 2, point k),				
	First level of support						
	Transition Architecture	Formal description of the state of the architecture at a specific point in time that is relevant to the architecture life cycle. One or more transition architectures can be used to demonstrate a shift from a starting architecture to a target architecture.		Czech translation of TOGAF 9.1 explanatory glossary			
ORG	ORG						
	Opportunities and Solutions	This chapter describes the process of identifying the means of delivering the proposed solution (projects, programmes or portfolios) that will effectively deliver the Target Architecture identified in the previous phase.					
	Direct Costs	Costs for the provision of IT services that, as a whole, can be fully attributed to a specific customer, cost centre, project, etc. E.g. the cost of providing a non-shared server or software licence. See Indirect Costs.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Case Study (Business Time)						
	Business Transformation Readiness	The technique known as business transformation readiness assessment is used before implementing a major organizational change.		Czech translation of the TOGAF Interpretive Glossary			
	Capability increment	A complete part of a capability architecture that provides specific value. A capability is fully implemented if all increments are imlemented.					
	Assignment	Assignment links behavior elements to the active elements (e.g., roles, components) that perform them or roles to the participants that perform them.	ArchiMate				

	Access	Access binding models the access of behavior elements to process and data objects.		ArchiMate			
	Access with guaranteed identity	Access to a public administration information system or an electronic application using a means of electronic identification, at or in connection with the issuance of which or in connection with the enabling of its use, the identity of a person has been verified by a state authority, a local authority or a public authority which is not a state authority or a local authority, or which has been issued within a qualified electronic identification system	This is a method of unambiguous secure electronic identification of a person. Electronic identification takes place e.g. when logging on to an e-identification system. banking or e-banking. services of authorities. The means for electronic identification in the Czech Republic, guaranteed by the state, is eObčanka and also the means NAME-PASSWORD-SMS.	Act No. 365/2000 Coll., on public administration information systems and on amendments to certain other acts	§ 2 (t)		
	RACI	Model used to define roles and responsibilities. RACI is an abbreviation of Responsible, Accountable, Consulted and Informed.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
	Architecture Framework	Conceptual structure used for the development, implementation and maintenance of architecture.		Czech translation of the TOGAF Interpretive Glossary			
	Reactive monitoring	Monitoring that triggers an action in response to an event. For example, running a batch job after processing a previous batch job or logging an incident when an error occurred.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Realization	Realization relation connects a logical entity with a more concrete entity that implements it.		ArchiMate			
	Architecture realization	Architecture realization artifacts document the plan for change and show the transition between architecture states, including the binding statements that govern the implementation of the architecture.		Czech translation of the TOGAF glossary			
	Reciprocal Agreement	Recovery Option. An agreement between two organizations to share resources in the event of an emergency.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Reference point in a benchmark test	The recorded state of something at a specific point in time. A benchmark can be created for a configuration, a process or any other set of data. For example, it can be used for: - Continuous Service Improvement Program to determine the current state for managing improvements. - Capacity Management, to document performance characteristics during normal operation. See Benchmarking.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,			

Reference Interface	Reference, shared and secure interface of public administration information systems	a set of legal, technical, organisational and other measures creating a unified integration environment of public administration information systems, which provides a quality set of common services of public administration information systems, including services for the exchange of legally required information between individual information systems, including with systems outside the Czech Republic	The reference interface includes ISZR (Information System of Basic Registers), eGSB/ISSS (eGovernment Service Bus / Information System of Shared Services) and FAIS (Form Agency Information System)	Law 365/2000 Coll. , on public administration information systems	§2(h)		
	Representation	It is defined as a perceptible form of information carried by an object.		ArchiMate			
	Revision	Evaluation of a change, problem, process, project, etc. Revisions are typically carried out at certain points in the lifecycle, especially after closure. The purpose of a revision is to ensure that all deliverables are provided and to identify opportunities for improvement.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Synonym for indirect costs.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Risk	A possible event that could cause damage or loss, or affect the ability to achieve objectives. Risk is measured by the likelihood of a threat, the vulnerability of an asset to that threat, and the impact that the threat would have if it occurred.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,			
ROB	Population Register						
ROS	Persons Register	Persons Register is a basic register according to Act No. 111/2009 Coll., on basic registers, which records reference data. The administrator of the register of persons is the Czech Statistical Office. The primary editors are authorities and institutions that are already legally obliged to register persons. These include the Commercial Register, the Trade Register, registers or information systems of selected ministries and central government bodies, professional chambers, municipalities, regions, etc. The secondary editor is the Ministry of the Interior with the Data Box System (ISDS).		Example OHA			
RUIAN	The Register of Territorial Identification, Addresses and Real Estate						

