

Appendix 4 - Glossary of Terms – Joint ICT Committee

SIP – Session Internet Protocol	Enables telephony over the internet. SIP phones use a technology called Voice over IP (VoIP) to transmit voice data over the internet.
ISDN - Integrated Services Digital Network	A telecommunications technology that enables the transmission of digital data over standard phone lines. It can be used for voice calls as well as data transfers.
ADSL - Asymmetric Digital Subscriber Line	Broadband link for internet access.
WAN – Wide Area Network	A large computer network that connects groups of computers over large distances.
Ransomware	Malware that locks or encrypts data or devices and demands a ransom to unlock or decrypt thm.
Ddos - Distributed Denial of Service	A malicious attempt to disrupt the normal traffic of a targeted server, service or network by overwhelming the target or its surrounding infrastructure with a flood of Internet traffic.
SLA – Service Level Agreement	An agreement between a service provider and a customer. The service provider and the service user agree on specific aspects of the service – quality, availability, and responsibilities.
VPN – Virtual Private Network	A service that enables users to keep their online activity private and secure. It does this by creating a tunnel between the user's device and the internet where their data is encrypted and routed through a remote server on its way to its destination.
OpenVPN	An open-source VPN protocol known for its robust security and high configuration level. Allows users to connect remotely and access network resources using client certificates.
CAF – Cyber Assessment Framework	A framework developed by the UK's National Cyber Security Centre. It has been adapted for local government by the Ministry of Housing, Communities and Local Government to improve cyber resilience across the sector.

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Endpoint Manager	Software which protects servers, laptops, Mobile phones and iPad. Also known as anti-virus.
Phishing Emails	Phishing is a common type of cyber-attack that targets individuals through email, text messages, phone calls, and other forms of communication. A phishing attack aims to trick the recipient into falling for the attacker's desired action, such as revealing financial information, system login credentials, or other sensitive information.
LLPG – A Local Land and Property Gazetteer	A Local Land and Property Gazetteer (LLPG) is the central corporate database for all addressing used in an authority.
Malware	Software that is specifically designed to disrupt, damage, or gain unauthorized access to a computer system:
GPO – Group Policy Object	A virtual collection of policy settings, security permissions, and scope of management (SOM) that you can apply to users and computers in Active Directory
Immutable	Read only, will not allow deletion until after a specified time.
AD - Active Directory	Is a Microsoft service that provides centralized authentication and authorization to network resources and assists with management and control of security policies.
Exchange Online	Microsoft Exchange Online is a cloud-based messaging platform that delivers email, calendar, contacts, and tasks. Users connect to Exchange Online using apps like Outlook, Outlook on the web, or Outlook mobile app to access email and collaboration functionality, including shared mailboxes, shared calendars and global address lists. It is included in the Microsoft 365 suite of products.
Pioneer House	North East Derbyshire District Council's offices hosting back office

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	ICT team, equipment, disaster recovery and backups.
Civica Financials	Main financials software used by NEDDC and BDC.
FOI	Freedom of information
BYOD	Bring Your Own Device (Access to corporate data on personal devices)
MAM	Mobile Application Manager (used to manage Microsoft Applications on personal devices)
IOS	iPhone Operating System (Apple devices)
Intune	Microsoft's Mobile device management software.
Auto deploy / Autopilot	Method to automate deployment of Windows and applications with minimal user interaction.
VDi	Virtual Desktop Infrastructure
Scloud	Application which provides income management and payments.
SSO	Singel Sign On – enables passthrough authentication.