"Aerial Photography of Great Britain" or **"APGB"**	a commercial (aerial photography) Imagery Source provided to the Buyer (via OGC WMS) by Bluesky International and Getmapping;
"Bare Soil Marker"	a Marker, developed by the Buyer, which identifies the presence of bare soil within a Land Parcel;
"Breach of Security"	has the meaning given to it in Order Schedule 9 (Security);
"Buyer Responsibilities"	the responsibilities of the Buyer specified in Order Schedule 20 (Specification) Annex F (Buyer Responsibilities);
"Buyer System"	has the meaning given to it in Order Schedule 6 (ICT Services);
"Crop Map of England" or **"CROME"**	a polygon vector dataset mainly containing the crop types of England;
"Data Architecture Design"	a document developed by the Supplier which provides the detailed design for each component in the Supplier Solution from a data architecture perspective. As a minimum, this should set out the logical data model for the key data and information products (e.g. transactional, master, and reference data, or records, logs, or transactions generated by the Supplier Solution (automated or otherwise)) produced and ingested by the Supplier Solution, and show how the data and information products are stored and/or processed by the Supplier Solution (i.e. the physical data model);
"Defra Group Bodies"	the list of bodies as defined at https://www.gov.uk/government/organisations#department-for-environment-food-rural-affairs;
"Detailed Design"	a document developed by the Supplier which provides the detailed design for each component in the Supplier Solution;
"Disaster"	has the meaning given to it in Order Schedule 8 (Business Continuity and Disaster Recovery);
"Early Life Support"	the period immediately following Achievement of the MVP Milestone when Users are likely to require a greater level of functional support;
"e-Learning Module"	a unit of study that can be delivered through digital resources;
"ELS Complete Milestone"	the final Milestone within the Implementation Phase, whereby the Supplier has demonstrated for a period of time that the Operational Services are performing satisfactorily;
"Environment Agency LiDAR"	an open source (LiDAR) Imagery Source available at https://environment.data.gov.uk/survey;
"Environments"	the Live Environment and the Pre-Production Environments;

"Farm Habitats"	different types of features that are present in a Land Parcel, such as hedges, woodlands, buffer strips, nesting plots, headlands, nectar flower mixed plots, winter bird foods;
"Field Officer"	personnel of the Buyer responsible for visiting farmers and conducting compliance checks;
"First Line Support"	the first level in a hierarchy of support groups which provides investigation and resolution of Service Incidents. First Line Support registers and classifies Service Incidents and resolves Service Incidents for which there is a known solution or procedural responses to identifiable issues (as documented in a Knowledge Article), in order to restore operation of the Supplier Solution as quickly as possible. First Line Support will triage Service Incidents to Second Line Support where no resolution can be achieved and where there is no previously identified solution or procedural responses. First Line Support also keeps Users informed about the status of the Service Incident;
"Ground Truth Data"	information that is directly observed and measured by a human on the ground (field);
"Harvest Marker"	a Marker which identifies the presence of harvesting activity and its timing within a Land Parcel;
"Hedges Dataset"	the Buyer's dataset of the hedges in England;
"Help Articles"	artefacts which set out information, support and guidance to aid Users in their operational use of the Supplier Solution;
"Help Desk"	the single point of contact help desk set up and operated by the Supplier for the purposes of this Agreement;
"Homogeneity Marker"	a Marker which identifies the presence of multiple species of vegetation within a Land Parcel and whether that Land Parcel is heterogenous;
"Imagery Source"	earth observation imagery, satellite imagery, aerial photography, LiDAR imagery, and any other image source;
"Implementation Phase"	the period starting on the Effective Date and ending when the ELS Complete Milestone is achieved;
"Implementation Services"	the services described as such in Order Schedule 20 (Specification) Paragraph 2;
"Ingest"	ability to take data and information feeds from other systems and services, including from third parties;
"Integration Specification"	a document which specifies how the Supplier Solution can integrate with other third party systems;
"IT Change Management"	an ITSM process, derived from ITIL, under which changes to the Live Environment and Pre-Production Environments are managed in a controlled and systematic manner;