RPP	Register of Rights and Obligations	Register of Rights and Obligations is administered by the Ministry of the Interior and contains information for controlling access to the data of other basic registers; at the same time, this register provides a basic overview of the agendas carried out by public authorities; for citizens and legal entities, this register contains information on decisions that have led to changes in the data in the basic registers. Furthermore, the RPP serves as a source of information for the ISZR in managing user access to data in individual registers and agency information systems. This means that whenever a given entity attempts to obtain a particular piece of data, or even to change (edit) it, the system assesses whether the entity will be allowed to work with the data provided by the public administration on the basis of legal authorization, thus making the RPP an important component of the RoW within the concept of using the interconnected data pool and sharing data across more than just government to manage the performance of public administration		OHA			
	Role	A set of responsibilities, activities, and authorizations delegated to a person or team. One person or team may have multiple roles - e.g. the role of configuration manager or change manager may be performed by the same person.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Role	Summary of authorisations of a natural person who performs a certain activity to access reference data in basic registers or data in agency information systems.		Act No. 111/2009 Coll., on Basic Registers	§ 48 letter b),		
ROS-IAIS	Persons Register - Integrated Agenda Information System						
SoC	Division of Concern	An approach to designing an IT solution or service based on dividing a problem into smaller independently solvable parts. This approach separates the essence of what is to be done from how it is to be achieved.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Difference	Gap analysis output between two plateaus	Synonym: Gap	ArchiMate			
CSF	Success Factor	Something that must happen for an IT process, project, plan or service to achieve success. Achievement of this factor is measured by key performance indicators (KPIs). E.g. the CSF "protecting IT services when making changes" is measurable by KPIs such as "reducing the likelihood of a change failing", "reducing the likelihood of a change causing an incident", etc..		ITIL v3, Glossary of terms, definitions and acronyms, itSMF Czech Republic, o.s.,			

	Interfaces	Interconnections and interfaces between, e.g., people, systems, devices, applications, or a user and an application or device.		Czech translation of the TOGAF Interpretive Dictionary			
	Application Interface	Access point where an application service is available for use by a user or other application component	Synonym: Application Interface	ArchiMate			
	Infrastructure Interface	Access point where infrastructure services offered by a node can be used by another node or application component.		ArchiMate			
	Calculation	List of planned income and expenses of an organization or business unit for a defined period.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
	Budgeting	The activity of forecasting and managing monetary expenditures. Budgeting represents periodic negotiation cycles for setting future budgets (usually annual) and ongoing monitoring and adjustments to current budgets.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Scope	The boundaries or extent to which processes, procedures, certifications or contracts are applied. E.g., the scope of Change Management may include all IT services in operation and related configuration items. The scope of an ISO/IEC 20000 certificate may include all IT services provided by a particular data centre.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Extended incident lifecycle	Detailed stages of the incident lifecycle. The phases are Detection, Diagnosis, Repair, Recovery, Restore. The Extended Incident Lifecycle is used to better understand everything that contributes to determining the impact of an incident and to plan how these aspects can be managed or contained.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,			
	Management Processes	The ISO/IEC 20000 process group that includes Change Management and Configuration Management.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,			
	Supplier Management	Supplier Management of products and services to ensure enterprise architecture practices in line with central purchasing and procurement.		Czech translation of the TOGAF Interpretive Glossary			
	Configuration Management	Discipline applying technical and administrative practices, in particular: 1) Dentifying and documenting the functional and physical characteristics of a configuration item. 2) Managing change to these characteristics. 3) Recording and reporting changes that impact the implementation. In the context of enterprise architecture management, configuration management can be applied to the deliverables of architectural work.		Czech translation of TOGAF glossary			

