

Master Glossary

Term	Definition	Course Appearances
12-Factor App Design	A methodology for building modern, scalable, maintainable software-as-a-service applications.	Continuous Delivery Architecture
2-Factor <i>or</i> 2-Step Authentication	Two-Factor Authentication, also known as 2FA or TFA or Two-Step Authentication is when a user provides two authentication factors; usually firstly a password and then a second layer of verification such as a code texted to their device, shared secret, physical token or biometrics.	DevSecOps Engineering
A/B Testing	Deploy different versions of an EUT to different customers and let the customer feedback determine which is best.	Continuous Delivery Architecture
A3 Problem Solving	A structured problem-solving approach that uses a lean tool called the A3 Problem-Solving Report. The term "A3" represents the paper size historically used for the report (a size roughly equivalent to 11" x 17").	DevOps Foundation
Acceptance of a Solution	The "A" in the Magic Equation that represents acceptance by stakeholders.	DevOps Leader
Access Management	Granting an authenticated identity access to an authorized resource (e.g., data, service, environment) based on defined criteria (e.g., a mapped role), while preventing an unauthorized identity access to a resource.	DevSecOps Engineering
Access Provisioning	Access provisioning is the process of coordinating the creation of user accounts, e-mail authorizations in the form of rules and roles, and other tasks such as provisioning of physical resources associated with enabling new users to systems or environments.	DevSecOps Engineering
Administration Testing	The purpose of the test is to determine if an End User Test (EUT) is able to process administration tasks as expected.	Continuous Delivery Architecture
Advice Process	{+}Any person making a decision must seek advice from everyone meaningfully affected by the decision and people with expertise in the matter. Advice received must be taken into consideration, though it does not have to be accepted or followed. The objective of the advice process is not to form consensus, but to inform the decision-maker so that they can make the best decision possible. Failure to follow the advice process undermines trust and unnecessarily introduces risk to the business. See: http://reinventingorganizationswiki.com/Decision_Making+	DevSecOps Engineering
Agile	A project management method for complex projects that divides tasks into small "sprints" of work with frequent reassessment and adaptation of plans.	Certified Agile Process Owner, Certified Agile Service Manager
Agile (adjective)	Able to move quickly and easily; well-coordinated. Able to think and understand quickly; able to solve problems and have new ideas.	DevOps Foundation, DevSecOps Engineering
Agile Coach	Help teams master Agile development and DevOps practices; enables productive ways of working and collaboration	DevOps Leader
Agile Enterprise	Fast moving, flexible and robust company capable of rapid response to unexpected challenges, events, and opportunities.	DevOps Foundation, DevSecOps Engineering
Agile Manifesto	A formal proclamation of values and principles to guide an iterative and people-centric approach to software development. http://agilemanifesto.org	DevOps Foundation
Agile Principles	The twelve principles that underpin the Agile Manifesto.	Certified Agile Service Manager
Agile Process Design	The aspect of Agile Service Management (Agile SM) that applies the same Agile approach to process design as developers do to software development.	Certified Agile Service Manager
Agile Process Improvement	The aspect of Agile SM that aligns Agile values with ITSM processes through continuous improvement.	Certified Agile Service Manager
Agile Process Owner	An ITSM or other type of process owner that uses Agile and Scrum principles and practices to design, manage and measure individual processes.	DevOps Foundation

Agile Service Management	Framework that ensures that ITSM processes reflect Agile values and are designed with "just enough" control and structure in order to effectively and efficiently deliver services that facilitate customer outcomes when and how they are needed.	Certified Agile Service Manager
Agile Service Management Artifacts	Process Backlog, Sprint Backlog, Burndown Chart, Process Increment	Certified Agile Process Owner
Agile Service Management Events	Process Planning Meeting (optional), Sprint Planning Meeting, Sprint, Daily Scrum, Sprint Review, Sprint Retrospective	Certified Agile Process Owner
Agile Service Management Roles	Process Owner, Process Improvement Team (Team) and Agile Service Manager. See also Scrum Roles.	Certified Agile Process Owner
Agile Service Manager	The operational equivalent to Dev's ScrumMaster. A role within an IT organization that understands how to leverage Agile and Scrum methods to improve the design, speed and agility of ITSM processes.	DevOps Foundation
Agile Software Development	Group of software development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams. Usually applied using the Scrum or Scaled Agile Framework approach	Continuous Delivery Architecture, DevOps Foundation, DevSecOps Engineering
Amazon Web Services (AWS)	Amazon Web Services (AWS) is a secure cloud services platform, offering compute power, database storage, content delivery and other functionality to help businesses scale and grow.	DevSecOps Engineering
Analytics	Test results processed and presented in an organized manner in accordance with analysis methods and criterion	Continuous Delivery Architecture, DevOps Test Engineering
Andon	A system gives an assembly line worker the ability, and moreover the empowerment, to stop production when a defect is found, and immediately call for assistance.	Continuous Delivery Architecture
Anti-pattern	A commonly reinvented but poor solution to a problem.	DevOps Foundation
Antifragile	The ability to <i>improve</i> with stress rather than merely resist it.	DevOps Foundation
API testing	The purpose of the test is to determine if an API for an EUT functions as expected.	Continuous Delivery Architecture, DevOps Test Engineering
Application Programming Interface (API)	A set of protocols used to create applications for a specific OS or as an interface between modules or applications.	DevOps Foundation, DevSecOps Engineering
Application Programming Interface (API) Testing	The purpose of the test is to determine if an API for an EUT functions as expected.	Continuous Delivery Architecture
Application Release	Controlled continuous delivery pipeline capabilities including automation (release upon code commit),	Continuous Delivery Architecture
Application Release Automation (ARA) or Orchestration (ARO)	Controlled continuous delivery pipeline capabilities including automation (release upon code commit), environment modeling (end-to-end pipeline stages, and deploy application binaries, packages or other artifacts to target environments) and release coordination (project, calendar and scheduling management, integrate with change control and/or IT service support management).	Continuous Delivery Architecture
Application Test Driven Development (ATDD)	Acceptance Test Driven Development (ATDD) is a practice in which the whole team collaboratively discusses acceptance criteria, with examples, and then distills them into a set of concrete acceptance tests before development begins.	Continuous Delivery Architecture
Application Testing	The purpose of the test is to determine if an application is performing according to its requirements and expected behaviors.	Continuous Delivery Architecture
Application Under Test (AUT)	The EUT is a software application. E.g. Business application is being tested.	Continuous Delivery Architecture, DevOps Test Engineering
Architecture	The fundamental underlying design of computer hardware, software or both in combination.	DevSecOps Engineering

Artifact	Any element in a software development project including documentation, test plans, images, data files and executable modules.	Continuous Delivery Architecture, DevOps Foundation, DevSecOps Engineering
Artifact Repository	Store for binaries, reports and metadata. Example tools include: JFrog Artifactory, Sonatype Nexus.	Continuous Delivery Architecture, DevOps Foundation
Attack path	The chain of weaknesses a threat may exploit to achieve the attacker's objective. For example, an attack path may start by compromising a user's credentials, which are then used in a vulnerable system to escalate privileges, which in turn is used to access a protected database of information, which is copied out to an attacker's own server(s).	DevSecOps Engineering
Authentication	The process of verifying an asserted identity. Authentication can be based on what you know (e.g., password or PIN), what you have (token or one-time code), what you are (biometrics) or contextual information.	DevSecOps Engineering
Authorization	The process of granting roles to users to have access to resources.	DevSecOps Engineering
Autoscaling	The ability to automatically and elastically scale and descale infrastructure depending on traffic and capacity.	Continuous Delivery Architecture
Autoscaling	The ability to automatically and elastically scale and de-scale infrastructure depending on traffic and capacity variations while maintaining control of costs.	Continuous Delivery Architecture
Backlog	Requirements for a system, expressed as a prioritized list of product backlog items usually in the form of 'User Stories'. The product backlog is prioritized by the Product Owner and should include functional, nonfunctional and technical teamgenerated requirements.	Continuous Delivery Architecture, DevOps Foundation
Basic Security Hygiene	A common set of minimum-security practices that must be applied to all environments without exception. Practices include basic network security (firewalls and monitoring), hardening, vulnerability and patch management, logging and monitoring, basic policies and enforcement (may be implemented under a "policies as code" approach), and identity and access management.	DevSecOps Engineering
Behavior Driven Development (BDD) or BehaviorBased	Test cases are created by simulating an EUT's externally observable inputs, and outputs. Example tool: Cucumber.	Continuous Delivery Architecture
BlackBox	Test case only uses knowledge of externally observable behaviors of an EUT.	Continuous Delivery Architecture, DevOps Test Engineering
Blue/Green Testing or Deployments	Taking software from the final stage of testing to live production using two environments labelled Blue and Green. Once the software is working in the green environment, switch the router so that all incoming requests go to the green environment - the blue one is now idle.	Continuous Delivery Architecture, DevOps Test Engineering
Bug	An error or defect in software that results in an unexpected or system-degrading condition.	DevSecOps Engineering
Bureaucratic Culture	Bureaucratic organizations are likely to use standard channels or procedures which may be insufficient in a crisis (Westrum).	DevOps Leader
Burndown Chart	Chart showing the evolution of remaining effort against time.	Certified Agile Service Manager, DevOps Foundation
Bursting	Public cloud resources are added as needed to temporarily increase the total computing capacity of a private cloud.	Continuous Delivery Architecture
Business Case	Justification for a proposed project or undertaking on the basis of its expected commercial benefit.	DevOps Leader
Business Transformation	Changing how the business functions. Making this a reality means changing culture, processes, and technologies in order to better align everyone around delivering on the organization's mission.	DevSecOps Engineering
Business Value	The benefit of an approach to key business KPIs.	DevOps Leader

