



07.

# Glossary of terms





|                                    |   |                             |  |
|------------------------------------|---|-----------------------------|--|
| <b>Acts</b>                        | legislation that has been promulgated or enacted by the Queensland Legislative Assembly and is therefore now law  | <b>Digital economy</b>      | the global network of economic and social activities enabled by information and communications technologies such as the internet, mobile and sensor networks   |
| <b>Advance Queensland</b>          | a comprehensive suite of programs, based on international evidence of ‘what works’, designed to create the knowledge-based jobs of the future. The program is managed by the Advance Queensland Implementation Unit | <b>Digital first</b>        | using digital channels as the primary or preferred means of delivery for government information and services   |
| <b>As-a-service</b>                | a model where customers can purchase ICT solutions from a supplier without having to own or lease any of the associated equipment/software  | <b>Digital innovation</b>   | the application of digital technology as a new idea, device, or method, which provides a better solution to meet new requirements, unarticulated needs or existing market needs  |
| <b>Aurion</b>                      | payroll system  | <b>Digital literacy</b>     | the skills and ability to participate safely and securely, confidently and lawfully online to take full advantage of the opportunities available in the digital age  |
| <b>Cybersecurity</b>               | protection of computer (both hardware and software) and information systems from theft, damage or disruption  | <b>Digitally-driven</b>     | digitally-driven organisations recognise the power, value and potential of their digital data and the need to create new forms of digital data   |
| <b>Community Digital Champions</b> | advocates of digital technologies within their local communities, appointed under Advance Queensland  | <b>Digital technologies</b> | includes the internet, hardware and software applications, devices such as smart phones and tablets, wireless and satellite, electronics and sensors, transaction and trading platforms, digital media and content. Other digital technologies include artificial intelligence and virtual reality; computer/machine vision; drones; geospatial; machine learning; additive and distributed manufacturing; natural language processing; next-generation robotics; and speech recognition |
| <b>Denial of service</b>           | computer and information systems become unavailable for their intended use, either temporarily or indefinitely, due to a cyber attack   | <b>DSITI Women Connect</b>  | a departmental-wide program established to create opportunities for women to connect, network and learn from each other  |
| <b>Digital adoption</b>            | digital adoption is the use of digital solutions to enhance business or personal activities, through awareness of technology, purchase and implementation, and integration of the solution                          | <b>e-filing system</b>      | electronic filing system   |
| <b>Digital capability</b>          | an organisation’s capacity to use and respond positively to change in digital technology and services   |                             |  |
| <b>Digital disruption</b>          | the change that occurs when digital technologies and business models affect existing goods and services   |                             |  |



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| <b>e-learning</b>         | electronic learning   |
| <b>Eve</b>                | an automated concierge system being trialled at 1 William Street  |
| <b>Flickr</b>             | image and video hosting website   |
| <b>Globalisation</b>      | the process of international integration arising from the interchange of world views, products, ideas and other aspects of culture  |
| <b>Hyper-connectivity</b> | a state of unified communications (UC) in which the traffic-handling capacity and bandwidth of a network always exceed the demand   |
| <b>Onboarding</b>         | also known as organisational socialisation, refers to the mechanism through which new employees acquire the necessary knowledge, skills and behaviors to become effective organisational members and insiders |
| <b>One-Stop Shop</b>      | a single point where customers can access a range of government services to ensure a better, more consistent customer experience for Queenslanders  |
| <b>SAP</b>                | a business operations software product. SAP stands for System Applications Products   |
| <b>QTenders</b>           | online website where you will find information about upcoming, current or closed tendering opportunities with the Queensland Government   |
| <b>RB tool</b>            | regrowth benefits tool  |

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| <b>Startup</b>          | an entrepreneurial venture, which is typically a newly emerged, fast-growing business that aims to meet a marketplace need by developing or offering an innovative product, process or service   |
| <b>Startup Catalyst</b> | an initiative that takes groups of youths, startups, investors, corporates and innovation leaders to international startup hotspots to assist in the cultural transformation of the Australian economy to one that is fast-paced, startup aware and ‘global first’ |
| <b>The Precinct</b>     | Queensland Government-backed startup and innovation hub in Fortitude Valley  |
| <b>Webchat</b>          | real-time communication on the internet  |
| <b>YouTube</b>          | video-sharing website  |