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| **“Access Management”** | a data governance process used in granting access to Authority Data to valid End Users and prohibiting invalid End Users, as set out in Schedule 2.1 (*Services Description*) Annex G; |
| **“Active Directory” or “AD”** | a directory service developed by Microsoft for Windows domain networks; |
| **“API”** | the acronym for Application Programming Interfaces, a software intermediary that allows two applications to talk to each other. APIs provide Professional Users with an easy way of accessing and using Authority Data within their software applications; |
| **“App Gallery”** | a collection of Applications displayed in a format for users to view and access on the [DSP](https://environment.data.gov.uk/appgallery); |
| **“Apps”** | the applications set out at <https://environment.data.gov.uk/appgallery> and as described in Schedule 2.1 (*Services Description*) Annex Q and Annex R; |
| **“Bot”** | a bot – short for robot and also called an internet bot – is a computer program that operates as an agent for a user or other program or to simulate a human activity; |
| **“Business Area”** | a team, group, division, or directorate within one of the Defra Group bodies; |
| **“Catalogue Services for the Web” or “CSW”** | a standard for exposing a catalogue of geospatial records in XML on the internet (over HTTP). The catalogue is made up of records that describe geospatial data (e.g., KML), geospatial services (e.g., WMS), and related resources; |
| **“Cloud Service Deployment Models”** | cloud deployment models include public, private, community, and hybrid. Each deployment model is defined according to where the infrastructure for the environment is located; |
| **“Cloud Service Models”** | cloud service models include Software as a Service, Platform as a Service, and Infrastructure as a Service; |
| **“Conditional License”** | a permission for re-use based on the Open Government Licence with some necessary additional safeguards for use where content which, following assessment, has not been classed as appropriate for release under an Open Government Licence; |
| **“Contact Channels”** | any route whereby End Users can contact the Supplier or the Authority; |
| **“Data Flow Maps”** | a dynamic visualisation showing direct links between datasets; |
| **“Data Owner”** | a Data Owner has authority for decisions about Authority Data within their domain; |
| **“Data Services Platform” or “DSP”** | the DSP is an online service located at <https://environment.data.gov.uk> where End Users can access and Download Authority Data produced by Defra Group bodies. The Supplier Solution will provide the third iteration of the DSP; |
| **“Data Services”** | a service that enables access to Authority Data on demand to End Users; |
| **“Dataset”** | a package or collection of Authority Data, typically a list or table of facts, which is held, extracted, or formatted for a specific business purpose and served to End Users via a Download, web service (e.g. WMS, WFS) or API; |
| **“Defra Body Contractors”** | an individual or entity that is delivering work to a Defra Group body under contract. Access is restricted and subject to Defra Project Manager approval; |
| **“Defra Group”** | the 33 agencies and public bodies responsible for improving and protecting the environment, as set out at <https://www.gov.uk/government/organisations#department-for-environment-food-rural-affairs>; |
| **“Defra Project Managers”** | a Defra Group body employee who has authority to approve or reject requests for Authority Data made by Defra Body Contractors; |
| **“Defra Users”** | any Defra body staff member who uses DSP services either for an internal purpose or to share data with the public and other partners on behalf of their own organisation. Read only view of Metadata Catalogue records including draft records from own group; |
| **“Detailed Design”** | a document developed by the Supplier which provides the detailed design for each component in the Supplier Solution; |
| **“Disclosure Purposes”** | when data or information must be provided to a third party, for example, a request for information under the Freedom of Information Act 2000; |
| **“Download”** | transmission of a file or data from one computer to another over a network, usually from a larger server to an End User device; |
| **“Early Life Support”** | the period immediately following an Operational Service Commencement Date or Achievement of an ATP Milestone when End Users are likely to require a greater level of functional support; |
| **“Email”** | messages distributed by electronic means from one computer user to one or more recipients via a network; |
| **“End User Interface”** | the electronic interface the End User uses to access the Services; |
| **“End User”** | any person authorised by the Authority to use the IT Environment and/or the Services; |
| **“Endpoints”** | one end of a communication channel. This can include a URL of a server or service. Each Endpoint is the location from which APIs can access the resources they need to carry out their function; |
| **“Environment Agency”** | the UK government agency responsible for creating better places for people and wildlife, and supporting sustainable development, in England; |
| **“Environments”** | the Live Environments and the Pre-production Environments; |
| **“External User”** | any End User that does not work on behalf of a Defra Group body; |
| **“GDS Service Manual”** | the manual as located at <https://www.gov.uk/service-manual>; |
| **“Google Dataset Search”** | a search engine from Google that helps researchers locate online data that is freely available for use; |