"IT Service Management" or **"ITSM"**	the entirety of activities, directed by policies, organised and structured in processes and supporting procedures that are performed by the Supplier to design, plan, deliver, operate and control IT services offered to Users;
"ITIL"	a set of detailed practices for ITSM that focuses on aligning IT services with the needs of business, of which version 3 is the minimum version which is accepted by the Buyer and of which 4 is the latest version;
"ITSM Toolset"	software that is used by the Supplier to support ITSM activities;
"JSON"	JSON stands for JavaScript Object Notation. It is an open standard file format and data interchange format that uses human-readable text to store and transmit data objects consisting of attribute–value pairs and arrays;
"Knowledge Articles"	artefacts produced by the Supplier which are necessary for the Supplier, the Buyer, and Other Suppliers to support the Supplier Supplier, including (but not limited to) frequently asked questions, known errors, Help Desk and application support diagnostic scripts, self-help guides, maintenance guides, design documentation, reference manuals, configuration manuals, architectural documentation, system design documentation, system configuration files, build scripts and procedures, data migration scripts and procedures, training plans and procedures, simulation software scripts, on-line help system, operational procedures, and lessons learned;
"Land Cover Information"	information taken from the Buyer System describing Land Cover for a Land Parcel;
"Land Cover"	the characteristics of a Land Parcels surface, which can include vegetation type, soil type and condition, habitat types, water body presence, and other characteristics
"Land Parcel Information"	information related to a Land Parcel, including geometry, coordinates, and the spatial relationships between the Land Parcel and surrounding geographical features;
"Land Parcel"	a specific section of land with boundaries that is owned by an individual or group;
"Land Use and Cover Changes"	changes to Land Cover and Land Use for a specific Land Parcel;
"Land Use"	the activities undertaken on a Land Parcels surface (e.g. farming);
"Live Environment"	an operational or production environment in which a system or software (or a discrete part of such system or software) is available for the processing of live business transactions or is otherwise in live use;
"Marker"	[identification of the presence of Farming Habitats and assessing the farming activities with respect to mowing, harvesting, tillage, greening, cutting etc.;] [identifiers or indicators of farming practices or habitat health within a Land Parcel. This can include both feature recognition for their presence

	or condition (hedges, buffer strip, nesting plot, waterbodies, farm trees, flower plots etc.) or event notification of when and where a cutting, mowing, tilling, or harvesting of a Land Parcel has happened;]
"Microsoft Entra ID"	a directory service developed by Microsoft for Windows domain networks, formerly Active Directory;
"Minimum Viable Product" or **"MVP"**	the minimum set of capabilities to be implemented by the Supplier by the MVP Milestone;
"Mowing Marker"	a Marker which identifies the presence of mowing activity and its timing within a Land Parcel;
"MVP Milestone"	the penultimate Milestone within the Implementation Phase, whereby the Operational Services are available to Users;
"New Release"	has the meaning given in Order Schedule 6 (ICT Services);
"Normal Working Hours"	this represents the standard or normal Working Day in the United Kingdom time zone (excluding any out of hours or overtime periods) and is defined as 0830 to 1730 on a Working Day;
"OGC Services"	those services as listed at https://www.ogc.org/publications under the headings "OGC APIs" and "Services";
"OpenAPI Specification"	a specification for machine-readable interface files for describing, producing, consuming and visualizing RESTful web services, as set out at https://swagger.io/specification/;
"Operational Level Agreement"	a document which describes the ITSM processes required to support the Operational Services in conjunction with the Buyer and Other Suppliers;
"Operational Phase"	the period starting when the MVP Milestone is achieved and ending when the Order Contract Period ends;
"Operational Services"	the services described as such in Order Schedule 20 (Specification) Paragraph 3;
"Optional Services"	the services described as such in Order Schedule 20 (Specification) Paragraph 4;
"Other Supplier"	any supplier to the Buyer (other than the Supplier) which is notified to the Supplier from time to time;
"Other UK Paying Agencies"	the equivalent agencies to the Buyer located in Scotland, Wales, and Northern Ireland;
"Permitted Maintenance"	has the meaning given to it in Order Schedule 6 (ICT Services);
"Planet Fusion"	a commercial (satellite) Imagery Source provided to the Buyer by Planet Labs;
"Planet Scope"	a commercial (satellite) Imagery Source provided to the Buyer by Planet

