

## Services 4.0 Glossary

1. **Anticipatory** – Refers to AI-enabled services that know what a user wants before the user indicates it.
2. **API** – Acronym for “application programming interface”. Refers to programming-based software interface that acts like a bridge between two or more applications and/or systems.
3. **Cloud Native** – Refers to an approach where applications are created to take advantage of the cloud computing delivery model.
4. **Cloud Native Architecture** – A stack or infrastructure on cloud that includes a collection of technologies or services, all of which are plug-and-play and based on the best tool for each job.
5. **Cloud Ready** – Refers to applications that are built for use on a single machine or on-site server. They are modified enough to run in the cloud, but do not have the innate flexibility that comes with programs designed to take advantage of operating in a cloud environment.
6. **Container** – Container provides a way to virtualise an OS, enabling software to run in different computing environments.
7. **Corpus/corpora (plural)** – A large structured collection of knowledge or text.
8. **DevOps** – Short for “development” and “operations”. Refers to a software development methodology that combines software development (Dev) with information technology operations (Ops). This approach shortens a systems development life cycle.
9. **Empathic** – Refers to AI-enabled services that know how a user is feeling or thinking.
10. **End-to-end** – Refers to services that are provided direct to consumers without any intermediary.
11. **Frictionless** – Refers to services are continually offered to the right consumer at the right time in the right place.
12. **GoCloud** – GoCloud is part of a series of initiatives to help ICT SMEs go cloud native, and build capabilities in microservices and DevOps (see No. 3, 8 and 14).
13. **GoSecure** – An IMDA initiative in collaboration with Singapore Institute of Technology (SIT) to build up the cybersecurity capabilities of Singapore’s ICT SMEs.

14. **Microservices** – Refers to small autonomous services that are designed in modular components to work with one another, rather than as one large application that works on its own.
15. **Services 4.0** – Vision of Singapore’s service economy where services are offered and delivered using advanced technology to deliver end-to-end, anticipatory, frictionless and empathic services in a cloud native architecture.
16. **Servitisation** – The strategy and process of creating value by adding services to products, or replacing a product with a service.
17. **XaaS** – Shorthand term for “everything as a service”. Refers to the delivery of everything, from products to technology, as a service.
18. **Seamless service** – Refers to the delivery of an anticipatory, end-to-end, frictionless and empathic service experience.