Cadence	Flow or rhythm of events.	DevOps Foundation, DevSecOps Engineering
CALMS Model	Considered the pillars or values of DevOps: Culture, Automation, Lean, Measurement, Sharing (as put forth by John Willis, Damon Edwards and Jez Humble).	DevOps Foundation
Canary Testing	A canary (also called a canary test) is a push of code changes to a small number of end users who have not volunteered to test anything.	Continuous Delivery Architecture
Capacity Test	The purpose of the test is to determine if the EUT can handle expected loads such as number of users, number of sessions, aggregate bandwidth.	Continuous Delivery Architecture
CaptureReplay	Test cases are created by capturing live interactions with the EUT, in a format that can be replayed by a tool. E.g. Selenium	Continuous Delivery Architecture, DevOps Test Engineering
Carrots	Positive incentives, for encouraging and rewarding desired behaviors.	DevSecOps Engineering
Change	Addition, modification or removal of anything that could have an effect on IT services. (ITIL® definition)	DevOps Foundation, DevSecOps Engineering
Change Failure Rate	A measure of the percentage of failed/rolled back changes.	Continuous Delivery Architecture, DevOps Foundation
Change Fatigue	A general sense of apathy or passive resignation towards organizational changes by individuals or teams.	DevSecOps Engineering
Change Lead Time	A measure of the time from a request for change to delivery of the change.	DevOps Foundation
Change Management	Process that controls all changes throughout their lifecycle. (ITIL definition)	DevOps Foundation, DevSecOps Engineering
Change Management (Organizational)	An approach to shifting or transitioning individuals, teams & organizations from a current state to a desired future state. Includes the process, tools & techniques to manage the people-side of change to achieve the required business outcome(s).	DevOps Leader
Change-based Test Selection Method	Tests are selected according to a criterion that matches attributes of tests to attributes of the code that is changed in a build.	Continuous Delivery Architecture, DevOps Test Engineering
Chapter Lead	A squad line manager in the Spotify model who is responsible for traditional people management duties, is involved in day to day work and grows individual and chapter competence.	DevOps Leader
Chapters	A small family of people having similar skills and who work within the same general competency area within the same tribe. Chapters meet regularly to discuss challenges and area of expertise in order to promote sharing, skill development, re-use and problem solving.	DevOps Leader
ChatOps	An approach to managing technical and business operations (coined by GitHub) that involves a combination of group chat and integration with DevOps tools. Example tools include: Atlassian HipChat/Stride, Microsoft Teams, Slack.	Continuous Delivery Architecture, DevOps Foundation, DevOps Test Engineering
Checkin	Action of submitting a software change into a system version management system.	Continuous Delivery Architecture, DevOps Test Engineering
CI Regression Test	A subset of regression tests that are run immediately after a software component is built. Same as Smoke Test.	Continuous Delivery Architecture
ClearBox	Same as GlassBox Testing and WhiteBox Testing.	Continuous Delivery Architecture, DevOps Test Engineering
Cloud Computing	The practice of using remote servers hosted on the internet to host applications rather than local servers in a private datacenter.	DevSecOps Engineering
Cloud-Native	Native cloud applications (NCA) are designed for cloud computing.	Continuous Delivery Architecture

Cloudbees	Cloudbees is a commercially supported proprietary automation framework tool which works with and enhances Jenkins by providing enterprise levels support and add-on functionality.	DevOps Test Engineering
Clustering	A group of computers (called nodes or members) work together as a cluster connected through a fast network acting as a single system.	Continuous Delivery Architecture
Code Coverage	A measure of white box test coverage by counting code units that are executed by a test. The code unit may be a code statement, a code branch, or control path or data path through a code module.	Continuous Delivery Architecture, DevOps Test Engineering
Code Repository	A repository where developers can commit and collaborate on their code. It also tracks historical versions and potentially identifies conflicting versions of the same code. Also referred to as "repository" or "repo."	DevSecOps Engineering
Code Review	Software engineers inspect each other's source code to detect coding or code formatting errors.	Continuous Delivery Architecture, DevOps Test Engineering
Collaboration	People jointly working with others towards a common goal.	DevOps Foundation, DevSecOps Engineering
Collaborative Culture	A culture that applies to everyone which incorporates an expected set of behaviors, language and accepted ways of working with each other reinforcement by leadership.	Continuous Delivery Architecture
Compatibility Test	Test with the purpose to determine if and EUT interoperates with another EUT such as peertopeer applications or protocols.	Continuous Delivery Architecture, DevOps Test Engineering
Configuration Management	Configuration management (CM) is a systems engineering process for establishing and maintaining consistency of a product's performance, functional, and physical attributes with its requirements, design, and operational information throughout its life.	Continuous Delivery Architecture, DevOps Foundation, DevSecOps Engineering
Conformance Test	The purpose of the test is to determine if an EUT complies to a standard.	Continuous Delivery Architecture, DevOps Test Engineering
Constraint	Limitation or restriction; something that constrains. See also <i>bottleneck</i> .	DevOps Foundation, DevSecOps Engineering
Containers	A way of packaging software into lightweight, stand-alone, executable packages including everything needed to run it (code, runtime, system tools, system libraries, settings) for development, shipment and deployment.	DevOps Foundation, DevSecOps Engineering
Continual Service Improvement (CSI)	One of the ITIL Core publications and a stage of the service lifecycle.	DevOps Foundation
Continuous Delivery (CD)	A methodology that focuses on making sure software is always in a releasable state throughout its lifecycle.	Certified Agile Service Manager, Continuous Delivery Architecture, DevOps Foundation, DevSecOps Engineering, DevOps Test Engineering
Continuous Delivery (CD) Architect	A person who is responsible to guide the implementation and best practices for a continuous delivery pipeline.	Continuous Delivery Architecture
Continuous Delivery Pipeline	A continuous delivery pipeline refers to the series of processes which are performed on product changes in stages. A change is injected at the beginning of the pipeline. A change may be new versions of code, data or images for applications. Each stage processes the artifacts resulting from the prior stage. The last stage results in deployment to production.	Continuous Delivery Architecture, DevOps Foundation Course, DevOps Leader
Continuous Delivery Pipeline Stage	Each process in a continuous delivery pipeline. These are not standard. Examples are Design: determine implementation changes; Creation: implement an unintegrated version of design changes; Integration: merge	Continuous Delivery Architecture
Continuous Deployment	A set of practices that enable every change that passes automated tests to be automatically deployed to production.	DevOps Foundation, DevSecOps Engineering

Continuous Flow	Smoothly moving people or products from the first step of a process to the last with minimal (or no) buffers between steps.	DevOps Foundation, DevSecOps Engineering
Continuous Improvement	Based on Deming's Plan-Do-Check-Act, a model for ensure ongoing efforts to improve products, processes and services.	DevOps Foundation, DevOps Leader
Continuous Integration (CI)	A development practice that requires developers to merge their code into trunk or master ideally at least daily and perform tests (i.e. unit, integration and acceptance) at every code commit.	Certified Agile Service Manager, Continuous Delivery Architecture, Dev Ops Foundation, DevOps Test Engineering, DevSec Ops Engineering
Continuous Integration Tools	Tools that provide an immediate feedback loop by regularly merging, building and testing code. Example tools include: Atlassian Bamboo, Jenkins, Microsoft VSTS/Azure DevOps, TeamCity.	DevOps Foundation, DevOps Leader
Continuous Monitoring (CM)	This is a class of terms relevant to logging, notifications, alerts, displays and analysis of test results information	Continuous Delivery Architecture, DevOps Test Engineering
Continuous Testing (CT)	This is a class of terms relevant to testing and verification of an EUT in a DevOps environment.	DevOps Foundation, Continuous Delivery Architecture, DevOps Test Engineering
Conway's Law	Organizations which design systems are constrained to produce designs which are copies of the communication structures of these organizations.	Continuous Delivery Architecture, DevOps Leader
Cooperation vs. Competition	The key cultural value shift toward being highly collaborative and cooperative, and away from internal competitiveness and divisiveness.	DevSecOps Engineering
COTS	Commercialofftheshelf solution	Continuous Delivery Architecture, DevOps Test Engineering
Critical Success Factor (CSF)	Something that must happen for an IT service, process, plan, project or other activity to succeed.	Certified Agile Process Owner, Certified Agile Service Manager, DevOps Foundation, DevSecOps Engineering
CSI Register	Vehicle for recording and managing improvement opportunities throughout their lifecycle (Continual Service Improvement).	Certified Agile Service Manager
Cultural Iceberg	A metaphor that visualizes the difference between observable (above the water) and non-observable (below the waterline) elements of culture	DevOps Leader
Culture (Organizational Culture)	The values and behaviors that contribute to the unique psychosocial environment of an organization.	Continuous Delivery Architecture, DevOps Foundation, DevSecOps Engineering
Current State Map	A form of value stream map that helps you identify how the current process works and where the disconnects are.	DevOps Leader
Cycle Time	A measure of the time from start of work to ready for delivery.	DevOps Foundation, DevSecOps Engineering
Daily Scrum	Daily timeboxed event of 15 minutes or less for the Team to replan the next day of work during a Sprint.	Certified Agile Service Manager, DevOps Foundation
Dashboard	Graphical display of summarized test results.	Continuous Delivery Architecture, DevOps Test Engineering
Defect Density	The number of faults found in a unit E.g. # defects per KLOC, # defects per change.	Continuous Delivery Architecture, DevOps Test Engineering

