

**Definitions:**

**Architecture** – is the process of defining a structured solution that meets all of the technical, functional and business requirements, while optimizing common quality attributes such as performance, standardization, security, and manageability.

**Complex organization** – an organization having a minimum of 3 business lines and must have a presence (personnel, business lines, ongoing activities, infrastructure, etc) in more than one country

**Design** – the process of defining architecture, applications, components, modules, interfaces, and data for a system to satisfy specified requirements.

**Develop** – the computer programming, configuration, documenting, testing, and bug fixing involved in creating and maintaining applications and frameworks involved in a software release life cycle and resulting in a software product.

**Full time resource** – working a minimum of 37.5 hours a week

**Implementation** – the approved design is converted into a solution that meets the project objectives and requirements. The product is also released to operations in accordance with branch/departmental IT service management processes and standards.

**Integrated SAP Solution** – integrated set of modules, functions and applications for nearly every major business process interoperating as one SAP solution to meet business needs

**Large organization** – an organization having a minimum of 10,000 employees and a \$500 million annual budget.

**Maintain** – Modification of a software product after delivery to correct faults, to improve performance or other attributes, or to adapt the product to a modified environment. The set of activities that takes place such that software installed for operational use continues to perform as intended and fulfill its intended role in system operation. Software maintenance includes improvements, aid to users, issue troubleshooting and related activities.

**Module** – covers specific business functions within a business organization

**On-boarding** – the process of engaging a new hire (contracted resource) on to a contract to provide services. The new hire is effectively “on-boarded” when they are on contract to a client organization and providing services.