



## Glossary of terms used in the survey

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Term or abbreviation	Meaning
Audio / video capture	Refers to the recording of audio and/or video.
API	Application programming interface, how a computer program talks to another program, database or computer.
Backup & recovery	The activity by the IT department or office that ensures regular backing up of data, including files and documents (on separate systems) so that they can be recovered in case of calamity.
Biometric	Authentication technology that relies on measurement of physical characteristics, such as fingerprint, eye or facial identification.
Blog	A regularly updated website that contains usual short and informal pieces of writing and commentary.
Card or token	Refers to a smartcard or token that is used for authentication of and authorisation by users.
Cloud storage	Storage for documents and other files that is located somewhere on the internet, rather than on local file servers, and can be accessed from anywhere.
Content management	The management, including the creation, editing, upload, deletion, of content on a website or intranet.
CSV	A comma separated values spreadsheet document.
Data centre	Dedicated housing for computer servers and associated equipment.
Digital archive	A repository that stores one or more collections of information in digital format with the intention of providing long-term access to the information.
Digital format	Any format for a document (or similar) that is saved on a computer, server or retrieved from the internet.

Term or abbreviation	Meaning
Document repository	Electronic storage facility for documents, which allows for their classification, indexing, the addition of metadata, searching, retrieval and sharing etc.
Document standards	A pre-defined set of rules which state what document file types and formats are to be used.
Document management	Refers to the management of documents in electronic format, where documents are created, stored, uploaded, searched, retrieved, shared, versioned using a dedicated tool or system (such as a document management system).
DTD	Document Type Definition (DTD) which defines the underlying building blocks of an XML document.
e-consultation	An electronic (internet-based) consultation tool or platform.
EDRMS	Electronic document and records management system.
Electronic resource management	The management of resources in electronic format, where also their classification, search and retrieval is enhanced.
e-learning	Learning which is facilitated by ICT tools, and where an in-person trainer or facilitator is not necessary. May include self-paced computer based training, online lectures etc.
Email	Electronic mail.
e-petition	An electronic (internet-based) petition.
e-resource	Any resource that the library provides access to in an electronic format.
HTML	Hypertext markup language: a web page.
ICT	Information and Communication Technologies.
Identity management	Administrative activity performed by the IT department or office that ensures the identification of individuals (e.g. MPs, staff, visitors) and managing their access to building premises and electronic resources.
Internal network	Network and cabling infrastructure which ensures transmission of data within a building / organization. Also known as local area network (LAN). Internal network is not necessarily web-based. See also intranet.
Internet	The public internet.

Term or abbreviation	Meaning
Intranet	An internal website that is private (only accessible to parliament staff and members) and not open to the public.
IT	Information Technology.
JSON	JavaScript Object Notation is way to describe information so it can be read, exchanged and written between computer programs, databases and servers.
Laptop	A portable (laptop) computer.
Local workstation	Individual PC (desktop) computer.
Mbits	A data transfer rate in megabits per second.
Messaging	Short messages on computers and mobile phones, using tools such as Whatsapp.
Netbook	Smaller and lighter laptop, designed to be used with internet access and cloud storage.
Network	A computer network which allows connected computers to exchange data, access and share resources.
Network operations	All activity performed by the IT department or office, to maintain the network so that it remains reliable and secure.
Open access	Free, immediate and public access of institutional data and documents.
Open data	Data that is provided in 'machine readable' format to the public through the internet.
Open source software	Software where the programming code (source code) is made publicly and freely accessible for others to use, study, change and re-use (as opposed to proprietary software, which requires permission from the software license holder to do the above).
Operational systems	IT systems which are currently in operation.
Parliamentary email	An official email account and address provided by the parliament to its members, organisational units, and staff.
PC	A personal computer (usually refers to a desktop computer).
PDF	Portable document format, created by Adobe Acrobat or similar.

Term or abbreviation	Meaning
Plenary	A meeting of all the members of the parliament.
Plenary touch screen device	Interactive display mounted on members' desks, which can be navigated through touching the screen.
PMO	Parliamentary Monitoring Organisation is a civil society/non-governmental organisation that observes and monitors what happens in a parliament.
Preservation	Refers to digital preservation, which is the process of converting information from paper-based to digital formats so that it remains accessible and usable.
Remote access	A way of securely connecting to the parliamentary network (or intranet) from outside parliament.
Requirements	Refers to software or system requirements, which are often formulated at the beginning of the system development process, and outlines what the system should be doing.
Router	A computer networking device to forward data to other devices.
RSS	Rich Site Summary but often called Really Simple Syndication is a set of standard web formats used to publish frequently and which can be read by a program or computer.
Schema	A technical description of an XML file that tells a computer how to interpret and display data.
Server	A computer on your network that hosts data and applications.
Shared drive	A common electronic storage place or folder which can be used by several people. Shared drives can be hosted on an internal network or in the cloud.
Smartphone	A mobile phone that is capable of accessing the internet and running applications, such as iPhone, Android or Windows.
Social media	Internet tools and platforms that let you connect and share with others, such as Facebook and Instagram.
Staff	Employees of parliament and (where applicable) external contractors.
Switch	A computer networking device to receive, process and forward data.
Tablet	A tablet device, such as an Apple iPad.

Term or abbreviation	Meaning
Usability	The level of user-friendliness of systems. Usability can be tested during the software/system development process (through usability testing).
Virtual server	A remote computer used to host documents or applications.
Voice communications	All telephony and internal audio transmissions.
Voting station	Booth within or connected to the parliament hemicycle/floor where members can cast their vote and, in this instance, equipped with an electronic voting system.
W3C	An industry consortium that promotes standards for the evolution and interoperability of the web.
Webcasting	The live broadcasting of audio or video streams over the internet. Also known as (audio or video) streaming
Web services	The way two digital devices communicate with each other over a network (usually the internet), a web service is a software function that uses a machine-processable format.
Website	A set of pages or documents that are made available to the public through the internet.
WiFi (or Wi-fi)	A wireless connection to the internet and/or the internal network from a computer, mobile phone or tablet.
Workflow capability	A system with workflow capability is able to manage one or more processes (workflows) to ensure consistency in execution.
XLS	A Microsoft Excel spreadsheet document.
XML	eXtensible Markup Language is a way of annotating a document or set of data so that it can be read and understood by a computer.