Definition of Done	A shared understanding of expectations that the Increment must live up to in order to be releasable into production (Scrum.org)	Certified Agile Process Owner, Certified Agile Service Manager, DevOps Foundation, DevOps Leader
Delivery Cadence	The frequency of deliveries. E.g. # deliveries per day, per week, etc.	Continuous Delivery Architecture, DevOps Test Engineering
Delivery Package	Set of release items (files, images, etc.) that are packaged for deployment.	Continuous Delivery Architecture, DevOps Test Engineering
Deming Cycle	A four-stage cycle for process management, attributed to W. Edwards Deming. Also called Plan-Do-Check-Act (PDCA).	DevOps Foundation, DevSecOps Engineering
Deployment	The installation of a specified version of software to a given environment (e.g., promoting a new build into production).	DevOps Foundation, DevSecOps Engineering
Design for Testability	An EUT is designed with features which enable it to be tested.	Continuous Delivery Architecture, DevOps Test Engineering
Design Principles	Principles for designing, organizing, and managing a DevOps delivery operating model.	DevOps Leader
Dev	Individuals involved in software development activities such as application and software engineers.	DevOps Foundation, DevSecOps Engineering
Developer (Dev)	Individual who has responsibility to develop changes for an EUT. Alternate: Individuals involved in software development activities such as application and software engineers.	Continuous Delivery Architecture, DevOps Test Engineering
Development Test	Ensuring that the developer's test environment is a good representation of the production test environment.	Continuous Delivery Architecture, DevOps Test Engineering
Device Under Test (DUT)	The EUT is a device. E.g. Router or switch is being tested.	Continuous Delivery Architecture, DevOps Test Engineering
DevOps	A cultural and professional movement that stresses communication, collaboration and integration between software developers and IT operations professionals while automating the process of software delivery and infrastructure changes. It aims at establishing a culture and environment where building, testing, and releasing software, can happen rapidly, frequently, and more reliably." (Source: Wikipedia)	Certified Agile Service Manager, DevOps Foundation, DevSecOps Engineering
DevOps Infrastructure	The entire set of tools and facilities that make up the DevOps system. Includes CI, CT, CM and CD tools.	Continuous Delivery Architecture, DevOps Test Engineering
DevOps Pipeline	The entire set of interconnected processes that make up a DevOps Infrastructure.	Continuous Delivery Architecture, DevOps Test Engineering
DevOps Toolchain	The tools needed to support a DevOps continuous development and delivery cycle from idea to value realisation.	Continuous Delivery Architecture, DevOps Foundation, DevSecOps Engineering, DevOps Test Engineering
DevSecOps	A mindset that "everyone is responsible for security" with the goal of safely distributing security decisions at speed and scale to those who hold the highest level of context without sacrificing the safety required.	Continuous Delivery Architecture, DevOps Foundation, DevSecOps Engineering
Distributed Version Control System (DVCS)	The software revisions are stored in a distributed revision control system (DRCS), also known as a distributed version control system (DVCS).	Continuous Delivery Architecture
DMZ (De-Militarized Zone)	A DMZ in network security parlance is a network zone in between the public internet and internal protected resources. Any application, server, or service (including APIs) that need to be exposed externally are typically placed in a DMZ. It is not uncommon to have multiple DMZs in parallel.	DevSecOps Engineering

Dynamic Analysis	The purpose of the test is to determine the performance characteristics of an EUT such as timing of specific	Continuous Delivery Architecture, DevOps Test Engineering
Dynamic Application Security Testing (DAST)	A type of testing that runs against built code to test exposed interfaces.	DevSecOps Engineering
EggPlant	Automated function and regression testing of enterprise applications. Licensed by Test Plant.	DevOps Test Engineering
Elastic Infrastructure		Continuous Delivery Architecture
Elevator Pitch	A short summary used to quickly and simply define a process, product, service, organization, or event and its value proposition.	Certified Agile Process Owner
Empirical Process Control	Process control model in which decisions are made based on observation and experimentation (rather than on detailed upfront planning) and decisions are based on what is known.	Certified Agile Process Owner
Entity Under Test (EUT)	This is a class of terms which refers to names of types of entities that are being tested. These terms are often abbreviated to the form xUT where "x" represents a type of entity under test. These objects may be	Continuous Delivery Architecture, DevOps Test Engineering
Epic	Large user story.	Certified Agile Process Owner
Erickson (Stages of Psychosocial Development)	Erik Erikson (1950, 1963) proposed a psychoanalytic theory of psychosocial development comprising eight stages from infancy to adulthood. During each stage, the person experiences a psychosocial crisis which could have a positive or negative outcome for personality development.	DevSecOps Engineering
Fail Early	A DevOps tenet referring to the preference to find critical problems as early as possible in a development and delivery pipeline.	Continuous Delivery Architecture, DevOps Test Engineering
Fail Often	A DevOps tenet which emphasizes a preference to find critical problems as fast as possible and therefore frequently.	Continuous Delivery Architecture, DevOps Test Engineering
Failure Rate	Fail verdicts per unit of time.	DevOps Foundation, Continuous Delivery Architecture, DevOps Test Engineering
False Negative	A test incorrectly reports a verdict of "fail" when the EUT actually passed the purpose of the test.	Continuous Delivery Architecture, DevOps Test Engineering
False Positive	A test incorrectly reports a verdict of "pass" when the EUT actually failed the purpose of the test.	Continuous Delivery Architecture, DevOps Test Engineering
Feature Toggle	The practice of using software switches to hide or activate features. This enables continuous integration and testing a feature with selected stakeholders.	DevOps Foundation, Continuous Delivery Architecture, DevOps Test Engineering
Federated Identity	A central identity used for access to a wide range of applications, systems, and services, but with a particular skew toward web-based applications. Also, often referenced as Identity-as-a-Service (IDaaS). Any identity that can be reused across multiple sites, particularly via SAML or OAuth authentication mechanisms.	DevSecOps Engineering
Flow	How people, products or information move through a process. Flow is the first way of The Three Ways.	DevOps Foundation, DevSecOps Engineering
Flow of Value	A form of map that shows the end-to-end value stream. This view is usually not available within the enterprise.	DevOps Leader
Framework	Backbone for plugging in tools. Launches automated tasks, collects results from automated tasks.	Continuous Delivery Architecture, DevOps Test Engineering

Freedom and Responsibility	A core cultural value that with the freedom of self-management (such as afforded by DevOps) comes the responsibility to be diligent, to follow the advice process and to take ownership of both successes and failures.	DevSecOps Engineering
Frequency	How often an application is released.	DevOps Leader
Future State Map	A form of value stream map that helps you develop and communicate what the target end state should look like and how to tackle the necessary changes	DevOps Leader
Fuzzing	Fuzzing or fuzz testing is an automated software testing practice that inputs invalid, unexpected, or random data into applications.	DevSecOps Engineering
Gains from accelerated time to market of new functionality (GTM)	A formula for calculating revenue gains from accelerated time to market of new functionality. $GTM = [\text{Revenue Increase estimation}] \times [\text{Revenue per year}]$	DevOps Leader
Gains from Cost Reduction of Application Failures (GQL)	A formula for calculating gains from cost reduction of application failures. $GQL = [\text{Failures per Year}] \times [\text{Average minutes to recover difference}] \times [\text{Revenue per minute}]$	DevOps Leader
Gains from Enhanced IT Team Productivity (GHC)	A formula for calculating gains from enhanced IT team productivity. $GHC = [\text{IT Average Salary}] \times [\text{IT Staff headcount}] \times [\% \text{ Saving Hours per Week per Person}]$	DevOps Leader
Gated Commits	Define and obtain consensus for criterion of changes promoted between all CD pipeline stages such as: Dev to CI stage / CI to packaging / delivery stage / Delivery to Deployment/Production stage	Continuous Delivery Architecture
Generative (DevOps) Culture	In a generative organization alignment takes place through identification with the mission. The individual "buys into" what he or she is supposed to do and its effect on the outcome. Generative organizations tend to be proactive in getting the information to the right people by any means. necessary. (Westrum)	DevOps Leader
Generativity	A cultural view wherein long-term outcomes are of primary focus, which in turn drives investments and cooperation that enable an organization to achieve those outcomes.	DevSecOps Engineering
GlassBox	Same as ClearBox Testing and WhiteBox Testing.	Continuous Delivery Architecture, DevOps Test Engineering
Global Process Owner	Process Owner who oversees a single, global process. A Global Process Owner (who may reside in a SMO) may oversee one or more Regional Process Managers.	Certified Agile Process Owner
Goalseeking tests	The purpose of the test is to determine an EUT's performance boundaries, using incrementally stresses until the EUT reaches a peak performance. E.g. Determine the maximum throughput that can be handled without errors.	Continuous Delivery Architecture, DevOps Test Engineering
Golden Circle	A model by Simon Sinek that emphasizes an understanding of the business' "why" before focusing on the "what" and "how".	DevOps Foundation
Golden Image	A template for a virtual machine (VM), virtual desktop, server or hard disk drive. (TechTarget)	DevSecOps Engineering
Governance, Risk Management and Compliance (GRC)	A software platform intended for concentrating governance, compliance and risk management data, including policies, compliance requirements, vulnerability data, and sometimes asset inventory, business continuity plans, etc. In essence, a specialized document and data repository for security governance. Or a team of people who specialize in IT/security governance, risk management and compliance activities. Most often non-technical business analyst resources.	DevSecOps Engineering
GrayBox	Test cases use a limited knowledge of the internal design structure of the EUT.	Continuous Delivery Architecture, DevOps Test Engineering
GUI testing	The purpose of the test is to determine if the graphical user interface operates as expected.	Continuous Delivery Architecture, DevOps Test Engineering
Guilds	A "community of interest" group that welcomes anyone and usually cuts across an entire organization. Similar to a Community of Practice.	DevOps Foundation, DevOps Leader
Hand Offs	The procedure for transferring the responsibility of a particular task from one individual or team to another.	DevOps Foundation, DevOps Leader

