

Annex A – Glossary of Terms

4Me	Oracle HR system used by Defra and VLA
AH	Animal Health (formally SVS)
AI	Avian Influenza
BCP	Business Continuity Plan
BRP	(AH) Business Reform Programme
BTV	Bluetongue Virus
Catalist	OGC procurement framework replacing S-Cat and G-Cat
CERA	Centre for Epidemiology and Risk Analysis
CIOD	Chief Information Officer Division (formally Defra's Intelligent Customer Function – ICF)
CRL	Community Reference Laboratory
CTC	Counter Terrorism Check
CTS	Cattle Tracing System
CVL	Central Veterinary Laboratory (VLA was formed from the amalgamation of CVL with the VICs)
Defra	Department for Environment, Food and Rural Affairs
EDRM	Electronic Document and Records Management
ELN	Electronic Laboratory Notebooks
ERM	Electronic Records Management
e-GIF	Government Interoperability Framework
e-GMF	Government Metadata Framework
FFG	Food & Farming Group
FMD	Foot & Mouth Disease
FoI	Freedom of Information
FPS	Financial Planning System
G-Cat	OGC IT supply framework contract now replaced by Catalist
GIS	Graphical Information Systems
HPA	Health Protection Agency (formally Public Health Laboratory Service)
IAH	Institute of Animal Health
ITEC	IT Executive Committee
ITSC	IT Steering Committee
ITU	VLA's IT Unit
LAN	Local Area Network
LIMS	Laboratory Information Management Systems
LSD	Laboratory Services Department
LVI	Local Veterinary Inspectors
NEEG	National Emergency Epidemiology Group
OGC	Office of Government Commerce
PCS	Personal Commitment Statement
PIR	Post Implementation review
RADAR	Rapid Analysis and Detection of Animal related Risk
S-Cat	OGC's services framework contract
SAC	Scottish Agricultural College
SLA	Service Level Agreement
SMS	Sample Management System (from Thermo Fisher) or Services, Maintenance Support (Fujitsu) contract
SOA	Service Orientated Architecture
SOP	Standard Operating Procedures
SWP	Statement of Working Practice
TSE	Transmissible Spongiform Encephalopathy
VIC	Veterinary Investigation Centre
VPN	Virtual Private Network

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XML	Extensible Mark-up Language
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Appendix B – Technical strategy and governance framework

Model Layer	Subject	Description	Current standards Strategy	Future direction	Comments
Business Processes	IT budget co-ordination	Control and co-ordinate IT funds spending on IT resources across VLA.	Devolved to scientific programmes and individual business units. Central (overhead) funding for priority projects, ITU staff and IT infrastructure. ITEC and ITSC governance on corporate IT expenditure.	No change	Defra and VLA project and programme funding supported via journaling IT costs
	Finance systems	The provision of applications software to support VLA financial management systems	Integra/IB Solutions software. Reporting via Crystal Reports/Business Objects	Finance system provision may be considered as part of Defra Shared Services initiative.	
	HR systems	Human resource systems – personnel and pay records, etc	Oracle HR and e-Payfact (CMG/Logica) Payroll. 4Me online human resources supplied by Defra	HR provision considered as part of Defra Shared Services initiative.	
	Management reporting	MIS to support the internal project management, costing, charging and accounting processes	FPS and PACT used for management accounts. Business Objects use to create standard management reports	Incorporation in Finance suite using new Integra modules to replace Business Objects Publisher	
	Laboratory sample management systems (LIMS)	Systems to manage sample submissions, batching, results, etc	Thermo Fisher SampleManager 2004r2. Nautilus support for TB Microarray production withdrawn in 2008.	No change	SampleManager v9 to be further evaluated in 2008/9
	Work recording	Methods to record, track and charge for internal staff time,	Multiple current systems; Regional labs system; Corporate system and local departmental systems all of which return information in Excel spreadsheets (differing formats) uploaded monthly to PACT. One return per workgroup per month with manual additions being made where requested.	Long-term – Likely incorporation in to Finance using new Integra modules	See FPS/PACT comments above.
	Risk analysis / Risk management	A consistent approach to assessing and managing risks to operational continuity and IT systems	Risk management framework in place in Defra and within VLA as part of a corporate business objective. PRINCE II and general IT management techniques at lower level.	No change	
	Document interchange standards	The ability to share information in standard formats across VLA	Office 2000 standard applied across VLA with Office 2007 being deployed in Defra. Previous version Office95/Word 6, Excel 5 also supported. Earlier versions (e.g. Word 2) NOT supported.	No change. Standard remains with the introduction of Office 2003 on the desktop.	Converters are installed to ensure compatibility with Office 2007 documents.

