

Appendix 9 – Glossary

Term	Description
Artificial Intelligence	Enables computers and machines to mimic the perception, learning, problem-solving, and decision-making capabilities of the human mind.
Benefit	An outcome or deliverable considered important that should deliver an improvement
Business Continuity Plan	This plan includes how we deal with problems that impact on our services so we can have as little disruption as possible to the services that we deliver.
Capability	Having the ability to deliver i.e. skills
Capacity	The amount that we are able to deliver
Collaboratively	Two or more parties working together
Contract Management	This is our approach to how we manage contracts from when we give contracts through to when a contract ends. The contract lifecycle.
Co-production	An asset-based approach to public services that enables people providing and receiving services to share the power and responsibility, and to work together in an equal, reciprocal and caring relationship. (Do with people not to)
Culture	The ideas, customs and social behaviours of an organisation and the people within
Cyber Security	The technology, processes and practices that protect our systems, programmes, networks and devices from unauthorised access. It protects our information.
Digital Health	Digital health connects and empowers people and populations to manage health and wellness, augmented by accessible and supportive provider teams working within flexible, integrated, interoperable, and digitally-enabled care environments that strategically leverage digital tools, technologies and services to transform care delivery. (HIMMS)
Digital Inclusion	Having the motivation, skills and access to use digital technology and the internet
Digital Literacy	Being able to find, sort, evaluate, manage and create information in digital forms.
Digital Maturity	How well we use technology to achieve a health and care system paper free at the point of care.
Digitally Excluded	The inability to access or use online products or services.
Genomics Literacy	Explaining scientific findings in understandable terms
Governance	Our systems and processes that we use to lead, control and direct our digital work
Hybrid Cloud Solution	Sometimes called a cloud hybrid—is a computing environment that combines an on-premises data centre (also called a private cloud) with a public cloud, allowing data and applications to be shared between them.
Informatics	For the purpose of this Strategy this is the services that make up Informatics, ICT Services, Patient Records, Digital Integration, Information, Clinical Coding and Programmes, Assurance and Improvement.

Information Sharing Agreement	This is an agreement that sets out, under the law, the use of personal information that is shared between different organisations to deliver better services.
Innovation	The implementation by a public-sector organisation of new or significantly improved products, services or ways of doing things, either within the structure of the public sector itself or in the way in which public services are provided.
Legislative	The laws we have to abide to
Networks	A way of connecting computers and other devices so that they can share information.
Outcome	The result of any actions or changes
Partnerships	Working together with other organisations
Proactive	Creating or controlling a situation rather than just responding to it after it has happened.
Strategic	long-term or overall aims and interests
Strategy	A plan of action designed to achieve a long-term or overall aim
Sustainable	Can be maintained now and in the future
Transformation	Process of changing completely to improve.
User Centred Design	Is a design process by which we understand the needs of all users of a system or a process, and creates services to meet those needs. An understanding of users needs, the tasks and the environment. Users are involved in the design and development.
Value Based Procurement	Is how we buy services or systems so that we take into account the financial benefits and the outcomes that they will deliver. So, we won't take just the price into consideration.
Workforce Planning	Planning what we need from our workforce in the future i.e. numbers, skills etc