

Glossary of E-Government terminology

Architecture	The way in which computer systems are structured and connect with each other.
Back-office	The part of an organisation that delivers core service but is often not the first point of contact with customers
Back-office systems	Computer infrastructure within an organisation, which supports core business process applications but has no external interface with customers
Best Value	A performance framework introduced by the Government in 1999. It requires local authorities to deliver services to clear standards by the most economic, efficient means available.
Broadband	A high capacity connection that allows fast, quick transmission of all kinds of information - voice, pictures, moving pictures, computer data.... All at the same time and in both directions.
Call Centre	Group staff trained and equipped to field telephone calls with the aid of access to databases (sometimes directly to back office systems) giving details of services and users
Channels or Access channels or Technology channels	Types of communications methods, such as telephone, digital TV, kiosks and emails
Customer Relationship Management (CRM)	A unified means of entering, storing and retrieving information about interactions with individual customers.
Data cleansing	Taking a fine-tooth comb through several sets of information and taking out the duplicates, correcting the mistakes, filling in the missing information.
Drivers	Changes in tastes, trends, economic variables and single or repeated events which all act as stimuli inducing a system or organisation to develop in a particular direction.
Document Management	A system which files and stores documents electronically and automatically indexes them as they are filed so that retrieval is simple and quick.
Electronically enable or E-enabled	Enabling services to be delivered using new technologies.
Email	A service that enables people to exchange documents or messages in electronic form. Email systems now mainly operate via the internet.
E-procurement	This covers issues such as electronic tendering, supplier and contract management and on-line catalogue, requisitioning and payment capabilities.
Front-end	Computer infrastructure in an organisation designed specifically as an interface for communicating with external customers, such as websites, one-stop-shops and contact centres.

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Government Gateway	A national Government website that people can register with in order to do Government transactions electronically. Registration with the Gateway should give a person the necessary electronic credentials to do transactions with their local Council too - once national authentication standards are defined and adopted.
Information and Communication technologies (ICT), new technologies	Refers to new information technologies such as computers, digital television, email and networks and systems that connect them to information databases (such as the internet and intranet). The telephone and fax are not considered new technologies.
Inter-operability	The capability of two or more hardware devices or two or more software routines to work together
Internet	A worldwide collection of computer networks sharing common standards and protocols of communication in particular a common addressing scheme. The world wide web is now the main internet application, but there are other facilities on it too, such as file transfer facilities and user groups not operating via the web.
Knowledge Management	Means of making the information and learning known to one or two individuals available to everyone in the organisation who might benefit from it. An information pool.
LASER	A national project to link together all the electoral register systems, creating a common standard, and providing locally managed, locally updated people data which is accessible nationally. The Government is committed to e-voting in general elections after 2006. LASER should also make "vote anywhere" a reality.
LGOL	Local Government On-Line - the general name for the national e-government project, and the term used to indicate local partnerships eligible for Partnership Grants, such as the Oxfordshire LGOL Partnership.
Learning centre	Centres providing ICT access and support for local people's use.
Local Public Service Agreements	An agreement between an individual local authority and the Government. It sets out the authority's commitment to deliver specific improvements in performance, and the Government's commitment to reward these improvements. The agreement also records what the Government will do to help the authority achieve the improved performance.
Middleware	A type of computer software which allows different "back office" systems such as Uniform, Orchard, First etc. which all have their own standards and ways of

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	doing things, to present their information in the same way and to accept information in the same format. A data translation system which allows someone to move seamlessly between housing information, Council Tax information, Planning information etc. (as long as they have the right permissions).
NLPG	National Land and Property Gazetteer. A national list of properties each with its own unique reference. A kind of electronic Domesday book.
NLIS	National Land Information System. A system to streamline all transactions concerned with information about property, using links to all the various sources of this information, nationally and locally.
One-stop-shop	A part of an organisation that deals with many different enquires face-to face. One-stop-shop staff can deal with enquires relating to several services delivered by the organisation or others with whom it works in partnership.
Portal	Any well-used gateway to the internet, especially those sites designed to serve as a 'front door' and thus the first page that users see when accessing the web. Portals typically provide larger catalogues of other sites, powerful search engines for location information, and email facilities or other attractive web services.
Process re-engineering	An organisational review process that enables organisations to identify fundamental business objectives, to formulate a detailed strategy to achieve those objectives, to determine measures for success, to redesign business processes and to implement new and revised policies and procedures.
Search Engine	The "search" facility on a website. The means by which you search for information.
Smart card	Transactional electronic card technology capable of storing and updating authentication of account information about the users
Take-up	Extent to which services are available and are currently used by people.
Telemetry	Real time information transmitted directly from the sensor to the computer database. For example, air quality data recorded by a remote sensor on a lamp-post sending information directly into the computer without need for someone to key in the data.
Transport Direct	A national, integrated transport information, booking and retailing service for the general public, covering all modes.
Transactions	An interaction with an organisation. This could include the receipt or dissemination of information,

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	the completion or submission of a form, the sending of a payment, and the inspection of an account.
Web-enabled	The adaptation of existing ICT so that at some stage web-based technologies are employed, for example, creating a channel of communication with users or accessing information held on a legacy system using a browser.
W ³ AI	The World Wide Web Accessibility Initiative. A set of global standards for website construction which ensure that the site is accessible to people with disabilities.
XML	XML is part of a family of mark-up languages used to display text on a browser. XML enabled applications are more intelligent and are able to read understand and process XML based upon the XML tags which describe the data. XML is also platform and software independent. This means that data is more easily shipped from one system to another irrespective of operating systems or software.