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Model	Subject	Description	Current standards	Future direction	Comments
Business processes (cont.)	Information and data security	The need for consistent control of access to VLA information	Follow Government mandated standards, Defra security policies and BSI standards – BS7799. VLA systems set at RESTRICTED level. AP065 defined security guidance along with Staff Handbook. Also see: http://intranet/estabs/SECURITY/default.asp	Decrypt encryption to be installed on all mobile devices.	PCS also to be implemented during 2008/9.
	e-mail policy and practices	The need for VLA to be able to communicate effectively by e-mail internally & externally	Defra email usage policy applies, see : http://intranet/wrk_pract/Index.htm	No change	
	Standard document templates	The need for consistent VLA branding on its output.	Generic Word templates provided.	No change	
	SLAs	Standards specifying expected or contracted levels of support. Used to measure quality of service	ITU SLAs agreed with ITSC implemented in June 2005.	Additional SLA for outstanding help desk calls to be added during 2008.	SLA now reviewed annually at ITEC
	Help Desk & user support	The need for consistent approach to user support	Hornbill Supportworks HelpDesk software system used within the ITU. No other IT systems in use for other helpdesks.	No change	
	IT asset tracking	Meet NAO demands to record and track IT assets	IT asset list maintained in Hornbill Assetworks are part of the Hornbill suite – see Supportworks above.	No change	
	Standard operating procedures	Agency practices ensuring a consistent approach to all business/laboratory processes	SOPs and Agency procedures published in paper of for UKAS Testing Group on OpenText Livelink.	Opentext Livelink for all VLA SoPs	
	Project controls & management (e.g. PRINCE)	Formal controls on development and implementation IT projects	PRINCE or standard adaptation (Metcalf) of PM best practices widely accepted and used as the standard.	No change	
	User access privileges	The need to dictate the way users are granted access to server shares throughout the VLA network	Active Directory and revised authentication implemented in May 2006 – access permissions handled by ITU.	No change	

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Model	Subject	Description	Current standards	Future direction	Comments
Architecture	IT processing architecture	The location (tiers) of processing power – e.g. centralised, distributed or multi-tier	Centralised by use of ICA (Citrix) thin client access to MS Access application. Otherwise mixture of thick client distributed applications and more recently browser based Microsoft .NET applications.	.NET and Browser based as mandated by e-GIF VMWare to implemented for server consolidation	Server consolidation will help meet greening and sustainability objectives
	Server location	The need to control the location of servers	Dedicated computer suite environment maintained by ITU. Use for all servers is not currently mandated	Computer suite facilities mandated	Will ensure more robust security and control to meet quality standards.
	Security architecture	Overall structure and method of enabling IT security	Defra and GSi security models requiring CESC accreditation and no external links to networks except through authorised routes.	No change	
	External network access	The need to manage and control access to the Internet from the VLA network	In place via GSi - Dial-in and broadband access provided via Defra/IBM gateway. Enhanced network connectivity from Weybridge installed in 2007/8	Increasing use of VLA managed gateway for IT services	
	Single sign-on	Ability to control access to VLA business applications via a single username/password for each member of staff	Microsoft Active Directory implemented in May 2006. Trusts in place with Defra Demeter and GB Domains.	No change	
	Browser technology	The need to conform to policy edicts aimed at enabling more 'joined-up gov't'	SOAP and Microsoft .NET technologies	No change	
	Data normalisation / dictionary	The need to ensure application integration and common data standards	No corporate standards exist. Some pan-Government standards emerging via e-GMF		