	Access Control	Security service that ensures that only authorized users can use specific devices, applications or data.		TOGAF glossary			
	Risk Management						
	Performance Management	Monitoring, controlling and reporting on the performance of the Enterprise Architecture practice. A prerequisite for continuous improvement.					
	Sharing economy	Sharing of group goods by different users who contribute to their financing by the owner through financial payments. It is an economic model whereby suppliers willing to rent their assets are linked through technological platforms to consumers interested in the temporary use of these assets. A typical tool for accessing these technology platforms that connects consumers to the supplier is a mobile application.	This is a business model that is based on renting, exchanging or even sharing assets.The most common forms of asset sharing in our country are the re-renting of real estate when it is not needed. For example, if you have a cottage that you only go to once a year, you can rent it out to prospective buyers for the rest of the year. Similarly, with a car, for example, you only need it on certain days and rent it out on others.	MIT material on the sharing economy			
	Segmentation						
	Server	A computer that is connected to a network and that provides software functions that are used by other computers.	ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,				
	Service Desk	Single point of contact between the service provider and users. A typical Service Desk manages incidents and service requests and handles communication with users.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Serviceability	The ability of a third party supplier to meet the terms of a contract. This contract includes agreed levels of reliability, maintainability or availability of the configuration item.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Build	The assembly of several configuration items to form an IT service. The term build is also used for a release that is approved for distribution. For example, Server build or laptop build.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,			
	Skills List	Skill is the ability to perform a work activity and contribute to the effective performance of a task. The list of skills documents the definition of skills.		Czech translation of the TOGAF Interpretive Dictionary			
	Conformance	Confirmation that we follow a standard or set of guidelines or that we use correct consistent accounting or other methods.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,			
	Capability	Skill that is in the organisation, people or IT systems. Capabilities are usually expressed in very general terms and require a combination of organisation, people, processes and technology to be realised.					
	Network	Communication medium between two or more devices.		ArchiMate			

	Grouping / clustering					
	Using services by processes, functions, or interactions and accessing interfaces by roles, components, or collaborations.	The name of the binding according to the ArchiMate standard.	ArchiMate			
	Service	Service that fulfills a customer need (internal or external to the organization).		ArchiMate		
	Service	Mediation that delivers value to the customer by facilitating the results the customer wants to achieve		ČSN ISO/IEC 20000	Implementation No. 3.26	
	Service (in general)					
	Application Service	A service that provides automated behavior.	Synonym: Application Service	ArchiMate		
	Business Service					
	Information System Service	Automated elements of a business service. An information system service may provide or support part or all of one or more business services.				
	Service of a public administration information system	the activity of a public administration information system satisfying the given requirements of an authorised person or its component associated with the function of the public administration information system		Act No. 365/2000 Coll., on public administration information systems	§2 (g)	
	Infrastructure service	Externally visible unit of functionality provided by one or more nodes, which is accessible through a well-defined interface and has relevance to the environment.		ArchiMate	Technology and infrastructure layers	
	IT Service	A service provided to one or more customers by an IT service provider. An IT service is based on the use of information technology and supports the customer's business processes. The IT service is created with the help of personnel, processes and technology and should be defined in a service level agreement.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
	Connectivity Service					
	SMART	An acronym that should enable us to better remember that the objectives of service level agreements or project plans should be "Specific, Measurable, Achievable, Relevant and Time based".		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		
	Guidelines	Document describing best practices, which recommends what should be done. Compliance with a directive is not usually enforced. See Standard.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
SaaS	Software as a Service	Pricing model in which the customer uses the software as a service - that is, he does not own it, but uses it for a certain period of time and pays a fee for the use.				