Hardening	Securing a server or infrastructure environment by removing or disabling unnecessary software, updating to known good versions of the operating system, restricting network-level access to only that which is needed, configuring logging in order to capture alerts, configuring appropriate access management and installing appropriate security tools.	DevSecOps Engineering
High-Trust Culture	Organizations with a high-trust culture encourage good information flow, cross-functional collaboration, shared responsibilities, learning from failures and new ideas.	DevOps Foundation
Horizontal Scaling	Computing resources are scaled wider to increase the volume of processing. E.g. Add more computers and run more tasks in parallel.	Continuous Delivery Architecture, DevOps Test Engineering
Idempotent	CM tools (e.g., Puppet, Chef, Ansible, and Salt) claim that they are 'idempotent' by allowing the desired state of a server to be defined as code or declarations and automate steps necessary to consistently achieve the defined state timeaftertime.	Continuous Delivery Architecture
Identity	The unique name of a person, device, or the combination of both that is recognized by a digital system. Also referred to as an "account" or "user."	DevSecOps Engineering
Identity and Access Management (IAM)	Policies, procedures and tools for ensuring the right people have the right access to technology resources.	DevSecOps Engineering
Identity as a Service (IDAAS)	Identity and access management services that are offered through the cloud or on a subscription basis.	DevSecOps Engineering
Imagebased test selection method	Build images are preassigned test cases. Tests cases are selected for a build by matching the image changes resulting from a build	Continuous Delivery Architecture, DevOps Test Engineering
Immersive learning	A learning approach that guides teams with coaching and practice to help them learn to work in a new way.	DevOps Leader
Immutable	An immutable object is an object whose state cannot be modified after it is created. The antonym is a mutable object, which can be modified after it is created.	Continuous Delivery Architecture
Immutable Infrastructures	Instead of instantiating an instance (server, container, etc.), with errorprone, timeconsuming patches and upgrades (i.e. mutations), replace it with another instance to introduce changes or ensure proper behavior.	Continuous Delivery Architecture
Impediment	Anything that prevents a team member from performing work as efficiently as possible.	Certified Agile Process Owner, Certified Agile Service Manager, DevOps Foundation
Impediment (Scrum)	Anything that prevents a team member from performing work as efficiently as possible.	Agile Service Management, DevOps Foundation
Implementation Under Test	The EUT is a software implementation. E.g. Embedded program is being tested.	Continuous Delivery Architecture, DevOps Test Engineering
Improvement Kata	A structured way to create a culture of continuous learning and improvement. (In Japanese business, Kata is the idea of doing things the "correct" way. An organization's culture can be characterized as its Kata through its consistent role modeling, teaching and coaching.)	DevOps Foundation
Incentive model	A system designed to motivate people to complete tasks toward achieving objectives. The system may employ either positive or negative consequences for motivation.	DevSecOps Engineering
Incident	Any unplanned interruption to an IT service or reduction in the quality of an IT service. Includes events that disrupt or could disrupt the service. (ITIL definition)	DevOps Foundation, DevSecOps Engineering
Incident Management	Process that restores normal service operation as quickly as possible to minimize business impact and ensure that agreed levels of service quality are maintained. (ITIL definition)	DevOps Foundation, DevSecOps Engineering
Incident Response	"[An] organized approach to addressing and managing the aftermath of a security breach or attack (also known as an incident). The goal is to handle the situation in a way that limits damage and reduces recovery time and costs." http://searchsecurity.techtarget.com/definition/incident-response	DevSecOps Engineering

Increment	Potentially shippable completed work that is the outcome of a Sprint.	Certified Agile Service Manager, DevOps Foundation
Infrastructure	All of the hardware, software, networks, facilities, etc., required to develop, test, deliver, monitor and control or support IT services. The term IT infrastructure includes all of the information technology but not the associated people, processes and documentation. (ITIL definition)	DevOps Foundation, DevSecOps Engineering
Infrastructure as Code	The practice of using code (scripts) to configure and manage infrastructure.	DevOps Foundation, DevSecOps Engineering
Infrastructure test	The purpose of the test is to verify the framework for EUT operating. E.g. verify specific operating system	Continuous Delivery Architecture
Infrastructure test	The purpose of the test is to verify the framework for EUT operating. E.g. verify specific operating system utilities function as expected in the target environment.	DevOps Test Engineering
Infrastructure as a Service (IaaS)	On demand access to a shared pool of configurable computing resources	Continuous Delivery Architecture, DevOps Test Engineering
Integrated development environment (IDE)	An integrated development environment (IDE) is a software suite that consolidates the basic tools developers need to write and test software. Typically, an IDE contains a code editor, a compiler or interpreter and a debugger that the developer accesses through a single graphical user interface (GUI). An IDE may be a standalone application, or it may be included as part of one or more existing and compatible applications. (TechTarget)	DevSecOps Engineering
Integrated development environment (IDE) 'lint' checks	Linting is the process of running a program that will analyze code for potential errors (e.g., formatting discrepancies, non-adherence to coding standards and conventions, logical errors).	DevSecOps Engineering
Internet of Things	A network of physical devices that connect to the internet and potentially to each other through web-based wireless services.	DevOps Foundation, DevSecOps Engineering
INVEST	A mnemonic was created by Bill Wake as a reminder of the characteristics of a quality user story	Certified Agile Service Manager
ISO 31000	A family of standards that provide principles and generic guidelines on risk management.	DevSecOps Engineering
ISO/IEC 20000	International standard for IT service management. ISO/IEC 20000 is used to audit and certify service management capabilities.	DevOps Foundation
Issue Management	A process for capturing, tracking, and resolving bugs and issues throughout the software development lifecycle.	DevSecOps Engineering
IT Infrastructure Library (ITIL)	Set of best practice publications for IT service management. Published in a series of five core books representing the stages of the IT service lifecycle which are: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.	Certified Agile Process Owner
IT Service	A service provided to a customer from an IT organization.	DevOps Foundation
IT Service Management (ITSM)	Implementation and management of quality IT services that meet the needs of the business. (ITIL definition)	Certified Agile Process Owner
iTest	Tool licensed by Spirent Communications for creating automated test cases.	DevOps Test Engineering
ITIL	Set of best practice publications for IT service management. Published in a series of five core books representing the stages of the IT service lifecycle which are: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.	Certified Agile Service Manager, DevOps Foundation
Jenkins	Jenkins is a freeware tool. It is the most popular master automation framework tool, especially for continuous integration task automation. Jenkins task automation centers around timed processes. Many test tools and other tools offer plugins to simplify integration with Jenkins. Reference	Continuous Delivery Architecture

Jenkins	Jenkins is a freeware tool. It is the most popular master automation framework tool, especially for continuous integration task automation. Jenkins task automation centers around timed processes. Many test tools and other tools offer plugins to simplify integration with Jenkins. Reference jenkins.org	DevOps Test Engineering
Kaizen	The practice of continuous improvement.	DevOps Foundation
Kanban	Method of work that pulls the flow of work through a process at a manageable pace.	Certified Agile Service Manager, DevOps Foundation
Kanban Board	Tool that helps teams organize, visualize and manage work.	DevOps Foundation
Key Metrics	Something that is measured and reported upon to help manage a process, IT service or activity.	DevOps Leader
Key Performance Indicator	Key metric used to measure the achievement of critical success factors. KPIs underpin critical success factors and are measured as a percentage.	Certified Agile Process Owner, Certified Agile Service Manager
Key Performance Indicator (KPI)	Key metric used to measure the achievement of critical success factors. KPIs underpin critical success factors and are measured as a percentage. (ITIL definition)	Certified Agile Service Manager, DevOps Foundation
KeywordsBased	Test cases are created using predefined names that reference programs useful for testing.	Continuous Delivery Architecture, DevOps Test Engineering
Knowledge Management	Process that ensures the right information is delivered to the right place or person at the right time to enable an informed decision.	DevSecOps Engineering
Knowledge Management	Process that ensures the right information is delivered to the right place or person at the right time to enable an informed decision.	DevOps Foundation
Known Error	Problem with a documented root cause and a workaround. (ITIL definition)	DevOps Foundation, DevSecOps Engineering
Kubler-Ross Change Curve	Describes and predicts the stages of personal and organizational reaction to major changes.	DevOps Foundation
LabasaService (LaaS)	Category of cloud computing services that provides a laboratory allowing customers to test applications without the complexity of building and maintaining the lab infrastructure	Continuous Delivery Architecture, DevOps Test Engineering
Laloux (Culture Models)	Frederic Laloux created a model for understanding organizational culture.	DevSecOps Engineering
Lean	Production philosophy that focuses on reducing waste and improving the flow of processes to improve overall customer value.	DevOps Leader
Lean (adjective)	Spare, economical. Lacking richness or abundance.	DevOps Foundation, DevSecOps Engineering
Lean (production)	Production philosophy that focuses on reducing waste and improving the flow of processes to improve overall customer value.	DevOps Foundation, DevSecOps Engineering
Lean 1/4-2-20 rule	For every quartering of the total completion time, productivity will double, and cost will be reduced by 20%.	DevOps Leader
Lean Enterprise	Organization that strategically applies the key ideas behind lean production across the enterprise.	DevOps Foundation, DevSecOps Engineering
Lean IT	Applying the key ideas behind lean production to the development and management of IT products and services.	DevOps Foundation, DevSecOps Engineering
Lean Manufacturing	Lean production philosophy derived mostly from the Toyota Production System.	DevOps Foundation, DevSecOps Engineering
Lean Six Sigma	Management approach that combines the concepts of Lean Manufacturing and Six Sigma by removing 'waste' and reducing 'defects.'	Certified Agile Process Owner
Lean Startup	A system for developing a business or product in the most efficient way possible to reduce the risk of failure.	DevOps Leader

