

## SmartConnect Glossary of Terms

Version 1.4

- Ad hoc works** Work undertaken on a scheme that is not specified in the pricing schedule of the Hosting and Maintenance contract.
- Analysis** The examination of a business requirement to see how it can be reproduced or improved using software.
- Basic hosting** A service for hosting and maintaining a SmartConnect database and website for a licence holder as defined in the Bracknell Hosting and Maintenance contract.
- Bureau facilities** The facilities used by a card printing supplier in order to produce personalised smartcards issued to individual cardholders. This does not include supply of the blank card but does include printing, encoding and despatch.
- Card carrier** A letter or marketing material, personalised if required, to which the card is attached in order to hold the card securely while it is despatched to the cardholder.
- Card design** The layout of text and artwork printed on one or both faces of the card. Can comprise various elements as required, including personalised data, terms and conditions, logos, branding and other artwork.
- Card enabled services** A service provided by a local authority or other body which can be accessed by cardholders presenting their card, for example members of the public using their card to access a leisure or library service.
- Card Explorer software** Software in a PC that is connected to a card reader and also to the SmartConnect Database. The software can read the card contents and allow data elements to be changed. These same changes can then also be made in the SmartConnect database. This ensures that the two data records, on the card and in the database, remain synchronised. Card Explorer (Citizen Edition) allows a cardholder to read data and to change a limited number of data items on a card. Card Explorer (Service Edition) is used by system administrators and gives greater access for data editing and management.
- Card fulfilment** The name for the complete process that takes place in the card bureau to produce a personalised and encoded smartcard, up to and including the despatch of the card to the specified address.

<b>Card Management System (CMS)</b>	A Card Management System is built around a central database which holds records of smartcards and the individuals who hold them. It can also include modules which permit the enrolment and verification of applicants, reporting, hotlisting and interfaces to other systems as required by a scheme.
<b>Card map</b>	A document describing the actual data structures that are held on a card, where they are located and how they are accessed. It will also include details of any particular security requirements relating to data access.
<b>Card platform</b>	The card platform generally refers to the specific technology of the chip in a card. Although cards may seem alike in shape and size the chip determines whether they are contact or contactless, the memory size and the overall processing capability.
<b>Card reader</b>	A device needed to read and write data to a card. Readers can be 'contact', where the card must be placed in the device; 'contactless', where the card is placed on or near the device; or both. Readers vary in the types of card they can read and also in the degree of intelligence within them. Readers can be used to record transactions for a cardholder or to update data relating to their record.
<b>Change request</b>	The form and process used to specify additional work that may be required. Also known as a <i>Request For Change (RFC)</i> .
<b>Citizen Registration Module</b>	The module within SmartConnect which undertakes the enrolment and validation functions required to issue a card. It ensures that the correct information is recorded, for example the applicant's personal data, photograph and proofs of entitlement.
<b>CMS database and website</b>	Another term for the <i>SmartConnect system</i> .
<b>Configuration</b>	The process by which SmartConnect is set up to support a particular scheme. In particular, the services and data items which are supported, the web-site and any other scheme specific features.
<b>Concessionary Bus Travel Act 2007</b>	Primary legislation which introduced the English National Concessionary Travel Scheme (see <i>ENCTS</i> ).
<b>Data flow</b>	The movement of data from one component or system to another, such as from a library management system into SmartConnect.

<b>Data import</b>	Data taken from an external source and imported into the SmartConnect database. Data can be imported from diverse sources and may need validation, manipulation and/or cleansing during this process.
<b>Data structure</b>	Defines the format and arrangement of how electronic data items are stored.
<b>Day rates</b>	SmartCitizen tend to break their work down into the number of days it will take to perform a task. Day rates are published in the pricing schedule and Method Statement.
<b>Encoding</b>	The process of writing applications and/or data onto a smartcard chip, typically during the initial fulfilment stage prior to the card being issued.
<b>English National Concessionary Travel Scheme (ENCTS)</b>	National scheme to provide free travel outside the morning peak Monday to Friday on local buses in England for eligible older and statutory disabled pass holders, which came into effect on 1 April 2008. In London boroughs, ENCTS is called the FreedomPass.
<b>Enhanced hosting</b>	As with <i>Basic Hosting</i> , but with the addition of a mirrored test site for staging upgrades plus increased resilience measures such generator power backup.
<b>Enrolment data base</b>	This refers to cardholder enrolment function of the SmartConnect system.
<b>Functionality</b>	Describes the useful, functional features provided by a system.
<b>Hand held readers</b>	These act in the same way as card readers but are portable and can link back to the SmartConnect CMS via several networking methods, including wireless.
<b>Hosting</b>	The siting and ongoing support of a system by a Bracknell's specialist supplier (SmartCitizen) on their secure, dedicated infrastructure, instead of at the customer's site using their own equipment.
<b>Hosting and Maintenance Contract</b>	The contract Bracknell has with SmartCitizen to provide Hosting and Maintenance services to SmartConnect Licence Holders.
<b>HOPS</b>	Host Operator Processing System, a back office system used for transport ticketing schemes for recording transactions, managing card usage and for the purposes of hotlisting lost/stolen cards etc.