	spatial data set	1) The set of related spatial data records stored on a storage medium.		Government Resolution No. 815/2014, Strategy for the Development of Spatial Information Infrastructure in the Czech Republic until 2020 (GeoInfoStrategy),	Chapter 9 - Glossary of Terms	
	Current Architecture	Description of the current state of architecture (enterprise or solution) that is being studied or developed in an organization.		Czech translation of TOGAF 9.1		
	coordinate system	Set of mathematical rules that define the unambiguous assignment of coordinates to spatial objects and real-world information; the set contains parameters that define the position of origin, scale and orientation of coordinate axes with respect to the Earth's body.		Resolution of the Government of the Czech Republic No. 815/2014, Strategy for the Development of Infrastructure for Spatial Information in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of Terms	
	Specialization	The term specialization means that an object is a specialization of another object.		ArchiMate		
	Reliability	A measure of how long an IT configuration item or service can perform its agreed function without interruption. It is usually measured as MTBF (Mean Time Between Failures) or MTBSI (Mean Time Between Incidents). The term reliability is also used to express the probability that a process, function, etc. will deliver the expected outputs. See Availability.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,		
	Application Collaboration	Aggregation of two or more application components that work together to perform a collective behavior	ArchiMate			
	Asset management	Asset management is the process responsible for monitoring and reporting the value and ownership of financial assets throughout their lifecycle. Asset Management is part of the Asset Management Services and Configurations process.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
ISM	Information Security Management	The process of ensuring the confidentiality, integrity and availability of an organisation's IT assets, information, data and services. Information Security Management typically forms part of an organisation's approach to Security Management, which is broader in scope than an IT service provider, and includes document handling, building access, phone calls, etc. for the entire organisation.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,		

	Supplier Management	Process for ensuring that all supplier contracts support the needs of the business and that all suppliers meet their contractual obligations.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	
	Availability Management	is the process responsible for defining, analysing, planning, measuring and improving all aspects of IT service availability. Availability management is responsible for ensuring that adequate IT infrastructure, processes, tools, roles, etc. are in place to meet agreed service level objectives.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	
	Incident Management	Process that is responsible for the lifecycle management of all incidents. The main objective of Incident Management is to restore IT services to users as quickly as possible.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	
SPM	Service Portfolio Management	The process responsible for managing the service portfolio. Service portfolio management looks at services in terms of the value they provide to the business.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	
	Requirements Management	Activities that deal with understanding and influencing customer demand for services and ensuring the capacity to meet that demand. At a strategic level, Demand Management may include analysis of business activity characteristics and user profiles. At a tactical level, it may use differential charging to motivate customers to use IT services outside of the busiest times.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Risk Management	The process responsible for identifying, assessing and managing risk. See also Risk Assessment.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	IT Service Management	Implementation and management of quality IT services that meet the needs of the business. IT service management is carried out by IT service providers through an appropriate group of people, processes and information technology.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Event management	Process responsible for managing events during their life cycle. Event management is one of the main activities of IT operations.		ITIL v3, Glossary of terms, definitions and abbreviations, itSMF Czech Republic, o.s.,	
SLM	Service Level Management				