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Model	Subject	Description	Current standards	Future direction	Comments
Applications	App look & feel	Consistent approach to the way users interface to apps	Some governance in place via TSG, initially defined for browser/.NET based systems. Further standards developed during 2008 for external websites based on new static page layout.	No change	Ideally should use a consistent style guide for all apps developed.
	Application development tools	Software development tools employed to deliver bespoke business applications	Access widely used with CITRIX front-end. Business objects for reporting. .NET now proven for browser based applications.	.NET technologies. DotNET strategy and migration of web applications to version 2.0 of the framework and onto bigger servers to improve performance.	Will enable conformance to the e-Gif.
	Application development techniques	Methods or processes employed to ensure user requirements are identified and correctly implemented	Standard waterfall process in place though not used during emergency response.	More RAD style approaches likely to be adopted.	SCRUM and agile techniques to be evaluated.
	Application test procedures	Method used to fully test new systems to ensure they meet stated user requirement	Documented procedures in place as part of ITU ISO9001 accreditation.		Required for ISO9001:2000
	Database standards	Specify and control the use of database products throughout VLA	Oracle 9i for LIMS, SQL*Server and Access 97/2000 deployed dependent on application/database size	SQL Server 2005 and MS Access 2003.	Access 2000 already in use though Farmfile/Citrix apps are still dependant on Access 97.
	Data interchange	method of data exchange and tools used	XML with XMLSpy and the editing software	No change	XMLSpy used by Defra and CERA
	e-mail server app standards	Specify and control the e-mail server suite and version in use in VLA	Migration to Exchange 2003 completed during Autumn 2006.		
	Browser version	Specify and control the browser product and version in use in VLA	Internet Explorer throughout. No governance in place on version used apart from version supplied in standard build.	No change	May need stronger governance on version used as more apps become browser dependent.

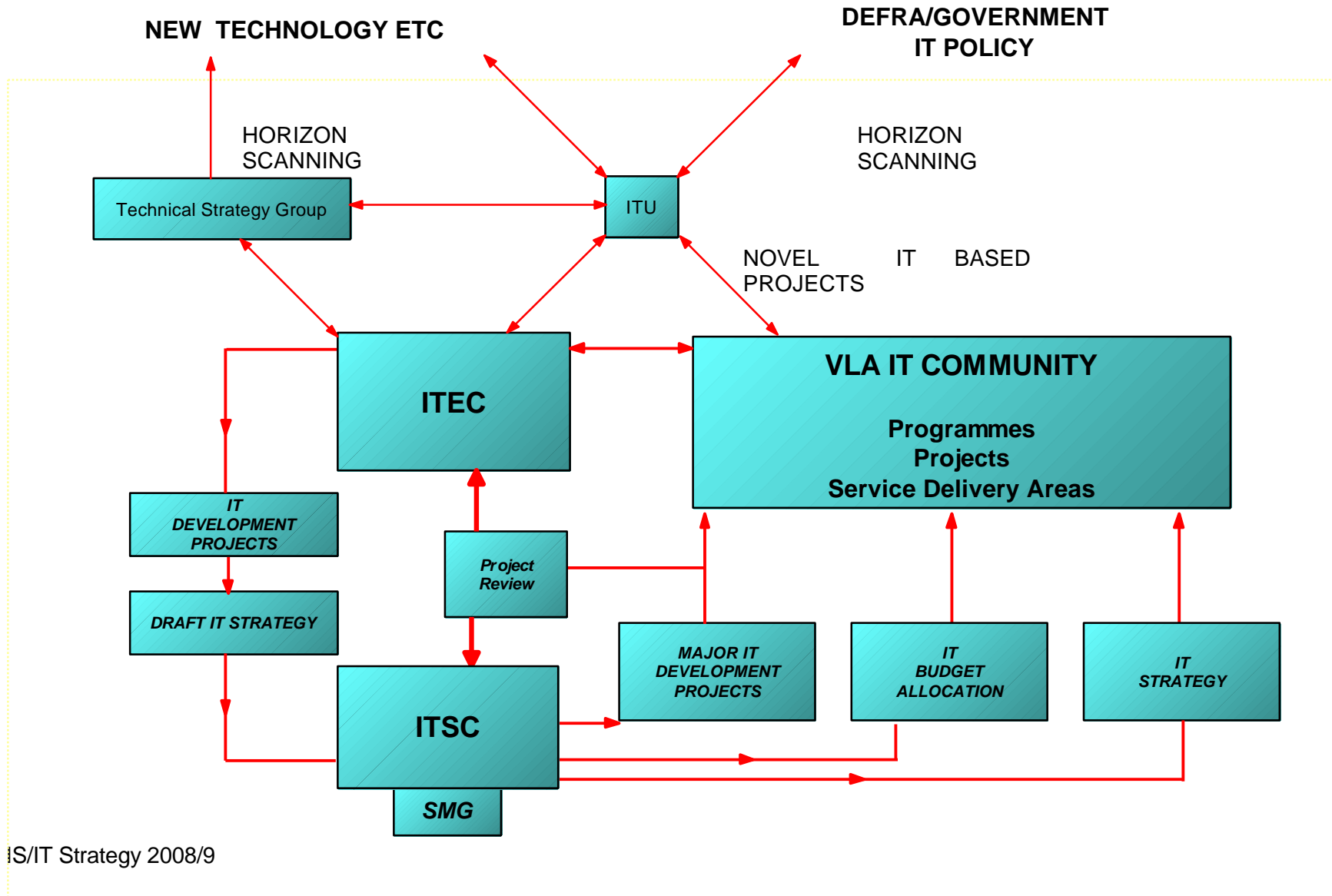
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Model	Subject	Description	Current standards	Future direction	Comments
Infrastructure	Desktop/laptop PC spec	Specify processor type / speed, RAM and HDD capacity	Current Dell catalogue	No change	Spec changes (increases) in line with unit cost
	Desktop/laptop make/model	The need to specify a limited range of actual make and models	Dell current catalogue	No change	
	Printer type/make/model	The need to specify a limited range of actual makes and models	Various Dell models. Focus on shared/networked printers rather than standalone slave devices	No change	Easier loading of drivers – less consumable stock variation
	Desktop/Printer Maintenance	Provision of maintenance and repair of desktop IT equipment	3 year warranty on new equipment and Dell PCs	No change	
	Server specification	The need to specify a limited range of server capabilities for differing purposes	Dell Poweredge rack-mounted. RAID 5 Specification dependent on use.	No change	Use of VMWare will dictate a higher spec to support server consolidation
	Server make/model	Limited range of actual makes and models of server	Dell Poweredge rack-mounted	No change	Ease support and make DR easier to implement reducing costs and increasing operational continuity
	Desktop Operating System (OS) version	The OS version(s) in use on desktop and laptop PCs	Enforced by VLA office systems specification – currently Window XP. Driven by OEM licence installed on new equipment.	Moving to Windows XP on all new PCs.	No MS Vista evaluation carried out yet.
	H/W & S/W purchasing	The need to provide a centralised H/W & S/W purchasing service	Outside of office systems core infrastructure components, delegated to individual Business Units	No change.	See below on licence tracking
	WAN/LAN provision	The centralised provision of consistent WAN and LAN network services to enable interconnection of VLA IT assets to meet its business requirements	Service provided by IBM as part of Defra Outsource with the exception of the Weybridge Lab site handled under contract with Affinity.	No change	
	Email transport protocols	Protocols used to exchange email within Defra and with external organisations	Exchange email - RTF and plain text supported for internal use. SMTP to external recipients via DEFRA/GSi gateways.	No change	

