

**Glossary of Key Terms for IT Modernization**

<p>Note: This is not an exhaustive list; if you have questions about any of the terms used in this Unemployment Insurance Program Letter (UIPL) please reach out to the appropriate Employment and Training Administration (ETA) Regional Office.</p>	
<b>Agile</b>	An approach to software development that emphasizes collaboration, flexibility, and the ability to adapt to change and develop software incrementally, usually known as sprints.
<b>Application Programming Interface (API)</b>	Functionality that enables different software applications (or modules) to talk to each other and exchange data.
<b>Cloud Technology</b>	A way of hosting and accessing an application over the internet, rather than on local computers or servers, like mainframes.
<b>Content Management System (CMS)</b>	Software that allows users to create, manage, and publish digital content, such as web pages, without needing to know how to code or program.
<b>Continuous Integration &amp; Continuous Deployment (CI/CD)</b>	A set of practices that automate the testing, building, and deployment of software to make it easier and faster to release updates.
<b>Cost of Change</b>	The time, effort, and resources required to make changes to a system, including procurement, development, testing, and deployment.
<b>Customer Experience (CX)</b>	The overall, end to end experience a customer has when interacting with a product, service, or organization.
<b>DevOps</b>	A set of agile practices that combine software development and IT operations to improve the speed and reliability of software delivery.
<b>Incremental</b>	A process of making changes to a system gradually, one step at a time, rather than all at once.
<b>Legacy Technology / Systems</b>	Older technology or systems that are no longer widely used or supported but may still be in use by some organizations.
<b>Modernization</b>	A continual process of addressing unmet needs through technology and process improvements
<b>Modular</b>	An approach that involves breaking down a system into smaller, independent parts, which can be developed and tested separately. This makes it easier to make changes and updates without affecting the whole system.
<b>Monolith</b>	A large, complex system, where all parts are tightly connected and changing one part can have unintended consequences for the rest of the system.
<b>Open-Source Software</b>	Software that is developed and distributed by a community of developers and made available to use, modify, and distribute.
<b>User-centered</b>	A design approach that focuses on the needs and preferences of users, with the goal of creating products and services that are easy to use and provide a good user experience.