	Performance Management	Process responsible for the day-to-day activities of Capacity Management. It includes monitoring, threshold detection, performance analysis and tuning, as well as implementation of performance and capacity related changes.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Facility Management	Function responsible for the management of the physical environment in which the IT infrastructure resides. Facilities management includes all aspects of managing the physical environment, e.g. power and cooling, building access management and environmental monitoring.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	
	Resource Management	Identification, estimation, allocation and tracking of resources used to develop a product or perform a service	Resources are:\ - financial\ - personnel,\ - data,\ - technology (including configurations)\ \ - belong to tactical management	ISO/IEC/IEEE Std. 24765:2010, Systems and software engineering - Vocabulary, ISO/IEC/IEEE, 2010	
	Change Management	Process responsible for managing the life cycle of all changes. The primary objective of Change Management is to enable the implementation of beneficial changes with minimal disruption to IT services.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	
	Knowledge Management	The process of collecting, analysing, storing and sharing knowledge and information in an organisation. The primary objective of Knowledge Management is to improve cost-effectiveness without the need to rediscover existing knowledge. See "From data to information, to knowledge, to understanding", Service Knowledge Management System.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Service Lifecycle Management	An approach to IT Service Management that emphasizes the importance of coordination and governance across the various functions, processes and systems necessary to manage the entire IT service lifecycle. Service Lifecycle Management considers the strategy, design, transition, operation and continuous improvement of IT services.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	

	Information system administrator	Authority or person who determines the purpose of information processing and the conditions of operation of the information system		Act No. 181/2014 Coll., on Cyber Security	
	Building block (of eGovernment)	Such functional unit or possibly its part, which : a) provides central shared functions (as services) to all (multiple, many) actors (participants) of eGovernment, or to many other functional units, or b) represents a many times repeatable pattern of unified local functional units c) is always managed with central responsibility (governance).		National Architecture Plan	
	Building Block (eGovernment)	(Potentially reusable) component of enterprise capabilities that can be combined with other building blocks to provide architectures and solutions.		TOGAF	
	Construction object	Construction object is a completed building registered in the Land Register of the Czech Republic or another completed construction that is not registered in the Land Register if it is used for human accommodation or for business or other economic activity, for example an underground construction	Act No. 111/2009 Coll., on Basic Registers)	§ 29	
	Strategic	The highest of the three levels of planning and delivery (strategic, tactical and operational). Strategic activities include goal setting and long-term planning to achieve a comprehensive vision.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Strategy	Strategic plan designed to lead to the achievement of planned goals.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
CMMI	The maturity model				
	Subject of law	Persons endowed with legal personality, or legal subjectivity, which enables them to have the capacity to be both the bearer and the executor of rights and obligations.			
	System software	Software environment for a special type of components and objects that are deployed on it in the form of artifacts.		ArchiMate	
	Taxonomy of views of architecture	Organized collection of all views of architecture.		Czech translation of TOGAF explanatory dictionary	

	IS Technical (Service) Administrator	Office or unit responsible for satisfying the requirements of a department (subject matter administrator of a public administration information system) for ICT support of its agenda with the services of the corresponding ISVS or operational IS.		OHA Interpretation	
	Technological Architecture	Description of the structure and interactions of platform services, logical and physical technological components.			
	thematic spatial data	Spatial data describing/representing a certain type/group of natural or socio-economic phenomena (e.g. traffic, demographic, nature protection data).		Resolution of the Government of the Czech Republic No. 815/2014, Strategy for the Development of Spatial Information Infrastructure in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of Terms
TOGAF	TOGAF	Internationally recognized framework for managing the creation of Enterprise Architecture in companies using information technology resources. The original concept originated in the USA, but has been used worldwide, including the Czech Republic, for more than a decade.		The Open Group	
	Transaction (business)	An agreement, communication, transfer or exchange of anything between two separate entities or objects. It is the process of changing a state from an initial state to a target state.			
	Transaction (IT)				
	Transactional data	Categories of data generated when solving a client case in the form of a transaction (operation) supported by an information system.			
	Third Party	A person, group or business that is not part of the IT Service Level Agreement but is necessary to ensure the successful delivery of those services. For example, a software vendor, a company hired to maintain hardware, or a facilities management department. Third party requirements are usually defined in support contracts (UC) or operational service level agreements (OLAs).		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Participant	Organizational unit capable of (actively) performing behaviours.		ArchiMate	

