

Appendix A. Acronyms

Abbreviation	Description
ACL	Access Control List
ADM	Arrow Diagramming Method
AMC	Annual Maintenance Contract
API	Application Programming Interface
ASP	Active server pages
BPEL	Business process execution language
CAPTCHA	C ompletely A utomated P ublic Turing test to tell C omputers and H umans A part
CCB	Change/Configuration Control Board
CD	Compact Disk
CDM	Conditional Diagramming Method
CFP	Content Flow Process
CM	Configuration Management
CMAP	Content Moderation and Approval Process
CMMI	Capability Maturity Model Integration
CMS	Content management system
COM	Component
CORBA	Common object request broker architecture
COTS software	Commercial off the shelf software
CPU	Central Processing Unit
CRM	Customer Relationship Management
CRP	Content Review Policy
CRUD	Create, Read, Update, Delete
CSC	Citizen services centre
CSS	Cascading style sheets
DAO	Data access objects
DB	Database
DC	Dublin Core
DIT	Department of Information Technology
DLL	Dynamic Link Library
DMZ	De-Militarized Zone
DVD	Digital Versatile Disk
EAI	Enterprise Application Integration
EJB	Enterprise Java Bean
EVM	Earned Value Management
FTP	File transfer protocol
G2B	Government to business
G2C	Government to citizen
G2E	Government to employee
GIF	Graphics Interchange Format
GOTS	Government Off The Shelf
GUI	Graphical User Interface
HTML	Hypertext mark-up language
HTTP	Hyper text transfer protocol
HTTPS	Secured Hyper text transfer protocol
IA	Implementation Agency
ICT	Information and communication technologies
ID	Identification

Abbreviation	Description
IP	Intellectual Property
IPS	
IT	Information Technology
J2EE	Java 2 enterprise edition
JDBC	Java database connectivity
JPEG	Joint Photographic Experts Group
JSP	Java Server Page
LDAP	Light weight directory access protocol
MCA21	Ministry of corporate affairs
MDC Server	Metadata consolidation server
MDR Service	Metadata Replication Service
MMP	Mission mode project
MVC	Model view controller design pattern
N-CSCI	National common service communication infrastructure
NDC	National data centre
NeGP	National e-Governance plan
NIC	National Informatics Centre
NSDG	National service delivery gateway
ODBC	Open Database Connectivity
OLA	Operations Level Agreement
OS	Operating System
PCI	Payment Card Industry
PDA	Personal digital assistant
PDF	Portable document format
PDM	Precedence Diagramming Method
PHP	Pearl home pages
PMI	Project Management Institute
PMIS	Project Management Information System
PR	Public Relation
PSU	Public sector units
QoS	Quality of service
RAID	Redundant Array of Independent Disk
RDBMS	Relation Database Management System
RDF	Resource Description Framework
RFP	Request for proposal
RSS	Really simple syndication
RTA	Regional Transport Authority
RTI	Right to Information
SAP	System Analysis and Program Development
S-CSCI	State common service communication infrastructure
SDA	State Designated Agency
SDC	State data centre
SLA	Service Level Agreement
SOA	Service oriented architecture
SOAP	Simple object access protocol
SQL	Structured Query Language
SRS	System Requirements Specification
SSDG	State service delivery gateway
SSL	Secure Socket Layer
SSO	Single Sign On
STQC	Software Testing and Quality Certification
SWAN	State wide area network

Abbreviation	Description
TA	Travel Allowance
TCP/IP	Transmission Control Protocol / Internet Protocol
TG Service	Transactional government service
UDDI	Universal Description Discovery and Integration
UI	User Interface
UML	Unified Modelling Language
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
USB	Universal Service Bus
UTF	Unicode Transformation Format
VB	Visual Basic
VC++	Visual C++
VPN	Virtual Private Network
W3C	World Wide Web Consortium
WAN	Wide Area Network
WAP	Wireless access protocol
WBS	Work Breakdown Structure
WML	Wireless Markup Language
WSDL	Web services description language
XML	Extensible mark-up language
XSL	Extensible Stylesheet Language