Lean Thinking	The goal of lean thinking is to create more value for customers with fewer resources and less waste. Waste is considered any activity that does not add value to the process.	Certified Agile Service Manager
LoadRunner	Tool used to test applications, measuring system behavior and performance under load. Licensed by HP	Continuous Delivery Architecture, DevOps Test Engineering
Log	Serialized report of details such as test activities and EUT console logs.	Continuous Delivery Architecture, DevOps Test Engineering
Log Management	{+}"The collective processes and policies used to administer and facilitate the generation, transmission, analysis, storage, archiving and ultimate disposal of the large volumes of log data created within an information system." http://searchitoperations.techtarget.com/definition/log-management+	DevSecOps Engineering
Longevity Test	The purpose of the test is to determine if a complete system performs as expected over an extended period of time	Continuous Delivery Architecture, DevOps Test Engineering
Machine Learning	Data analysis that uses algorithms that learn from data.	DevOps Foundation
Magic Equation	A change effectiveness formula adapted from GE's Change Acceleration Program for DevOps. $(D)evops=Q(uality) \text{ of a solution times } (A)ccptance \text{ of the strategy } (D=QxA)$	DevOps Leader
Many-factor Authentication	The practice of using at least 2 factors for authentication. The two factors can be of the same class.	DevSecOps Engineering
Mean Time Between Deploys	Used to measure deployment frequency.	DevOps Foundation, DevSecOps Engineering
Mean Time Between Failures (MTBF)	Average time that a CI or IT service can perform its agreed function without interruption. Often used to measure reliability. Measured from when the CI or service starts working, until the time it fails (uptime). (ITIL definition)	DevOps Foundation, DevSecOps Engineering
Mean Time to Detect Defects (MTTD)	Average time required to detect a failed component or device.	Continuous Delivery Architecture, DevOps Foundation, DevSecOps Engineering
Mean Time to Detect Incidents (MTTD)	Average time required to detect a failed component or device.	DevOps Foundation, DevSecOps Engineering
Mean time to Discovery	How long a vulnerability or software bug/defect exists before it's identified.	DevSecOps Engineering
Mean time to Patch	How long it takes to apply patches to environments once a vulnerability has been identified.	DevSecOps Engineering
Mean Time to Repair (MTTR)	Average time required to repair a failed component or device. MTTR does not include the time required to recover or restore service.	DevOps Foundation, DevSecOps Engineering
Mean time to Resolution	How long it takes for a production-impacting issue to be resolved.	DevSecOps Engineering
Mean Time to Restore Service (MTRS)	Used to measure time from when the CI or IT service fails until it is fully restored and delivering its normal functionality (downtime). Often used to measure maintainability. (ITIL definition)	DevOps Foundation, DevSecOps Engineering
Merge	Action of integrating a software changes together into a software version management system.	Continuous Delivery Architecture, DevOps Test Engineering
Metric	Something that is measured and reported upon to help manage a process, IT service or activity.	DevOps Foundation, DevSecOps Engineering
Metrics	This is a class of terms relevant to measurements used to monitor the health of a product or infrastructure	Continuous Delivery Architecture, DevOps Test Engineering
Microservices	A software architecture that is composed of smaller modules that interact through APIs and can be updated without affecting the entire system.	DevOps Foundation

Minimum Critical Activities	Activities that must be performed to provide evidence of compliance with a given process.	Certified Agile Process Owner
Minimum Viable Product	Most minimal version of a product that can be released and still provide enough value that people are willing to use it.	Certified Agile Service Manager, DevOps Foundation
Mock Object	Mock is a method/object that simulates the behavior of a real method/object in controlled ways. Mock objects are used in unit testing. Often a method under a test calls other external services or methods within it. These are called dependencies.	Continuous Delivery Architecture, DevOps Test Engineering
Model	Representation of a system, process, IT service, CI, etc. that is used to help understand or predict future behavior. In the context of processes, models represent pre-defined steps for handling specific types of transactions.	DevSecOps Engineering
ModelBased	Test cases are automatically derived from a model of the entity under test. Example tool: Tricentus	Continuous Delivery Architecture, DevOps Test Engineering
Monitoring Tools	Tools that allow IT organizations to identify specific issues of specific releases and to understand the impact on end-users.	DevOps Leader
Monolithic	A software system is called "monolithic" if it has a monolithic architecture, in which functionally distinguishable aspects (for example data input and output, data processing, error handling, and the user interface) are all interwoven, rather than containing architecturally separate components.	Continuous Delivery Architecture
Multi-factor Authentication	The practice of using 2 or more factors for authentication. Often used synonymously with 2-factor Authentication.	DevSecOps Engineering
Multicloud	Multicloud DevOps solutions provide ondemand multitenant access to development and test	Continuous Delivery Architecture
Non-functional requirements	Requirements that specify criteria that can be used to judge the operation of a system, rather than specific behaviors or functions (e.g., availability, reliability, maintainability, supportability); qualities of a system.	DevOps Foundation
Object Under Test (OUT)	The EUT is a software object or class of objects.	Continuous Delivery Architecture, DevOps Test Engineering
Objective	An aim or goal of a process.	Certified Agile Process Owner
Open Source	Software that is distributed with its source code so that end user organizations and vendors can modify it for their own purposes.	DevOps Foundation, DevSecOps Engineering
Operational Level Agreement	Agreement between an IT service provider and another part of the same organization. (ITIL definition)	Certified Agile Process Owner
Operations (Ops)	Individuals involved in the daily operational activities needed to deploy and manage systems and services such as quality assurance analysts, release managers, system and network administrators, information security officers, IT operations specialists and service desk analysts.	Continuous Delivery Architecture
Operations Management	Function that performs the daily activities needed to deliver and support IT services and the supporting IT infrastructure at the agreed levels. (ITIL)	DevSecOps Engineering
Ops	Individuals involved in the daily operational activities needed to deploy and manage systems and services such as quality assurance analysts, release managers, system and network administrators, information security officers, IT operations specialists and service desk analysts.	DevOps Foundation, DevSecOps Engineering
Orchestration	An approach to building automation that interfaces or "orchestrates" multiple tools together to form a toolchain.	DevOps Foundation, DevSecOps Engineering
Organization Culture	A system of shared values, assumptions, beliefs, and norms that unite the members of an organization.	DevOps Leader
Organization Model	For DevOps, an approach that models Spotify's Squad approach for organizing IT.	DevOps Leader
Organizational Change	Efforts to adapt the behavior of humans within an organization to meet new structures, processes or requirements.	DevOps Foundation, DevSecOps Engineering

OS Virtualization	A method for splitting a server into multiple partitions called "containers" or "virtual environments" in order to prevent applications from interfering with each other.	DevOps Foundation
Outcome	Intended or actual results.	DevOps Foundation, DevSecOps Engineering
Output	Deliverable produced by a process activity (e.g., information, plans, documents, records, reports and so forth).	Certified Agile Process Owner
Patch	A software update designed to address (mitigate/remediate) a bug or weakness.	DevSecOps Engineering
Patch management	The process of identifying and implementing patches.	DevSecOps Engineering
Pathological Culture	Pathological cultures tend to view information as a personal resource, to be used in political power struggles (Westrum)	DevOps Leader
Penetration Testing, or Pentesting	From Wikipedia: "an authorized simulated attack on a computer system that looks for security weaknesses, potentially gaining access to the system's features and data." It should be noted that pentesting is distinctly different from vulnerability scanning (vuln scanning), though a vuln scan may be performed during a pentest engagement. Sometimes also referred to as "red teaming" or "tiger teaming," though this isn't necessarily correct. Red teams or tiger teams are designed to model specific threats rather than the more broad pentesting objective of looking for as many weaknesses as possible.	DevSecOps Engineering
People Changes	Focuses on changing attitudes, behaviors, skills, or performance of employees	DevOps Leader
Performance Test	The purpose of the test is to determine an EUT meets its system performance criterion or to determine what a system's performance capabilities are.	Continuous Delivery Architecture, DevOps Test Engineering
Plan	Formal, approved document that describes the capabilities and resources needed to achieve a result.	Certified Agile Process Owner
Plan-Do-Check-Act	A four-stage cycle for process management and improvement attributed to W. Edwards Deming. Sometimes called the Deming Cycle or PDCA.	Certified Agile Process Owner, Certified Agile Service Manager
Plan-Do-Check-Act (PDCA)	Four-stage cycle for process management, attributed to W. Edwards Deming. Also known as the Deming Cycle.	Certified Agile Service Manager, DevOps Foundation, DevSecOps Engineering
Platform as a Service (PaaS)	Category of cloud computing services that provides a platform allowing customers to develop, run, and manage applications without the complexity of building and maintaining the infrastructure	Continuous Delivery Architecture, DevOps Test Engineering
Plugin	A preprogrammed integration between an Orchestration tool and other tools. For example, many tools offer plugins to integrate with Jenkins.	Continuous Delivery Architecture, DevOps Test Engineering
Policies	Formal documents that define boundaries in terms of what the organization may or may not do as part of its operations.	DevOps Foundation, DevSecOps Engineering
Policy	Formal document that describes the overall intentions and direction of a service provider, as expressed by senior management.	Certified Agile Process Owner
Policy as Code	The notion that security principles and concepts can be articulated in code (e.g., software, configuration management, automation) to a sufficient degree that the need for an extensive traditional policy framework is greatly reduced. Standards and guidelines should be implemented in code and configuration, automatically enforced and automatically reported-on in terms of compliance, variance or suspected violations.	DevSecOps Engineering
Post Implementation Review	A review that takes place after a change or a project has been implemented that assesses whether the change was successful and opportunities for improvement.	Certified Agile Service Manager
Post Implementation Review (PIR)	Review that takes place after a change or a project has been implemented that assesses whether the change was successful and opportunities for improvement.	Certified Agile Service Manager, DevOps Foundation
Potentially Shippable Product	Increment of work that is "done" and capable of being released if it makes sense to do so.	Certified Agile Service Manager, DevOps Foundation