	Participant/actor	A person, organization or system that acts in a role as a participant in activities (business functions, processes or services), see actor.			
	Purposefulness	Expression of the degree to which outputs produced lead to expected outcomes. Effectiveness metrics focus on the strength of the relationship between the intervention undertaken and the outcome achieved. Effectiveness is an expression of the "doing the right thing" dimension and indicates performance in terms of the choice of activity that is undertaken.			KPI Concept
	Efficiency				
	Event	A change in state that is significant from a process perspective, can occur outside or inside the organization, and can be processed outside or inside the organization.		TOGAF Interpretive Dictionary	
	Event (business)				
	Sustainability	Sustainability is defined in the context of human civilization as the practical ability to meet the basic needs of today without compromising the ability of future generations to meet their basic needs and maintain their standard of living.			
	Universal Point of Contact				
SL	Service Level	An indicator of the quality parameters of service delivery associated with the consumption of the output of public administration activities by the client. *It corresponds to a set of indicators known as SLA (Service Level Agreement) or OLA (Operation Level Agreement).*		KPI Concept	
	Maturity Level	A named level in a maturity model such as the Carnegie Mellon Capability Maturity Model Integration.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Uzel	A computing resource on which artifacts can be stored or deployed for use.		ArchiMate	
	Zoning element	A part of the Earth's surface defined by a boundary or a list of other zoning elements that together form it, an address point or a building object		Act No. 111/2009 Coll.	Section 29(1)(a)
	User				

	User	(also Consumer) A natural or legal person or public authority using assets.	Any person - internal employee or external entity, authenticated or anonymous, who in the course of his/her activities uses or manages assets owned or managed by the organisation. It may also be another system or application.	Decree No. 82/2018 Coll., on Cyber Security	§ 2, letter l)
	User (digital public administration services)				
	The user of a public administration information system	the person or part thereof who enters data or uses data or operational data contained in a public administration information system; the administrator or operator of a public administration information system is also a user of a public administration information system, if he/she uses the public administration information system in the performance of public administration in the area for which the public administration information system provides a public administration information system service		Act No. 365/2000 Coll., on public administration information systems	§2(e)
	Service user	Natural person or legal entity to whom a digital service is provided or to whom a digital act is performed, and who does not have the status of a public authority when providing a digital service or performing a digital act		Act No. 12/2020 Coll., on the right to a digital service	§2(1)
	Information system administrator				

	Vertical domains of motivational architecture	Vertical domains of motivational architecture, complement and intersect horizontal architectures and provide answers to the question Why is our organization the way it is? : - The Strategy and Direction Architecture, originally called just the Motivation Architecture - The Performance Architecture, measuring both strategy achievement and operational effectiveness - The Risk and Safety Architecture - addressing specific safety aspects across domains - The Compliance, Standardization and Sustainability Architecture.		National Architecture Framework	

VDF	The Public Data Foundation	The fundamental method for sharing public information between public bodies with each other and for sharing public data between public and private bodies in the country.	From the mere publication of automated readable Open Data, it also moves to the publication of legally binding, valid and regularly updated datasets with clearly defined public authority responsibility for such datasets. The Public Data Pool is the principle of creating and completing the image of the Linked Data Pool according to the principles of Open Data in order to support the sharing of data by public authorities in the exercise of public administration and beyond the scope of their rights and obligations captured in the Register of Rights and Obligations and outside the Linked Data Pool.	OpenData	
	Vision	Description of the organisation's future plans. It is created by senior management and is used to influence corporate culture and strategic plans.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Vision of architecture	Simplified description of the target architecture focused on business benefits and changes in the enterprise that will occur as a result of the target architecture. The vision serves as a basis for more detailed architectural work.		TOGAF	

