



# Non-network ICT – Common Glossary

## Common Glossary

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Part of the Energy Queensland Group

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## 1 OVERVIEW

The objective of this document is to define a common glossary for all non-network ICT documents, rather than repeat definitions of terms across multiple documents.

This glossary applies to all non-network ICT documents, including but not limited to:

- Non-network ICT Plan
- Non-network ICT business cases
- Non-network ICT Forecast Model
- Non-network ICT Post Implementation Reviews.

## 2 GLOSSARY

Table 1 Glossary

Term	Definition
AASB	Australian Accounting Standards Boards
ACS	Alternative Control Services
AD	Active Directory
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
AESCEF	Australian Energy Cyber Security Framework
AFLC	Audio Frequency Load Control
AI	Artificial Intelligence
AI Ops	Artificial Intelligence Operations
AM	Asset Management
API	Application Programming Interface
AR	Augmented Reality (see also VR)
ARENA	Australian Renewable Energy Agency
AWM	Asset and Works Management
B2B	Business to Business
BESS	Battery Energy Storage Systems
BSR	Business Solution Roles
BST	Base-Step-Trend forecasting methodology
BYOD	Bring Your Own Device
BYOI	Bring Your Own Identity
C2M2	Cybersecurity Maturity Model
capex	Capital Expenditure
CASA	Civil Aviation Safety Authority
CATS	SAP Cross Application Time Sheet
CCT	Call Centre Technologies
CECV	Customer Export Curtailment Value
CER	Customer Energy Resources or Consumer Energy Resources (Customer owned DER)
CD	Continuous Development

Term	Definition
CI	Continuous Improvement
CIS	Customer Information System
CMM	Customer Market and Metering (Digital Platform)
CMX	Customer and Market Experience
CoP	Codes of Practice
CPI	Consumer Price Index
CRM	Customer Relationship Management
CUP	Cyber Security Uplift Program
CXM	Customer Experience Management
DAPR	Distribution Annual Planning Report
DC	Data Centre
DEBBs	Digital Enterprise Building Blocks portfolio of projects (also referred to as Digital Enablement Building Blocks)
DEM	Demand and Energy Management
DEIP	Distributed Energy Integration Program
DER	Distributed Energy Resources (see also CER)
DERMS	Distributed Energy Resources Management System
DERR	Distributed Energy Resources Register
DevOps	Development Operations
DMS	Distribution Management System (see also UDMS)
DNSP	Distribution Network Service Provider
DOE	Dynamic Operating Envelope
DR	Disaster Recovery
DSO	Distribution System Operator
EAM	Enterprise Asset Management
ECM	Enterprise Content Management
EDMS	Electronic Document Management System
EDP	Enterprise Data Platform
EGM	Executive General Manager
EHS	Environment, Health and Safety (see also HSE)
EI	Enterprise Intelligence
EQL	Energy Queensland
ERP	Enterprise Resource Planning

Term	Definition
ESB	Energy Security Board; Energy Advisory Panel
ESG	Environment, Social, Governance
ETS	Electronic Timesheets
EV	Electric Vehicles
FTE	Full Time Equivalent
FY	Financial Year
GIS	Geospatial Information System (see also UGIS)
HSE	Health, Safety, Environment (see also EHS)
HCM	Human Capital Management
HR	Human Resources
GSL	Guaranteed Service Level
ICS	Industrial Control System
ICT	Information and Communications Technology
IFRIC	International Financial Reporting Standards Interpretation Committee
IGP	Integrated Grid Planning
IoT	Internet of Things
ISSB	International Sustainability Standards Board
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITSM	IT Service Management
KPI	Key Performance Indicator
LAN	Local Area Network
LiDAR	Laser imaging, Detection And Ranging
LoR	Lack of Reserve
LoS	Line of Sight
LV	Low Voltage
L&M	Licencing & Maintenance
MDG	Master Data Governance
ML	Machine Learning
MSATS	Market Settlement and Transfer Solutions
MSS	Minimum Safety Standards
MWD	Modern Work Delivery

Term	Definition
NECF	National Energy Customer Framework
NEL	National Electricity Law
NEO	National Electricity Objective
NER	National Electricity Rules
NHVAS	National Heavy Vehicles Accreditation Scheme
NNA	Non Network Alternative
NPV	Net Present Value
NSS	Network Support Services
OMS	Outage Management System
opex	Operational Expenditure
OT	Operational Technology
OTE	Operational Technology Environments
PC	Process Control
PM	Plant Maintenance
PoW	Program of Work
PPM	Portfolio and Project Management
Privacy Act	Privacy Act 1988 and Information Privacy Act 2014
PS	Project System
PV	Photovoltaic
REPEX	Replacement Expenditure
RFID	Radio Frequency Identification Device
RIN	Regulatory Information Notices
ROK	Rockhampton
RPA	Robotic Process Automation
RPA	Remotely Piloted Aircraft (commonly referred to as Drones)
RPAS	Remotely Piloted Aircraft Systems (commonly referred to as Drones)
RRG	Reset Reference Group
SaaS	Software-as-a-Service
SAFe	Scaled Agile Framework
SAIFI	System Average Interruption Frequency Index
SCM	Supply Chain Management
SLACI	Security Legislation Amendment (Critical Infrastructure) Act 2021

Term	Definition
SLACIP	Security Legislation Amendment (Critical Infrastructure Protection) Act 2022
SOC	Security Operation Centres
SOCI Act	Security of Critical Infrastructure Act 2018
SOLI	Security Legislation Amendment Bill
TCO	Total Cost of Ownership
totex	Total Expenditure
TSV	Townsville
UC	Unified Communications
UDMS	Unified Distribution Management System (see also DMS)
UGIS	Unified Geospatial Information System (see also GIS)
UPS	Uninterruptible Power Source
UX	User Experience
VC	Virtual Conferencing
VCR	Value of Customer Reliability
VIM	OpenText Vendor Invoice Management for SAP
VR	Virtual Reality (see also AR)
WAN	Wide Area Network
WHS	Work Health and Safety
WM	Works Management
XR	Extended Reality (see also AR)