PreFlight	This is a class of terms which refers names of activities and processes that are conducted on an EUT prior to integration into the trunk branch.	Continuous Delivery Architecture, DevOps Test Engineering
Priority	The relative importance of an incident, problem or change; based on impact and urgency. (ITIL definition)	DevOps Foundation, DevSecOps Engineering
Privileged Access Management (PAM)	Technologies that help organizations provide secured privileged access to critical assets and meet compliance requirements by securing, managing and monitoring privileged accounts and access. (Gartner)	DevSecOps Engineering
Problem	The underlying cause of one or more incidents. (ITIL definition)	DevOps Foundation, DevSecOps Engineering
Procedure	Stepbystep instructions that describe how to perform the activities in a process.	Certified Agile Service Manager
Process	Structured set of activities designed to accomplish a specific objective. A process takes inputs and turns them into defined outputs. Related work activities that take specific inputs and produce specific outputs that are of value to a customer.	Certified Agile Service Manager, DevOps Foundation, DevSecOps Engineering
Process Backlog	Prioritized list of everything that needs to be designed or improved for a process including current and future requirements.	Certified Agile Service Manager
Process Changes	Focuses on changes to standard IT process, such as software development practices, ITIL processes, change management, approvals etc.	DevOps Leader
Process Customer	Recipient of a process' output.	Certified Agile Service Manager
Process Improvement Team	Team of individuals that designs or redesigns a process and determines how best to implement the new process across the organization.	Certified Agile Process Owner
Process Manager	Individual responsible for operational (day-to-day) management of a process.	Certified Agile Process Owner
Process Owner	Role accountable for the overall quality of a process. May be assigned to the same person who carries out the Process Manager role, but the two roles may be separate in larger organizations. (ITIL definition)	DevOps Foundation, DevSecOps Engineering, Certified Agile Service Manager
Process Owner	Person accountable for the overall quality of a process and the owner of the Process Backlog.	Certified Agile Service Manager
Process Planning Meeting	A high-level event to define the goals, objectives, inputs, outcomes, activities, stakeholders, tools and other aspects of a process. This meeting is not timeboxed.	Certified Agile Service Manager
Process Supplier	Creator of process input.	Certified Agile Service Manager
Processing Time	The period during which one or more inputs are transformed into a finished product by a manufacturing or development procedure. (Business Dictionary)	DevOps Leader
Product Backlog	Prioritized list of functional and non-functional requirements for a system usually expressed as user stories.	Certified Agile Process Owner
Product Backlog (Scrum)	Requirements for a system, expressed as a prioritized list of product backlog items. The product backlog is prioritized by the Product Owner and includes functional, non-functional and technical team-generated requirements.	Certified Agile Service Manager, DevOps Foundation
Product Backlog Refinement	Ongoing process of adding detail, estimates and order to backlog items. Sometimes referred to as Product Backlog grooming.	Certified Agile Service Manager
Product Owner	An individual responsible for maximizing the value of a product and for managing the product backlog. Prioritizes, grooms, and owns the backlog. Gives the squad purpose.	Certified Agile Process Owner, Certified Agile Service Manager, DevOps Leader
Product Owner (Scrum)	An individual responsible for maximizing the value of a product and for managing the product backlog.	Certified Agile Service Manager, DevOps Foundation

ProgrammingBased	Test cases are created by writing code in a programming language. E.g. JavaScript, Python, TCL, Ruby	Continuous Delivery Architecture, DevOps Test Engineering
Project	Temporary endeavor undertaken to create a unique product, service or result.	Certified Agile Process Owner
Provision Platforms	Tools that provide platforms for provisioning infrastructure (e.g., Puppet, Chef, Salt)	DevOps Leader
QTP	Quick Test Professional is a functional and regression test automation tool for software applications. Licensed by HP	DevOps Test Engineering
Quality of the Solution	The "Q" in the Magic Equation that represents quality.	DevOps Leader
RACI Matrix	Maps roles and responsibilities to the activities of a process or project.	Certified Agile Process Owner
Ranorex	GUI test automation framework for testing of desktop, webbased and mobile applications. Licensed by Ranorex	DevOps Test Engineering
Regression testing	The purpose of the test is to determine if a new version of an EUT has broken somethings that worked previously	Continuous Delivery Architecture, DevOps Test Engineering
Regulatory compliance	The purpose of the test is to determine if an EUT conforms to specific regulatory requirements. E.g. verify an EUT	DevOps Test Engineering
Regulatory compliance testing	The purpose of the test is to determine if an EUT conforms to specific regulatory requirements. E.g. verify an EUT satisfies government regulations for consumer credit card processing.	Continuous Delivery Architecture
Release	Software that is built, tested and deployed into the production environment.	Continuous Delivery Architecture, DevOps Foundation, DevSecOps Engineering
Release Acceptance Criterion	Measurable attributes for a release package which determine whether a release candidate is acceptable for deployment to customers.	Continuous Delivery Architecture, DevOps Test Engineering
Release Candidate	A release package that has been prepared for deployment, may or may not have passed the Release	Continuous Delivery Architecture, DevOps Test Engineering
Release Management	Process that manages releases and underpins Continuous Delivery and the Deployment Pipeline.	DevOps Foundation, DevSecOps Engineering
Release Planning Meeting	Timeboxed event that establishes the goals, risks, features, functionality, delivery date and cost of a release. It also includes prioritizing the Product Backlog.	Certified Agile Service Manager
Release Planning Meeting (Scrum)	Event that establishes the goals, risks, features, functionality, delivery date and cost of a release. Also includes prioritizing the Product Backlog. This meeting is optional and is not time-boxed.	Certified Agile Process Owner
Relevance	A Continuous Testing tenet which emphasizes a preference to focus on the most important tests and test results	Continuous Delivery Architecture, DevOps Test Engineering
Reliability	Measure of how long a service, component or CI can perform its agreed function without interruption. Usually measured as MTBF or MTBSI. (ITIL definition)	DevOps Foundation, DevSecOps Engineering
Reliability Test	The purpose of the test is to determine if a complete system performs as expected under stressful and loaded conditions over an extended period of time.	Continuous Delivery Architecture, DevOps Test Engineering
Remediation	Action to resolve a problem found during DevOps processes. E.g. Rollback changes for an EUT change that resulted in a CT a test case fail verdict.	Continuous Delivery Architecture, DevOps Test Engineering
Remediation Plan	Plan that determines the actions to take after a failed change or release. (ITIL definition)	DevOps Foundation, DevSecOps Engineering

Request for Change (RFC)	Formal proposal to make a change. The term RFC is often misused to mean a change record, or the change itself. (ITIL definition)	DevOps Foundation
Resilience	Building an environment or organization that is tolerant to change and incidents.	DevSecOps Engineering
Responsibilities		DevOps Test Engineering
REST	Representation State Transfer. Software architecture style of the worldwide web.	Continuous Delivery Architecture, DevOps Test Engineering
Restful API	Representational state transfer (REST) or RESTful services on a network, such as HTTP, provide scalable interoperability for requesting systems to quickly and reliably access and manipulate textual representations (XML, HTML, JSON) of resources using stateless operations (GET, POST, PUT, DELETE, etc.).	Continuous Delivery Architecture
RESTful interface testing	The purpose of the test is to determine if an API satisfies its design criterion and the expectations of the REST architecture.	Continuous Delivery Architecture, DevOps Test Engineering
Return on Investment (ROI)	Difference between the benefit achieved and the cost to achieve that benefit, expressed as a percentage.	DevOps Foundation, DevSecOps Engineering
Rework	The time and effort required to correct defects (waste).	DevOps Leader
Risk	Possible event that could cause harm or loss or affect an organization's ability to achieve its objectives. The management of risk consists of three activities: identifying risks, analyzing risks and managing risks. The probably frequency and probable magnitude of future loss. Pertains to a possible event that could cause harm or loss or affect an organization's ability to execute or achieve its objectives.	DevOps Foundation, DevSecOps Engineering
Risk Event	Possible event that could cause harm or loss or affect an organization's ability to achieve its objectives. The management of risk consists of three activities: identifying risks, analyzing risks and managing risks.	DevOps Leader
Risk management process	The process by which "risk" is contextualized, assessed, and treated. From ISO 31000: 1) Establish context, 2) Assess risk, 3) Treat risk (remediate, reduce or accept).	DevSecOps Engineering
Robot Framework	TDD framework created and supported by Google.	Continuous Delivery Architecture, DevOps Test Engineering
Role	Set of responsibilities, activities and authorities granted to a person or team. A role is defined by a process. One person or team may have multiple roles. A set of permissions assigned to a user or group of users to allow a user to perform actions within a system or application.	DevOps Foundation, DevSecOps Engineering
Role-based Access Control (RBAC)	A approach to restricting system access to authorized users. https://en.wikipedia.org/wiki/Role-based_access_control	DevSecOps Engineering
Rollback	Software changes which have been integrated are removed from the integration.	Continuous Delivery Architecture, DevOps Test Engineering
Root Cause Analysis (RCA)	Actions take to identify the underlying cause of a problem or incident.	DevOps Foundation, DevSecOps Engineering
Rugged Development (DevOps)	Rugged Development (DevOps) is a method that includes security practices as early in the continuous delivery pipeline as possible to increase cybersecurity, speed, and quality of releases beyond what DevOps practices can yield alone.	DevOps Foundation
Rugged DevOps	Rugged DevOps is a method that includes security practices as early in the continuous delivery pipeline as possible to increase cybersecurity, speed, and quality of releases beyond what DevOps practices can yield alone.	Continuous Delivery Architecture, DevOps Test Engineering
Sanity Test	A very basic set of tests that determine if a software is functional at all.	Continuous Delivery Architecture, DevOps Test Engineering
Scaled Agile Framework (SAFE)	A proven, publicly available, framework for applying Lean-Agile principles and practices at an enterprise scale.	DevOps Foundation
Scheduling	Scheduling: the process of planning to release changes into production.	DevOps Leader