	Process Owner	Role responsible for fulfilling the purpose of the process. The process owner's responsibilities include sponsoring, designing, and managing changes to the process and continuous improvement of the process and its metrics. The role is often assigned to whoever holds the role of process manager, but these roles may be separate in larger organizations.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Service Owner	Role responsible for the delivery of a specific IT service.		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,	
	Influence				
	External customer				
	ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		ITIL v3, Glossary of Terms, Definitions and Abbreviations, itSMF Czech Republic, o.s.,		
Outputs	Outputs are outputs (services or products) that can be used by the client and through them achieve the policy result.		KPI concept	KPI concept	
	Significance	Knowledge or expertise that is embodied in, or a representation of, an enterprise object. It adds a specific context.		ArchiMate	
VIS	Significant information system	Information system managed by a public authority that is not a critical information infrastructure or an essential service information system, and for which a breach of information security may limit or significantly jeopardize the exercise of the public authority's competences.	According to Decree No. 317/2014 Coll. on significant information systems and their determining criteria, the system administrator is responsible for its determination.	Act No. 181/2014 Coll. on cyber security	§ 2, letter d)

	Relationship/Bond	A connection or interaction between two people or things. In Business Relationship Management, an interaction occurs between an IT service provider and a business. In Configuration Management, it is the binding between configuration items that determines the dependency between them or their interconnection. For example, an application may be linked to the server it runs on, IT services have many links to all the configuration items that IT services support.		ITIL v3, Glossary of Terms, Definitions and Acronyms, itSMF Czech Republic, o.s.,	
	Stakeholder				
	Customer	Organisation or part of an organisation receiving a service or services		ČSN ISO/IEC 20000	concept 3.7
	Basic Spatial Data	Spatial data with basic, generally usable content, acquired and managed according to uniform principles. They are created in the public interest and are reference data e.g. for decision-making processes of the National Government, a source for state mapping works, for other thematic spatial data, etc.		Resolution of the Government of the Czech Republic No. 815/2014, Strategy for the Development of Infrastructure for Spatial Information in the Czech Republic until 2020 (GeoInfoStrategy),	chapter 9 - Glossary of terms
		Hardware resource on which artefacts can be stored or deployed for use.		ArchiMate	
	Once only principle	Data sharing by public administrations to prevent clients and others from having to submit the same information to public authorities repeatedly. Public administrations should not require the data subject to provide data that has already been provided once.		Principles for Digital Friendly Legislation eGovernment Action Plan	
	No legacy principle	No infrastructure or applications in public administration older than 15 years. According to this principle, IT systems and technologies should be renewed after a certain period of time to keep up with the ever-changing environment and technological developments.		eGovernment Action Plan	
	Digital by design principle				

	Digital by default principle	Public authorities should provide services primarily digitally and self-service (in various forms, such as digital documents and machine-readable data); at the same time, they must keep other channels open for those who cannot use digital services either by choice or for technical reasons. In addition, public services are to be provided in an assisted manner through a single point of contact and through different service channels. However, the right holder must also have the right to choose the traditional service desks of the various public authorities for communication with the public administration (opt-out principle). In other words, (a) there must be digital self-service services in addition to the original traditional paper-based services, and (b) new and substantially changed services should be designed first as digital services, and only secondarily should the paper-based or assisted form be derived from the digital form, which, however, must not be absent as an equivalent option when the service is introduced.		Principles for digitally friendly legislation. Digital Czechia Programme, eGovernment Action Plan 2016-2020: Accelerating the digital transformation of public administration	
	Life cycle	The period of time that begins when a system is created and ends when the system is no longer available for use.		Czech translation of the TOGAF explanatory dictionary	
	Life Period (Phase)				
	Life Situation	A combination of attributes that determine the current state of the client with respect to the public administration, triggered by a life event.			
	Life Event	For public administration, a life event is a change in relevant attributes determining the current status of a client from which certain rights and obligations arise for the client under applicable law.			