

Children and Families Overview and Scrutiny

Glossary of terms to support the ICT update

M365 The Microsoft suite of software that includes Teams, Office including Word, Excel and PowerPoint, SharePoint and OneDrive for saving and working on files.

LL Liquidlogic, the supplier of our social care software

LCM The modules of LL which support case management and processes in children's social care.

LAS The modules of LL which support case management and processes in adult social care.

EHM Early help module of LL, which supports case management for children outside of social care.

ContrOCC Specialist finance software which integrates with LL and is used to manage contracts, make payments to providers and collect contributions.

Capita One Education case management software

PDA Personal digital assistant, these are multi-functional mobile devices.

SLT Senior leadership team

CS Children's services

SaaS Software as a Service which means that we access and use software which is cloud hosted by the provider rather than manage it ourselves on our own servers or devices.

Q&A Question and answer session.

SAP Human Resources and finance system.

P1 Priority one is a rating for IT incidents that affect corporate wide systems and therefore can impact all users.

P2 Priority two is a rating for IT incidents that affect some users and systems are still usable by most.