	Labs;
"Pre-Production Environment"	a non-production environment in which a system or software is made available for the purposes of testing, training, and other non-production activities;
"Problem"	a cause of one or more Service Incidents. The cause is not usually known at the time a problem record is created, and the problem management process is responsible for further investigation;
"Product Backlog"	a prioritised list of all the individual Deliverables which may be implemented during the Operational Phase as agreed by the Buyer and the Supplier from time to time;
"Publish"	ability to send data and information feeds from the Supplier Solution to other Buyer Systems;
"Recovery Point Objective" or **"RPO"**	the amount of data that is accepted to be lost following the initiation of the disaster recovery procedure (e.g. in the event of a failure of a major infrastructure component, such as a data centre);
"Recovery Time Objective" or **"RTO"**	the time until the Supplier Solution is available to Users following initiation of the disaster recovery procedure (e.g. in the event of a failure of a major infrastructure component, such as a data centre);
"Remote Monitoring Methodology"	a document setting out the Supplier's methodology for delivering remote monitoring services to the Buyer, which has the meaning given to it in Order Schedule 20 (Specification) Paragraph 2.3.4;
"RESTful"	REST stands for Representational State Transfer. It is an architectural pattern for creating web services;
"Role Based Access Control" or **"RBAC"**	a method of restricting access to systems, networks, or resources based on a user's role within an organisation. RBAC is used to protect sensitive data and ensure that employees can only access the information and perform actions they need to do their jobs;
"Scheme Agreement"	a binding agreement between the Buyer and an individual or group of individuals to manage a Land Parcel according to a set of terms of conditions;
"Scheme Options Information"	Information relating to the specific set of "actions" (e.g. https://www.gov.uk/find-funding-for-land-or-farms) that an individual or group of individuals has agreed to deliver to the Buyer as part of their Scheme Agreement;
"Second Line Support"	the second level in a hierarchy of support groups which provides investigation and resolution of Service Incidents. Second Line Support aims to resolve all Service Incidents which cannot be solved immediately by the Buyer's First Line Support. Second Line Support will resolve configuration issues which do not involve code changes to the Supplier Solution;
"Sentinel 1"	an open source (satellite) Imagery Source;

"Sentinel 2"	an open source (satellite) Imagery Source;
"Service Incident"	a reported occurrence of a failure to deliver any part of the Services in accordance with the Buyer's requirements or the Performance Indicators;
"Service Run Manual"	the Buyer's ITSM processes and procedures manual;
"Social Value"	the additional social benefits that can be achieved in the delivery of the Order Contract;
"Software"	has the meaning given to it in Order Schedule 6 (ICT Services);
"Spatial Data Mart"	the Buyer's internal spatial data store;
"Super User"	a Buyer's User who is trained accordingly to possess expert knowledge of the Supplier Solution;
"Supplier Solution"	the Supplier's solution for the Services set out in Order Schedule 4 (Order Tender) including any Annexes of that Schedule;
"Supplier System"	has the meaning given in Order Schedule 6 (ICT Services);
"Surface Water Marker"	a Marker, developed by the Buyer, which identifies the presence of surface water within a Land Parcel;
"System Manual"	a document developed by the Supplier which provides detailed information about how the Supplier Solution should be used by Users for their role;
"Temporal Graphs"	a graph that changes over time, capturing both spatial and temporal dependencies between its features;
"Test Success Criteria"	has the meaning given to it in Order Schedule 13 (Implementation Plan and Testing);
"Third Line Support"	the third level in a hierarchy of support groups which provides investigation and resolution of Service Incidents. Third Line Support aims to resolve all Incidents which cannot be solved immediately by Second Line Support. Third Line Support shall resolve Service Incidents where workarounds or code changes to the Supplier Solution are required;
"Time Lapse Visuals"	a method for visualisation of still images that makes time appear to move faster by capturing frames at a lower frequency than what is used to view the sequence;
"Time Series Graphs"	the visualisation of time-series data where the data points are arranged in a grid;
"Time Series Statistics"	statistics that analyses data points collected over time to identify patterns;
"Train the Trainer"	a framework for training Users or other subject matter experts which enables them to train other Buyer staff;

"Training Needs Analysis"	a document provided by the Buyer describing the different types of Users who require training and the types of training that each of the Users needs in order to be able to operate the Supplier Solution as their role requires;
"Training Plan"	a document describing the Supplier's plan for delivering the training identified as being required in the Training Needs Analysis;
"Transport Layer Security" or **"TLS"**	a cryptographic protocol designed to provide communications security over a computer network, such as the public internet;
"User"	any person authorised by the Buyer to use the Supplier Solution;