Scrum	A simple framework for effective team collaboration on complex projects. Scrum provides a small set of rules that create "just enough" structure for teams to be able to focus their innovation on solving what might otherwise be an insurmountable challenge. (Scrum.org)	Certified Agile Service Manager, DevOps Foundation
Scrum Artifacts	Product Backlog, Sprint Backlog, Burndown Chart, Product Increment	Certified Agile Process Owner
Scrum Components	Scrum's roles, events, artifacts and the rules that bind them together.	Certified Agile Service Manager
Scrum Events	Release Planning Meeting (optional), Sprint Planning Meeting, Sprint, Daily Scrum, Sprint Review, Sprint Retrospective	Certified Agile Process Owner
Scrum Guide	The definition of Scrum concepts and practices, written by Ken Schwaber and Jeff Sutherland.	Certified Agile Service Manager
Scrum Pillars	Pillars that uphold the Scrum framework that include: Transparency, Inspection and Adaption.	Certified Agile Process Owner
Scrum Roles	Product Owner, Development Team (Team) and ScrumMaster. See also Agile Service Management Roles.	Certified Agile Process Owner
Scrum Team	A self-organizing, cross-functional team that uses the Scrum framework to deliver products iteratively and incrementally. The Scrum Team consists of a Product Owner, the Development Team, and a Scrum Master.	DevOps Foundation
Scrum values	A set of fundamental values and qualities underpinning the Scrum framework: commitment, focus, openness, respect and courage.	Certified Agile Process Owner, Certified Agile Service Manager
ScrumMaster	An individual who provides process leadership for Scrum (i.e., ensures Scrum practices are understood and followed) and who supports the Scrum Team by removing impediments.	DevOps Foundation
Security (Information Security)	Practices intended to protect the confidentiality, integrity and availability of computer system data from those with malicious intentions.	DevOps Foundation, DevSecOps Engineering
Security as Code	Automating and building security into DevOps tools and practices, making it an essential part of tool chains and workflows.	DevOps Foundation, DevSecOps Engineering
Security tests	The purpose of the test is to determine if an EUT meets its security requirements. An example is a test that determines if an EUT processes login credentials properly.	Continuous Delivery Architecture, DevOps Test Engineering
Selenium	Popular opensource tool for software testing GUI and web applications.	Continuous Delivery Architecture, DevOps Test Engineering
Self-organizing Team	Management principle in which a team chooses how best to accomplish their work, rather than being directed by others outside the team. Self-organization happens within boundaries and against given goals (i.e., what to do).	Certified Agile Process Owner
Selforganizing	The management principle that teams autonomously organize their work. Selforganization happens within boundaries and against given goals. Teams choose how best to accomplish their work, rather than being directed by others outside the team.	Certified Agile Service Manager
Service	Means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.	DevOps Foundation, DevSecOps Engineering
Service Catalog	Subset of the Service Portfolio that consists of services that are live or available for deployment. Has two aspects: The Business/Customer Service Catalog (visible to customers) and the Technical/Supporting Service Catalog. (ITIL definition)	DevOps Foundation
Service Design	One of the ITIL Core publications and a stage of the service lifecycle.	DevOps Foundation
Service Desk	Single point of contact between the service provider and the users.	DevOps Foundation
Service Level Agreement (SLA)	Written agreement between an IT service provider and its customer(s) that defines key service targets and responsibilities of both parties. An SLA may cover multiple services or customers. (ITIL definition)	Certified Agile Process Owner, DevOps Foundation

Service Level Management	Process that ensures all current and planned IT services are delivered to agreed achievable targets. (ITIL definition)	Certified Agile Process Owner
Service Lifecycle	Structure of the ITIL Core guidance.	DevOps Foundation
Service Management	Set of specialized organizational capabilities for providing value to customers in the form of services. (ITIL definition)	DevOps Foundation
Service Management Office (SMO)	Function that coordinates all processes and functions that manage a service provider's services throughout their lifecycle. Process Owners may report directly or via a 'dotted' reporting line to the SMO.	Certified Agile Process Owner
Service Operation	One of the ITIL Core publications and a stage of the service lifecycle.	DevOps Foundation
Service Provider	Organization that supplies services to one or more internal or external customers. (ITIL definition)	DevOps Foundation
Service Request	User request for a standard service from an IT service provider. (ITIL definition)	DevOps Foundation
Service Strategy	One of the ITIL Core publications and a stage of the service lifecycle.	DevOps Foundation
Service Transition	One of the ITIL Core publications and a stage of the service lifecycle.	DevOps Foundation
Seven Pillars of DevOps	Seven distinct "pillars" provide a foundation for DevOps systems which include Collaborative Culture, Design for DevOps, Continuous Integration, Continuous Testing, Continuous Delivery and Deployment, Continuous Monitoring and Elastic Infrastructures and Tools.	Continuous Delivery Architecture
Shift Left	An approach that strives to build quality into the software development process by incorporating testing early and often. This notion extends to security architecture, hardening images, application security testing, and beyond.	DevOps Foundation, DevSecOps Engineering
SilkTest	Automated function and regression testing of enterprise applications. Licensed by Borland.	DevOps Test Engineering
Six Sigma	Disciplined, data-driven approach that focuses on reducing defects by measuring standard deviations from an expected norm.	Certified Agile Process Owner
SMART Goals	Specific, measurable, achievable, relevant and time-bound goals.	DevOps Foundation
Smoke Test	A basic set of functional tests that are run immediately after a software component is built. Same as CI Regression Test.	Continuous Delivery Architecture, DevOps Test Engineering
Snapshot	Report of pass/fail results for a specific build.	Continuous Delivery Architecture, DevOps Test Engineering
SOAP	Simple ObjectOriented Transfer. Protocol for exchanging structured information in the implementation of	Continuous Delivery Architecture, DevOps Test Engineering
Software Composition Analysis	A tool that checks for libraries or functions in source code that have known vulnerabilities.	DevSecOps Engineering
Software Delivery Lifecycle (SDLC)	The process used to design, develop and test high quality software.	DevOps Leader
Software Version Management System	A repository tool which is used to manage software changes. Examples are: Azure DevOps, BitBucket, Git, GitHub, GitLab, VSTS.	Continuous Delivery Architecture, DevOps Test Engineering
SoftwareasaService (SaaS)	Category of cloud computing services in which software is licensed on a subscription basis.	DevOps Foundation, Continuous Delivery Architecture, DevOps Test Engineering
Source Code Tools	Repositories for controlling source code for key assets (application and infrastructure) as a single source of truth.	DevOps Foundation, DevOps Leader
Spotify Squad Model	An organizational model that helps teams in large organizations behave like startups and be nimble.	DevOps Foundation, DevOps Leader

Sprint	A period of 24 weeks during which an increment of product work is completed.	Certified Agile Process Owner, Certified Agile Service Manager, Continuous Delivery Architecture
Sprint (Scrum)	A time-boxed iteration of work during which an increment of product functionality is implemented.	DevOps Foundation
Sprint Backlog	Subset of the backlog that represents the work that must be completed to realize the Sprint Goal.	Certified Agile Process Owner, DevOps Foundation
Sprint Goal	Purpose and objective of a Sprint, often expressed as a business problem that is going to be solved.	Certified Agile Process Owner, Certified Agile Service Manager
Sprint Planning Meeting	A 4 to 8-hour time-boxed event that defines the Sprint Goal, the increment of the Product Backlog that will be completed during the Sprint and how it will be completed.	Certified Agile Process Owner, Certified Agile Service Manager
Sprint Retrospective	A 1.5 to 3-hour time-boxed event during which the Team reviews the last Sprint and identifies and prioritizes improvements for the next Sprint.	Certified Agile Process Owner, Certified Agile Service Manager
Sprint Review	A time-boxed event of 4 hours or less where the Team and stakeholders inspect the work resulting from the Sprint and update the Product Backlog.	Certified Agile Process Owner, Certified Agile Service Manager
Squads	A cross-functional, co-located, autonomous, self-directed team.	DevOps Leader
Stakeholder	Person who has an interest in an organization, project or IT service. Stakeholders may include customers, users and suppliers. (ITIL definition).	DevOps Foundation, DevSecOps Engineering
Standard Change	Pre-approved, low risk change that follows a procedure or work instruction. (ITIL definition)	DevOps Foundation, DevSecOps Engineering
Static Application Security Testing (SAST)	A type of testing that checks source code for bugs and weaknesses.	DevSecOps Engineering
Static Code Analysis	The purpose of the test is to detect source code logic errors and omissions such as memory leaks, unutilized variables, unutilized pointers.	Continuous Delivery Architecture, DevOps Test Engineering
Sticks	Negative incentives, for discouraging or punishing undesired behaviors.	DevSecOps Engineering
Stormstack	A commercial orchestration tool based on event triggers instead of time based.	DevOps Test Engineering
Strategic Sprint	A 24 week timeboxed Sprint during which strategic elements that were defined during the Process Planning Meeting are completed so that the Team can move on to designing the activities of the process.	Certified Agile Process Owner, Certified Agile Service Manager
Structural Changes	Changes in the hierarchy of authority, goals, structural characteristics, administrative procedures and management systems.	DevOps Leader
Supplier	External (third party) supplier, manufacturer or vendor responsible for supplying goods or services that are required to deliver IT services.	DevOps Foundation
Synthetic Monitoring	Synthetic monitoring (also known as active monitoring, or semantic monitoring) runs a subset of an application's automated tests against the system on a regular basis. The results are pushed into the monitoring service, which triggers alerts in case of failures.	Continuous Delivery Architecture
System of Record	A system of record is the authoritative data source for a data element or data entity.	DevOps Foundation, DevSecOps Engineering
System Test	The purpose of the test is to determine if a complete system performs as expected in its intended configurations.	Continuous Delivery Architecture, DevOps Test Engineering
System Under Test (SUT)	The EUT is an entire system. E.g. Bank teller machine is being tested.	Continuous Delivery Architecture, DevOps Test Engineering

