Term	Definition
A/B Testing	A method of comparing two or more versions of a product to determine which performs better.
Adobe eSign	Adobe eSign refers to a digital signature and document management solution provided by Adobe Inc. It allows individuals and organizations to electronically sign documents and manage the entire document signing process online, eliminating the need for physical signatures and paperwork.
Application Programming Interface (API)	A set of rules and protocols that allows different software applications to communicate with each other. It defines the methods and data formats that developers can use to request and exchange information or services between different software components, systems, or platforms.
Azure DevOps (ADO)	A set of development tools and services provided by Microsoft as part of the Azure cloud platform with a comprehensive set of features and capabilities to support various aspects of the software development lifecycle, including planning, development, testing, delivery, and monitoring of software projects.
Backend	In Microsoft Dynamics, the "backend" refers to the server-side or behind-the-scenes components of the system responsible for data storage, processing, and handling business logic, distinct from the user interface and front-end interactions.
Backlog	A prioritized list of user stories or work items that need to be completed in an Agile project.
Bug	An unintended error, flaw, or defect in a computer program or software application that causes it to behave in an unintended or erroneous way.
Burn-down chart	A visual representation of the remaining work in a sprint or project, helping teams track progress and adjust their efforts.
Change Management	The structured and systematic approach used to plan, implement, and manage changes within an organization.
Deduplication	The process of identifying and removing duplicate or redundant data within a dataset, database, or storage system to optimize storage space, improve data quality, and streamline operations.

Term	Definition
Definition of Done (DoD)	A set of criteria that must be met for a user story or task to be considered complete.
Demo	The Demo is a showcase of work that the development team has completed in the current timebox. This is an opportunity to gain feedback from stakeholders to improve future efforts.
Development Environment	This is where developers write and test their code. It typically mimics the target production environment as closely as possible to ensure that code works as expected when deployed. However, it may have additional tools and settings for debugging and testing.
Dynamics (Microsoft)	Microsoft Dynamics is a suite of integrated business applications and services designed to help organizations automate and streamline processes, manage customer relationships, and make data-driven decisions. This is the backend system the CoE is leveraging.
End User	An individual or entity that interacts with and utilizes a product, service, software application, system, or technology to perform specific tasks, access information, or achieve certain objectives. End users are the ultimate consumers or beneficiaries of these products or services, and they can be individuals, organizations, or any entity that engages with technology or systems.
End-User Development (EUD)	The process in which individuals or users of software, applications, or systems themselves, rather than professional developers or programmers, actively participate in creating, modifying, or extending software solutions to meet their specific needs. In EUD, non-technical users are empowered to customize, design, or automate functionalities within software or systems without requiring in-depth coding or programming skills.
Enhancement	Enhancements are changes or additions that are designed to improve the overall functionality, performance, user experience, or other aspects of the existing product or system.
Environment	In software development, the term "environment" typically refers to the specific context or configuration in which a software application or system operates. Environments are used to manage and control various aspects of the software development lifecycle, including development, testing, and deployment. There are several types of environments commonly used in software development: Development Environment, QA Environment, UAT Environment, Production Environment
Epic	A large user story or feature that is too big to be completed in a single sprint and is typically broken down into smaller user stories.
Frontend	In Microsoft Dynamics, the "frontend" represents the user interface and client-side components, encompassing the visual elements and user interactions that facilitate user engagement with the system. Also referred to as "portal."

Term	Definition
Go-Live	Refers to the moment when a software application or system is officially launched and made available for use by end-users or customers in a production environment. Going live signifies the transition from the development and testing phases to the operational phase, where the software is accessible to its intended users.
Hotfix	A specific type of update or patch that is developed and deployed quickly to address a critical or urgent issue in a software application.
Hypercare	An intensive and immediate support phase following the implementation of a new system or software, focused on addressing and resolving any critical issues or issues that may arise.
Minimum Viable Product (MVP)	A version of a product or software application that includes only the essential features and functionalities necessary to meet the basic needs of early adopters or customers. The primary purpose of creating an MVP is to quickly develop and launch a product to market with minimal resources, allowing the development team to gather user feedback, learn from user interactions, and iteratively improve and expand the product based on that feedback.
Model Driven Application	A type of application development approach commonly used in the context of low-code or no-code platforms. These apps are designed and built around data models, business logic, and user interfaces that are primarily defined through configurations and visual tools rather than traditional coding.
Performance Acceptance Testing (PAT)	A type of testing conducted to evaluate and verify the performance and scalability of a software application or system before it is deployed in a production environment. The goal of PAT is to ensure that the application can handle the expected load, function efficiently under various conditions, and meet performance requirements.
Persona	A detailed description of a fictional character that represents a user group, used to guide design decisions.
Portal	A web-based platform or website that serves as a gateway or entry point to access a variety of information, services, and resources. Portals are designed to provide users with a centralized location where they can easily access and manage content, applications, and functionalities relevant to their needs. (Ex: Athlete Registration Portal)
Power BI	A business intelligence and data visualization tool developed by Microsoft. It enables users to connect to various data sources, transform and model data, and create interactive and visually compelling reports and dashboards.
Production Environment (PROD)	This is the live, operational environment where the software is used by end-users. It is the environment where the software is actively serving its intended purpose. High availability, security, and performance are paramount in the production environment.
Prototype	A working model of a digital product that allows testing and validation of the design and functionality.

