

APPENDIX 1 ATTACHMENT 3 GLOSSARY

Term	Description
Autopilot	Microsoft's DEP – auto enrollment
DEP	Apple Device Enrollment Program – used for iOS and MacOS to automatically enroll devices
DS-1	Main datacenter at Marienlyst
DS-2	Secondary datacenter at Marienlyst
DS-HO	Secondary datacenter at Bergen
DS-TR	Secondary datacenter at Tromsø
DS-TY	Secondary datacenter at Tyholt
DS-X	Recovery/Redundant datacenter, off-site Marienlyst L2
Head Quarter (HQ)	Marienlyst, Oslo
KNOX	Samsung Knox (DEP for Samsung Phones)
Lanrev	Ivanti Lanrev – Client and MDM tool – plus software distribution
MDM	Mobile Device Management – handling of mobile devices
Media Production	Media production process: Producing live or recorded content for Radio, TV or internet distribution.
Production	Production at NRK means computers or users who are part of producing media content for TV, Radio, web and mobile platforms
Production clients	A computer used in media production
Regional Office centre	Regional Media centres in Bergen, Trondheim and Tromsø, more than 100 employees
Regional Office	Smaller offices 1-50 employees
VFX	Virtual Effects (special workflow at NRK)
Source protection (Kildevern)	Basic principle in press ethics: The source of a story or other information must be kept anonymous if the source wants to.
Onboarding	The process of integrating a new employee in the organization and provide them with necessary hardware, software, accesses and knowledge to perform their job
Departments	NRK has 59 departments producing media content focusing on different areas like children, sports, news, culture, entertainment,
Publishing	The process of making media available to the audience on different platforms - radio, TV, web and mobile
CAB	Change Advisory Board

2300/Serviceorget	The inhouse name for Servicedesk (IT) and Serviceorget(servicecenter for questions outside IT)
OB bus	Outside Broadcasting bus. Controle room in a bus used for tv production outside the HQ
The NRK portal	NRKs internal information and online help portal.
Administrative client	Computer used for administrative work tasks that does not have direct impact on production and publication. E.g. business controller, payroll and personnel, project managers for projects outside media production, managers
Developer/journalist client	Computer used for work tasks related to both administrative, editing and production. Might have additional needs in addition to the basics. E.g DevOps developers, journalists etc
Producing & editing client	Computer used for work task directly impacting production and/or publication. Often include complex problems and short deadlines. Not meeting deadlines can in the worst case affect the service to the audience. e.g.
Event Production	Live tv og radio production.
Head of news desk (vaksjef)	Controle the news desk. This is a function shared by different people. Responsible for problem solving at the news desk, managing news publishing
Service Owner/Tjenesteeier	Internal role responsible for a specific service or service area
Production manager/line producer	The person managing the financial and day to day physical aspect of a TV production. A SPOC for a production being in contact with all support from the rest of NRK
Media Production Support/produksjonsstøtte	Internal support role for media production and media production equipment