| **“Government Digital Service”** or **“GDS”** | the UK government agency responsible for setting digital, data, and technology strategy for government departments; |
| **“Help Desk”** | the single point of contact help desk set up and operated by the Supplier for the purposes of this Agreement; |
| **“Help”** | information, support and guidance to aid End Users in their use of the DSP; |
| **“Implementation Phase”** | the period between the Effective Date and Achievement of the CPP2 Milestone; |
| **“Interim Milestone”** | a milestone that occurs prior to an ATP or CPP Milestone; |
| **“Internal Users”** | any End User that works or is working on behalf of a Defra Group body organisation; |
| **“IT Change Management”** | an ITSM process, derived from ITIL, under which changes to the 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 End Users; |
| **“ITIL”** | a set of detailed practices for ITSM that focuses on aligning IT services with the needs of business, of which version 4 is the latest version; |
| **“ITSM Toolset”** | software that is used to support ITSM activities; |
| **“JSON”** | JavaScript Object Notation; 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 (or other serializable values); |
| **“Knowledgebase”** | the store of information and data containing Help, feedback and guidance on the DSP that is available to draw on by the Help Desk and End Users; |
| **“Landing Page”** | the [DSP webpage](https://environment.data.gov.uk/) which serves as the entry point for the DSP website or a particular section of a website; |
| **“Legacy DSP”** | the second iteration of the DSP, provided by the Outgoing Supplier; |
| **“Licence”** | an official document that gives an End User permission to use a Dataset or a DSP Service; |
| **“Linked Data”** | a method of publishing structured data using standard open web technologies; |
| **“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; |
| **“Local Administrator”** | an End Users that manages the running of the DSP at a local (organisational) level. This End User has access to publishing at a local level, as well as reporting and End User approvals. The Local Administrator also provides an organisational level point of contact for any DSP related enquiries; |
| **“Marine Environmental Data & Information Network”** or **“MEDIN”** | a group that manages a marine profile of the UK GEMINI that complies with other international standards such as INSPIRE and ISO19115; |
| **“Metadata Catalogue”** | the internal catalogue containing information (Metadata) for the data, maps and models that Defra Group bodies own or hold; |
| **“Metadata Profile”** | a template for Metadata attributes that can be applied to Metadata Records; |
| **“Metadata Record”** | a single row of data in the Metadata Catalogue; |
| **“Metadata”** | data about data that helps to sort and identify attributes of the information it describes; |
| **“Non-Spatial”** | an expect of the Services which is not Spatial in nature; |
| **“Open API Specification”** | a specification for machine-readable interface files for describing, producing, consuming, and visualizing web services; |
| **“Open Data”** | data licensed under the Open Government Licence (OGL) that is free to access, use, modify, and share it by anyone subject, at most, to measures that preserve provenance and openness; |
| **“Open Government Licence”** | the form of default Licence recommended under the Government Licensing Framework to be used for licensing Information and Open Data; |
| **“Operational Hours”** | 08:30 till 17:30 on a Working Day; |
| **“Operational Level Agreement”** | a document which describes the processes required to support the Operational Services in conjunction with the Authority, Outgoing Supplier, and Other Suppliers; |
| **“Outgoing Supplier”** | the current service provider for the Legacy DSP; |
| **“Outgoing Suppliers Exit Plan”** | the plan produced and updated by the Outgoing Supplier describing the sequence of their exit activities; |
| **“Partner User”** | users in organisations where additional data can be shared. These users need to register on the platform and be approved by the Service Manager to access Partner data. This category includes:  [Public Sector Geospatial Agreement](https://www.ordnancesurvey.co.uk/business-government/public-sector-geospatial-agreement) member;  organisations that are members of the Ordnance Survey’s Public Sector Geospatial Agreement (excluding the Defra bodies). This includes local authorities and government departments;  partner organisations that are helping the Defra bodies to deliver the Water Framework Directive or Catchment Based Approach projects (or similar co-delivery work); and Internal Drainage Boards. This will include rivers trusts, wildlife trusts, and water companies.”; |
| **“Pre-production Environments”** | development environment and staging environments used for testing of the Supplier System and training of the Supplier Personnel and End Users, that resembles a Live Environment as closely as possible; |
| **“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”** | is a prioritised list of all the individual items which are proposed to be implemented during the Term as agreed by the Authority and the Supplier from time to time; |
| **“Professional User”** | primarily interested in utilising Linked Data and Data Services for the purpose of software development or large-scale analysis. Uses services at an advanced level and can integrate Authority Data feeds and APIs into Apps and Services at the user end. Can query large quantities of data for a particular outcome, perform analytics and is capable of exposing data to applications for public consumption, for either commercial or social purposes; |