Term	Definition
Quality Assurance (QA)	A systematic process that focuses on ensuring the quality, reliability, and correctness of a software product or system. It encompasses a set of practices, standards, and activities that are designed to prevent, detect, and correct defects and issues throughout the software development lifecycle.
Regression Test	The process of retesting a software application or system to ensure that new code changes or modifications have not negatively impacted the existing functionality of the software.
Report Wizard	In Microsoft Dynamics, a "report wizard" is a tool that guides users through the process of creating customized reports by providing step-by-step instructions and predefined templates to streamline the reporting configuration.
Scope	The set of features, functionalities, tasks, and objectives that define the boundaries and goals of a particular project. It outlines what the project will accomplish, what is included, and what is excluded.
Service Level Agreement (SLA)	A formal contract or agreement between a service provider and a customer that outlines the terms, conditions, and expectations related to the delivery and performance of a particular service.
Single Sign On (SSO)	Single Sign-On (SSO) is an authentication process that allows a user to access multiple applications or systems with a single set of login credentials (such as username and password).
Smoke Test	A type of initial and preliminary test performed on a software build or code change to determine whether it is stable enough for further, more comprehensive testing.
Sprint	A time-boxed period (typically 2-4 weeks) during which the development team works to complete a set of user stories or backlog items.
Sprint Planning	A meeting at the beginning of each sprint where the team selects items from the backlog to work on during the sprint and plans how to accomplish them.
Sprint Retrospective (Retro)	A meeting held at the end of a sprint where the team reflects on their processes and identifies areas for improvement.
Sprint Review	A meeting held at the end of a sprint where the team demonstrates the work completed during the sprint to stakeholders and gathers feedback.
Statement of Work (SOW)	A formal document used in project management and contract management. It serves as a comprehensive and detailed description of the work to be performed within a project. The primary purpose of an SOW is to clearly define the project's scope, objectives, deliverables, tasks, timelines, and other essential terms and conditions. It is often used as a contractual agreement between a client or project sponsor and a service provider or contractor.

Term	Definition
Sterling	Sterling is a company specializing in background screening services integrated into the volunteer registration process for Class A volunteers.
Story Point	A story point in software development is a relative unit of measurement used by Agile teams to estimate the complexity or effort required to complete a user story, task, or feature. Story points are a way to quantify the amount of work involved in delivering a particular piece of functionality without specifying the exact time it will take
Tenant	A tenant is an organization or individual that uses and has access to a specific instance of a software application or a portion of a shared computing infrastructure.
Test Cases	Test cases for UAT are developed based on user stories, business requirements, and user acceptance criteria. These test cases are designed to mimic real-world scenarios and usage patterns.
Test Environment	UAT is often conducted in a staging environment that closely resembles the production environment but is separate from it. This allows testers to evaluate the software in a controlled setting before it goes live.
Test Script	A set of instructions, code, or a sequence of actions that are written to automate the testing of a specific functionality or scenario within a software application.
Testing (QA) Environment	Also known as a QA (Quality Assurance) environment, this is where software is thoroughly tested before it is released to production. It should replicate the production environment's configuration as closely as possible to catch any issues that might arise in the real-world environment.
Train-the-Trainer (TTT)	A training methodology in which individuals, often experienced trainers or subject matter experts, are trained to become effective trainers themselves. The primary objective of "train the trainer" programs is to equip these individuals with the skills, knowledge, and techniques needed to deliver training sessions, workshops, or educational content to others.
Two-Factor-Authentication (2FA)	Two-Factor Authentication (2FA) is a security process that requires users to provide two different authentication factors to verify their identity before gaining access to a system, account, or application. The goal of 2FA is to add an extra layer of security beyond just a password, making it more difficult for unauthorized individuals to access sensitive information. 2FA is required to verify emails and accounts in Microsoft Dynamics.
Unit Testing	A testing technique that focuses on evaluating individual units or components of a software application in isolation. A "unit" typically refers to the smallest testable part of a program, such as a function, method, or class. The primary goal of unit testing is to ensure that each unit of code behaves as expected and functions correctly according to its design.

Term	Definition
User Acceptance Testing (UAT)	The final testing phase before a software product or system is released to end-users or customers. UAT is conducted to ensure that the software meets the intended business requirements, functions correctly, and is acceptable to the users and stakeholders who will use it in a real-world environment.
User Acceptance Testing (UAT) Environment	Before deploying to production, some organizations have a UAT environment where stakeholders and end-users can validate and accept the software.
User Experience (UX)	The overall experience a user has when interacting with a product, including usability, accessibility, and emotional satisfaction.
User Interface (UI)	The point of interaction between the user and a digital system, including elements like buttons, menus, and forms.
User Persona	A fictional character representing a user segment, helping in design decisions and empathy.
User Story	A brief, non-technical description of a feature or functionality from the end-user's perspective, often written in the format "As a [user], I want [feature] so that [benefit]."
User Testing	Gathering feedback by having real users interact with a product and providing insights for improvement.
Velocity	A measure of a team's capacity, typically measured in story points or units, used to estimate how much work can be completed in a sprint.
Wireframe	A basic visual representation of the layout and structure of a web page or app, typically created before high-fidelity design.