TagBased Test Selection Method	Tests and Code modules are preassigned tags. Tests are selected for a build matching preassigned tags.	Continuous Delivery Architecture, DevOps Test Engineering
Team Dynamics	A measurement of how a team works together. Includes team culture, communication styles, decision making ability, trust between members, and the willingness of the team to change.	DevOps Leader
Test Architect	Person who has responsibility for defining the overall endtoend test strategy for an EUT.	Continuous Delivery Architecture, DevOps Test Engineering
Test Artifact Repository	Database of files used for testing.	Continuous Delivery Architecture, DevOps Test Engineering
Test Campaign	A test campaign may include one or more test sessions.	Continuous Delivery Architecture, DevOps Test Engineering
Test Case	Set of test steps together with data and configuration information. A test case has a specific purpose to test at least one attribute of the EUT.	Continuous Delivery Architecture, DevOps Test Engineering
Test Creation Methods	This is a class of test terms which refers to the methodology used to create test cases.	Continuous Delivery Architecture, DevOps Test Engineering
Test Driven Development (TDD)	<p>Test-driven development (TDD) is a software development process in which the developer writes a test before composing code. They then follow this process:</p> <ol style="list-style-type: none"> 1. Write the test 2. Run the test and any others that are relevant and see them fail 3. Write the code 4. Run test(s) 5. Refactor code if needed 6. Repeat <p>Unit level tests and/or application tests are created ahead of the code that is to be tested</p>	Continuous Delivery Architecture, DevOps Foundation, DevOps Test Engineering
Test Duration	The time it takes to run a test. E.g. # hours per test	Continuous Delivery Architecture, DevOps Test Engineering
Test Environment	The test environment refers to the operating system (e.g. Linux, windows version etc.), configuration of software (e.g. parameter options), dynamic conditions (e.g. CPU and memory utilization) and physical environment (e.g. power, cooling) in which the tests are performed.	Continuous Delivery Architecture, DevOps Test Engineering
Test Fast	A CT tenet referring to accelerated testing.	Continuous Delivery Architecture, DevOps Test Engineering
Test Framework	A set of processes, procedures, abstract concept and environment in which automated tests are designed and implemented	Continuous Delivery Architecture, DevOps Test Engineering
Test Harness	A tool which enables the automation of tests. It refers to the system test drivers and other supporting tools that requires to execute tests. It provides stubs and drivers which are small programs that interact with the software under test.	Continuous Delivery Architecture, DevOps Test Engineering
Test Hierarchy	This is a class of terms describes the organization of tests into groups.	Continuous Delivery Architecture, DevOps Test Engineering
Test Methodology	This class of terms identifies the general methodology used by a test. Examples are White Box, Black Box	Continuous Delivery Architecture, DevOps Test Engineering
Test result repository	Database of test results.	Continuous Delivery Architecture, DevOps Test Engineering

Test Results Trendbased	A matrix of correlation factors correlates test cases and code modules according to test result (verdict)	Continuous Delivery Architecture, DevOps Test Engineering
Test Roles	This class of terms identifies general roles and responsibilities for people relevant to testing.	Continuous Delivery Architecture, DevOps Test Engineering
Test Script	Automated test case. A single test script may be implemented one or more test cases depending on the data	Continuous Delivery Architecture, DevOps Test Engineering
Test Selection Method	This class of terms refers to the method used to select tests to be executed on a version of an EUT.	Continuous Delivery Architecture, DevOps Test Engineering
Test Session	Set of one or more test suites that are run together on a single build at a specific time.	Continuous Delivery Architecture, DevOps Test Engineering
Test Suite	Set of test cases that are run together on a single build at a specific time.	Continuous Delivery Architecture, DevOps Test Engineering
Test Trend	History of verdicts	Continuous Delivery Architecture, DevOps Test Engineering
Test Type	Class that indicates what the purpose of the test is.	Continuous Delivery Architecture, DevOps Test Engineering
Test Version	The version of files used to test a specific build.	Continuous Delivery Architecture, DevOps Test Engineering
Tester	Individual who has responsibility to test a system or service.	Continuous Delivery Architecture, DevOps Test Engineering
Testing Tools	Tools that verify code quality before passing the build.	DevOps Leader
The Advice Process	Any person deciding must seek advice from everyone meaningfully affected by the decision and people with expertise in the matter. Advice received must be taken into consideration, though it does not have to be accepted or followed. The objective of the advice process is not to form consensus, but to inform the decision-maker so that they can make the best decision possible. Failure to follow the advice process undermines trust and unnecessarily introduces risk to the business.	DevSecOps Engineering
The Checkbox Trap	The situation wherein an audit-centric perspective focuses exclusively on "checking the box" on compliance requirements without consideration for overall security objectives.	DevSecOps Engineering
The Three Ways	Key principles of DevOps – Flow, Feedback, Continuous experimentation and learning.	DevOps Foundation, DevSecOps Engineering
Theory of Constraints	Methodology for identifying the most important limiting factor (i.e., constraint) that stands in the way of achieving a goal and then systematically improving that constraint until it is no longer the limiting factor.	DevOps Foundation, DevSecOps Engineering
Thomas Kilmann Inventory (TKI)	Measures a person's behavioral choices under certain conflict situations.	DevOps Foundation
Threat	A bad actor, human or automated, that acts against a system with intent to harm or compromise that system. Sometimes also called a "Threat Agent" or "Threat Actor."	DevSecOps Engineering
Threat Intelligence	Information pertaining to the nature of a threat or the actions a threat may be known to be perpetrating. May also include "indicators of compromise" related to a given threat's actions, as well as a "course of action" describing how to remediate the given threat action.	DevSecOps Engineering
Threat Modeling	A method that ranks and models potential threats so that the risk can be understood and mitigated in the context of the value of the application(s) to which they pertain.	DevSecOps Engineering

Time to Market	The period of time between when an idea is conceived and when it is available to customers.	DevOps Leader
Time to Value	Measure of the time it takes for the business to realize value from a feature or service.	DevOps Foundation, DevSecOps Engineering
Time-box	Maximum duration of a Scrum event.	Certified Agile Process Owner, Certified Agile Service Manager
Tool	This class describes tools that orchestrate, automate, simulate and monitor EUT's and infrastructures.	Continuous Delivery Architecture, DevOps Test Engineering
Toolchain	A philosophy that involves using an integrated set of complimentary task specific tools to automate an end to end process (vs. a single-vendor solution).	DevOps Foundation
Transformational Leadership	A leadership model in which leaders inspire and motivate followers to achieve higher performance by appealing to their values and sense of purpose, facilitating wide-scale organizational change (State of DevOps Report, 2017).	DevOps Leader
Tribe Lead	A senior technical leader that has broad and deep technical expertise across all the squads' technical areas. A group of squads working together on a common feature set, product or service is a tribe in Spotify's definitions.	DevOps Leader
Tribes	A collection of squads with a long-term mission that work on/in a related business capability.	DevOps Leader
Trunk	The primary source code integration repository for a software product.	Continuous Delivery Architecture, DevOps Test Engineering
Unit Test	The purpose of the test is to verify code logic.	Continuous Delivery Architecture, DevOps Test Engineering
Usability Test	The purpose of the test is to determine if humans have a satisfactory experience when using an EUT.	Continuous Delivery Architecture, DevOps Test Engineering
User	Consumer of IT services. Or, the identity asserted during authentication (aka username).	DevOps Foundation, DevSecOps Engineering
User Story	Statement written from the user's business perspective that describes how the user will achieve a goal from a feature of the product. User stories are captured in the Product Backlog (or Process Backlog).	Certified Agile Process Owner, Certified Agile Service Manager
Value Added Time	The amount of time spent on an activity that creates value (e.g., development, testing).	DevOps Leader
Value Efficiency	Being able to produce value with the minimum amount of time and resources.	DevOps Leader
Value Stream	All of the activities to go from a customer request to a delivered product or service.	DevOps Foundation
Value Stream Mapping	Lean tool that depicts the flow of information, materials and work across functional silos with an emphasis on quantifying waste, including time and quality.	DevOps Foundation
Value Stream Owner	Individual accountable to senior management for improving the value to non-value ratio of a given product or service.	Certified Agile Process Owner
Variable Speed IT	An approach where traditional and digital processes co-exist within an organization while moving at their own speed.	DevOps Foundation
Velocity	Measure of the quantity of work done in a pre-defined interval. The amount of work an individual or team can complete in a given amount of time.	DevOps Foundation, DevSecOps Engineering
Verdict	Test result classified as Fail, Pass or Inconclusive.	Continuous Delivery Architecture, DevOps Test Engineering
Version control tools	Ensure a 'single source of truth' and enable change control and tracking for all production artifacts.	DevOps Foundation

Vertical Scaling	Computing resources are scaled higher to increase processing speed e.g. using faster computers to run more tasks faster.	DevOps Test Engineering
Voice of the Customer (VOC)	A process that captures and analyzes customer requirements and feedback to understand what the customer wants.	DevOps Foundation
Vulnerability	A weakness in a design, system, or application that can be exploited by an attacker.	DevSecOps Engineering
Vulnerability Intelligence	Information describing a known vulnerability, including affected software by version, relative severity of the vulnerability (for example, does it result in escalation of privileges for user role, or does it cause a denial of service), exploitability of the vulnerability (how easy/hard it is to exploit), and sometimes current rate of exploitation in the wild (is it being actively exploited or is it just theoretical). This information will also often include guidance on what software versions are known to have remediated the described vulnerability.	DevSecOps Engineering
Vulnerability management	The process of identifying and remediating vulnerabilities.	DevSecOps Engineering
Wait Time	The amount of time wasted on waiting for work (e.g., waiting for development and test infrastructure, waiting for resources, waiting for management approval).	DevOps Leader
Waste (Lean Manufacturing)	Any activity that does not add value to a process, product or service.	Certified Agile Process Owner, Certified Agile Service Manager, DevOps Foundation, DevOps Leader
Waterscrumfall	A hybrid approach to application lifecycle management that combines waterfall and Scrum development can complete in a given amount of time.	Continuous Delivery Architecture
Waterfall (Project Management)	Linear and sequential approach to managing software design and development projects in which progress is seen as flowing steadily (and sequentially) downwards (like a waterfall).	Certified Agile Service Manager, Continuous Delivery Architecture, DevOps Foundation
Weakness	An error in software that can be exploited by an attacker to compromise the application, system, or the data contained therein. Also called a Vulnerability.	DevSecOps Engineering
Westrum (Organization Types)	Ron Westrum developed a typology of organizational cultures that includes three types of organizations: Pathological (power-oriented), Bureaucratic (rule-oriented) and Generative (performance-oriented).	DevSecOps Engineering
WhiteBox Testing (or Clear-, Glass-, Transparent-Box Testing or Structural Testing)	Test cases use extensive knowledge of the internal design structure or workings of an application, as opposed to its functionality (i.e. Black-Box Testing).	Continuous Delivery Architecture, DevOps Test Engineering
Whitelisting	Application whitelisting is the practice of specifying an index of approved software applications that are permitted to be present and active on a computer system.	Continuous Delivery Architecture
Work in Progress (WIP)	Any work that has been started but has not been completed.	DevOps Foundation
Workaround	Temporary way to reduce or eliminate the impact of incidents or problems. May be logged as a known error in the Known Error Database. (ITIL definition).	DevOps Foundation, DevSecOps Engineering