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	Desktop build and lockdown	The need for a standard build for desktop and laptop PCs with constraints on user amendment	PC build management provides current consistency.	Policies enforced where mandated by security or sustainability reasons	Total lockdown not envisaged as it would entail significant ITU support overhead.
	TCP/IP networking - IP address policy / management	Design and control the issue and use of IP addresses and address ranges throughout the Defra/VLA network	Enforced by VLA office systems; use of DHCP. No other addressing regime allowed.	No change	
	e-mail client app (users' e-mail program; e.g. Outlook or Groupwise, etc.)	The e-mail application program and version (the 'client') in use by users throughout VLA	Microsoft Outlook 2003 Exchange 2003 was deployed in Autumn 2006.	No change	Maintain up-to-date email client. for Security patches, etc.
	Office Automation version (e.g. Microsoft Office 97)	Control of the OA suite and version in use throughout VLA	Microsoft Office 2000	Office 2003 deployed for new licences.	Try as far as possible to stay in step across the organisation. VLA have licences covering deployment of Office XP.
	Virus control	Centralised control of virus protection mechanisms, their issue and usage	Corporate licences in place for servers (Antigen) and PCs (Sophos).	No change	Policy under regular review based on level of threat.
	Software license tracking	Central record of software copies in use and licences purchased in order to ensure non-violation of software licensing laws	Office systems provide current framework for licensing OA product set via Assetworks.	No change	Avoidance of litigation for illegal use of software. Also, easier to administer and can produce savings arising from pooling and re-use of licences.
	Server administration	The regime of maintaining the servers on the VLA estate including planned and unplanned maintenance as well as daily data back-ups	Administered by ITU or CERA	No change	
	LAN standards	The need to specify and control the implementation of site LANs to enable consistent user access to N/W services	IPv4 on Ethernet 10BaseT applied throughout VLA with 100BaseT and gigabit backbone installed at all Regional Labs.	IPv6 future as per e-GIF	Upgrade to Gigabit LAN at Weybridge completed early 2005.

Appendix C – ITSC/ITEC governance relationship



Appendix D – References

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Ref 1	Not used.
Ref 2	Not used.
Ref 3	Not used.
Ref 4	VLA Corporate Plan 2007/12 : http://vla43/corp-plan0712.pdf
Ref 5	Not used.