Fold each printed sheet in half lengthwise. The left side of the document will list the term and the right side will list the definition. Tape or staple the open edges of your flashcards. Cut out your flashcards on the solid lines indicated and fold them on the dotted lines.

Module 2

Section E: Initiate Transformation Work Streams and Projects

Term
Change management

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The business process that coordinates and monitors all changes to the business processes and applications operated by the business, as well as to its internal equipment, resources, operating systems, and procedures. The change management discipline is carried out in a way that minimizes the risk of problems that will affect the operating environment and service delivery to the users.

Module 2

Section E: Initiate Transformation Work Streams and Projects

Term
Milestone

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In project management, an important event in a project, usually the realization of a significant deliverable.

Module 2

Section E: Initiate Transformation Work Streams and Projects

Term
Noise

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The unpredictable or random difference between the observed data and the "true process."

Module 2

Section E: Initiate Transformation Work Streams and Projects

Term
Resource planning

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Capacity planning conducted at the business plan level. The process of establishing, measuring, and adjusting limits or levels of long-range capacity. [This] is normally based on the production plan but may be driven by higher-level plans beyond the time horizon of the production plan (e.g., the business plan). It addresses those resources that take long periods of time to acquire. [Decisions based on this] always require top management approval. Syn.: resource requirements planning. See: capacity planning, long-term planning.

Term
Uncertainty

Unknown future events that cannot be predicted quantitatively within useful limits; for example, an accident that destroys facilities, a major strike, or an innovation that makes existing products obsolete.