| **“Public User”** | uses services to access any aspect of the DSP. Public Users do not need to register on the system to access data but only have access to data provided under Open Government licence or through a Conditional Licence; |
| **“Publishing Bodies”** | any organisation with the ability to publish data onto the DSP; |
| **“Record of Processing Activity”** | an internal record that contains the information of all personal data processing activities carried out; |
| **“Recovery Point Objective”** or **“RPO”** | the maximum amount of data that may be lost when service is restored after an interruption. The recovery point objective is expressed as a length of time before the failure; |
| **“Recovery Time Objective”** or **“RTO”** | the maximum time allowed for the recovery of an IT service following an interruption; |
| **“RESTful”** | REST stands for Representational State Transfer. It is an architectural pattern for creating web services; |
| **“Semantic Web”** | provides machine-readable Metadata for published information and Authority Data; |
| **“Service Administrator”** | uses the services, monitors and manages the performance and health of the DSP day-to-day. Ensures that changes to the services and the data published on it are managed effectively. Manages End User approvals and reporting for the DSP. Can create, edit and approve records; assign privileges; create and modify End Users, configure and run harvests within the Metadata Catalogue. This role is primarily based in the Environment Agency as the organisation who manages DSP day-to-day; |
| **“Service Incident”** | a reported occurrence of a failure to deliver any part of the Services in accordance with the Authority Requirements or the Performance Indicators; |
| **“Service Manager”** | manages the strategic direction and continuing high performance of the DSP. Oversees communication with other teams involved in data sharing and actively ensures that services perform well and develop to meet user needs. This is one role at the Environment Agency, undertaking service management for the DSP for all Defra Group bodies; |
| **“Service”** | a means of delivering value to customers by facilitating outcomes customers want to achieve without taking on the ownership of specific costs and risks; |
| **“Single Sign-on”** | a method for End User authentication that enables End Users to securely authenticate with multiple applications and websites by using just one set of credentials; |
| **“Social Media”** | websites and applications that enable users to create and share content or to participate in social networking; |
| **“Spatial”** | an aspect of the Services that is spatially referenced and stored as a GIS or geospatial file format such as .shp, .tab, ASCII etc.; |
| **“T&Cs”** | the terms and conditions that control an agreement, arrangement, or activity; |
| **“Technical Lead”** | uses the service to publish data or information to meet their business outcomes. There are various types of publishers currently, depending on the type of data being published – Spatial, Non-Spatial, plus potential incident and Linked Data as well. Can edit and save changes to other End Users’ Metadata Records that are in the same group; |
| **“Tier 1”** | Services that fall under Tier 1 as defined in Schedule 2.2 (*Performance Levels*). |
| **“Tier 2”** | Services that fall under Tier 2 as defined in Schedule 2.2 (*Performance Levels*). |
| **“Transformation Services”** | the Services as described in paragraph 2.2 of Schedule 2.1 (Services Description); |
| **“Transition Services”** | the Services as described in paragraph 2.1 of Schedule 2.1 (Services Description); |
| **“Uniform Resource Identifier”** or **“URI”** | a uniform resource identifier (URI) identifies a data product that can be accessed as Linked Data; |
| **“URL”** | Uniform Resource Locator, colloquially termed a web address, is a reference to a web resource that specifies its location on a computer network and a mechanism for retrieving it; |
| **“Usage Reporting”** | the Services as described in Annex J of Schedule 2.1 (Services Description); |
| **“User Registration”** | the process by which End Users provide credentials in order to access the Services; |
| **“User Role”** | a term describing the different levels of access End Users can be granted on the DSP; |
| **“User Status”** | a status assigned to a user account such as ‘approved’; |
| **“WCS”** | the OGC Web Coverage Service (WCS) supports electronic retrieval of geospatial data as “coverages”; |
| **“Website”** | a collection of web pages and related content that is identified by a common domain name, for the [DSP](https://environment.data.gov.uk); |
| **“WFS”** | the OGC Web Feature Service (WFS) interface standard defines a set of interfaces for accessing geographic information at the feature and feature property level over the internet; |
| **“Widget”** | a small software application that is designed to provide a specific piece of information or a specific function on demand; |
| **“WMS”** | the OGC Web Map Service interface standard (WMS) defines a set of interfaces for requesting map images over the internet; |
| **“WMTS”** | the OGC Web Map Tile Service (WMTS) is a standard protocol for serving pre-rendered or run-time computed georeferenced map tiles over the internet; |
| **“World Wide Web Consortium”** or **“W3C”** | the World Wide Web Consortium (W3C) is the main international standards organization for the World Wide Web; |