

APPENDIX B

Acronyms, abbreviations and glossary

Acronyms

KPI	key performance indicator
TCMS	train control and monitoring system
TMP	technical maintenance plan
VAGO	Victorian Auditor-General's Office

Abbreviations

the agreement	MR4, the franchise agreement between the department and Metro
the department	Department of Transport and Planning
Metro	Metro Trains Melbourne
technology assets	operational control and management system assets

Glossary

Reasonable assurance	We achieve reasonable assurance by obtaining and verifying direct evidence from a variety of internal and external sources about an agency's performance. This enables us to express an opinion or draw a conclusion against an audit objective with a high level of assurance. We call these audit engagements. See our assurance services fact sheet for more information.
Limited assurance	We obtain less assurance when we rely primarily on an agency's representations and other evidence generated by that agency. However, we aim to have enough confidence in our conclusion for it to be meaningful. We call these types of engagements assurance reviews and typically express our opinions in negative terms. For example, that nothing has come to our attention to indicate there is a problem. See our assurance services fact sheet for more information.