<b>Hotlisting</b>	The process by flagging or revoking cards that should no longer be accepted and notifying terminal equipment at places where they may be presented. This is usually in the form of a list of card numbers to be automatically checked before a card is accepted as valid. Hotlists are updated on a regular basis.
<b>Integration with third party</b>	The development process by which it becomes possible to pass electronic data between SmartConnect and other external systems.
<b>Issue tracking</b>	A project management process that ensures that any problems or issues arising during a scheme implementation do not get overlooked and are ultimately resolved.
<b>ISAM</b>	ITSO Security Application Module. This device is responsible for generating security keys and ensuring that the ITSO system is not compromised. ISAMs are needed whenever ITSO cards are produced and whenever new data is encoded.
<b>ISRN</b>	ITSO Shell Reference Number. A unique number generated for each card carrying an ITSO application.
<b>ITSO</b>	The organisation with the responsibility for developing and managing English smart ticketing. This is also the term used to define the national smartcard ticketing standard. ITSO Services Ltd operate the ISL <i>HOPS</i> .
<b>Key interfaces</b>	The links between SmartConnect and any legacy or third-party systems that it interfaces with.
<b>Key management</b>	The process of managing, storing and securely distributing cryptographic keys used to protect the confidentiality and integrity of data and communications.
<b>Live site</b>	The actual instance of a SmartConnect database used to issue cards for a customer. As opposed to a <i>test site</i> .
<b>Method statement</b>	The document that sets out the work required to achieve a customer's requirements, including costs. Once agreed and signed forms part of Schedule 15 of the Hosting and Maintenance contract.
<b>Multi-application scheme</b>	A smartcard scheme which combines access to a range of different application and services onto a single card.
<b>Online enrolment</b>	SmartConnect enrolment via a customer website.
<b>Optional works</b>	Additional work that may be requested after the Method Statement has been agreed.

<b>Print and personalization</b>	The process the blank card has to go through before being issued involving printing, encoding, checking, enveloping and despatch. See <i>Card fulfilment</i> .
<b>Printing</b>	The process of printing information or images on to one or both faces of the card.
<b>Project plan</b>	A plan detailing the tasks, resources, timescales and dependencies required in order to deliver a particular project.
<b>Project management</b>	The process of ensuring that a project is implemented in accordance with the project plan.
<b>Request For Change (RFC)</b>	See <i>Change Request</i> .
<b>Requirements analysis</b>	Requirements analysis is the process of determining user expectations for a new or modified product.
<b>Requirements criteria</b>	Requirements criteria are the fundamental needs of the user which must be met. These criteria will be derived from the analysis.
<b>Requirements specification</b>	The document describing the requirements criteria.
<b>Risk management</b>	An ongoing process by which risks are identified, assessed, reviewed and acted upon with a view to eliminating them or reducing them to an acceptable level.
<b>Retail Price Index (RPI)</b>	A national metric used to determine the annual rise in the contract pricing.
<b>Scheme design</b>	A technical description of how a particular scheme will be implemented, including the configuration, interfaces and processes required to achieve it.
<b>Security strategy</b>	A security strategy evaluates the security weaknesses of a system and suggests an appropriate method for mitigating them. It may discuss issue such as encryption, keys, hotlisting etc
<b>Single application scheme</b>	A system used to provide a single application or service to the cardholder. A typical single application scheme is <i>ENCTS</i> .
<b>Single enrolment model</b>	Using SmartConnect as a single point of enrolment so that registration information can be recorded once and then passed automatically to other relevant services. This means that cardholders can be enrolled in those systems automatically, without the need to apply multiple times.
<b>Site licence</b>	Annual fee payable to Bracknell Forest council for the use of SmartConnect.

- SmartConnect** The name of the Card Management System developed under the National SmartCard Project and now under the custodianship of Bracknell Forest Council.
- SmartInput** Software supplied by SmartCitizen that acts as an active interface detecting card presence and feeding information from the card into a third party system.
- Software version** As the database is enhanced those enhancements are incorporated in a new version of the SmartConnect software and the new version is available to all site licence holders free of charge
- Test site** A duplicate of the live site that is used for testing and training without affecting live operations. See *Live site*.
- Third party supplier** A company that supplies a product or system that in some way interfaces or integrates with the smartcard scheme.
- Travel Concessionary Authority (TCA)** The local government authority responsible under government legislation for providing travel concessions as part of the *ENCTS* scheme and for reimbursing the transport operators for such concessions. In London the TCAs are the 33 London Boroughs.
- Web based service** A service which can be accessed via the Internet.
- Web cams** Cameras which can easily be attached to a PC to allow a cardholder photograph to be taken and uploaded to SmartConnect during the enrolment process.