

# Glossary

- 3G networks** High-speed cellular networks based on packet-switched technology, enabling users to transmit video, graphics, and other rich media, in addition to voice.
- acceptable use policy (AUP)** Defines acceptable uses of the firm's information resources and computing equipment, including desktop and laptop computers, wireless devices, telephones, and the Internet, and specifies consequences for noncompliance.
- acceptance testing** Provides the final certification that the system is ready to be used in a production setting.
- access control** Policies and procedures a company uses to prevent improper access to systems by unauthorized insiders and outsiders.
- accountability** The mechanisms for assessing responsibility for decisions made and actions taken.
- accumulated balance digital payment systems** Systems enabling users to make micropayments and purchases on the Web, accumulating a debit balance on their credit card or telephone bills.
- Ajax** Technology for creating interactive Web applications capable of updating the user interface without reloading the entire browser page.
- analytical CRM** Customer relationship management applications dealing with the analysis of customer data to provide information for improving business performance.
- antivirus software** Software designed to detect, and often eliminate, computer viruses from an information system.
- applet** Miniature program designed to reside on centralized network servers.
- application proxy filtering** Firewall screening technology that uses a proxy server to inspect and transmit data packets flowing into and out of the organization so that all the organization's internal applications communicate with the outside using a proxy application.
- application server** Software that handles all application operations between browser-based computers and a company's back-end business applications or databases.
- application software** Programs written for a specific application to perform functions specified by end users.
- artificial intelligence (AI)** The effort to develop computer-based systems that can behave like humans, with the ability to learn languages, accomplish physical tasks, use a perceptual apparatus, and emulate human expertise and decision making.
- attributes** Pieces of information describing a particular entity.
- audio input** Voice input devices such as microphones that convert spoken words into digital form for processing by the computer.
- audio output** Voice output devices that convert digital output data back into intelligible speech.
- authentication** The ability of each party in a transaction to ascertain the identity of the other party.
- authorization management systems** Systems for allowing each user access only to those portions of a system or the Web that person is permitted to enter, based on information established by a set of access rules.
- authorization policies** Determine differing levels of access to information assets for different levels of users in an organization.
- autonomic computing** Effort to develop systems that can manage themselves without user intervention.
- backbone** Part of a network handling the major traffic and providing the primary path for traffic flowing to or from other networks.
- bandwidth** The capacity of a communications channel as measured by the difference between the highest and lowest frequencies that can be transmitted by that channel.
- banner ad** A graphic display on a Web page used for advertising. The banner is linked to the advertiser's Web site so that a person clicking on it will be transported to the advertiser's Web site.
- batch processing** A method of collecting and processing data in which transactions are accumulated and stored until a specified time when it is convenient or necessary to process them as a group.
- benchmarking** Setting strict standards for products, services, or activities and measuring organizational performance against those standards.
- best practices** The most successful solutions or problem-solving methods that have been developed by a specific organization or industry.
- biometric authentication** Technology for authenticating system users that compares a person's unique characteristics such as fingerprints, face, or retinal image, against a stored set profile of these characteristics.
- bit** A binary digit representing the smallest unit of data in a computer system. It can only have one of two states, representing 0 or 1.
- blog** Popular term for Weblog, designating an informal yet structured Web site where individuals can publish stories, opinions, and links to other Web sites of interest.
- blogosphere** The totality of blog-related Web sites.
- Bluetooth** Standard for wireless personal area networks that can transmit up to 722 Kbps within a 10-meter area.

- botnet** A group of computers that have been infected with bot malware without users' knowledge, enabling a hacker to use the amassed resources of the computers to launch distributed denial-of-service attacks, phishing campaigns or spam.
- broadband** High-speed transmission technology. Also designates a single communications medium that can transmit multiple channels of data simultaneously.
- bullwhip effect** Distortion of information about the demand for a product as it passes from one entity to the next across the supply chain.
- bundling** Cross-selling in which a combination of products is sold as a bundle at a price lower than the total cost of the individual products.
- bus networks** Network topology linking a number of computers by a single circuit with all messages broadcast to the entire network.
- business** A formal organization whose aim is to produce products or provide services for a profit
- business continuity planning** Planning that focuses on how the company can restore business operations after a disaster strikes.
- business intelligence (BI)** Applications and technologies to help users make better business decisions.
- business model** An abstraction of what an enterprise is and how the enterprise delivers a product or service, showing how the enterprise creates wealth.
- business process reengineering (BPR)** The radical redesign of business processes, combining steps to cut waste and eliminating repetitive, paper-intensive tasks in order to improve cost, quality, and service, and to maximize the benefits of information technology.
- business processes** The unique ways in which organizations coordinate and organize work activities, information, and knowledge to produce a product or service.
- business strategy** Set of activities and decisions that determine the products and services the firm produces, the industries in which the firm competes, firm competitors, suppliers, and customers, and the firm's long-term goals.
- business-to-business (B2B) electronic commerce** Electronic sales of goods and services among businesses.
- business-to-consumer (B2C) electronic commerce** Electronic retailing of products and services directly to individual consumers.
- C** A powerful programming language with tight control and efficiency of execution; is portable across different microprocessors and is used primarily with PCs.
- cable Internet connections** Use digital cable coaxial lines to deliver high-speed Internet access to homes and businesses.
- call center** An organizational department responsible for handling customer service issues by telephone and other channels.
- campus area network (CAN)** An interconnected set of local area networks in a limited geographical area such as a college or corporate campus.
- capacity planning** The process of predicting when a computer hardware system becomes saturated to ensure that adequate computing resources are available for work of different priorities and that the firm has enough computing power for its current and future needs.
- carpal tunnel syndrome (CTS)** Type of RSI in which pressure on the median nerve through the wrist's bony carpal tunnel structure produces pain.
- case-based reasoning (CBR)** Artificial intelligence technology that represents knowledge as a database of cases and solutions.
- cathode ray tube (CRT)** Electronic gun that shoots a beam of electrons illuminating pixels on a display screen.
- CD-ROM (compact disk read-only memory)** Read-only optical disk storage used for imaging, reference, and database applications with massive amounts of unchanging data and for multimedia.
- CD-RW (CD-ReWritable)** Optical disk storage that can be rewritten many times by users.
- cellular telephones (cell phones)** A device that transmits voice or data, using radio waves to communicate with radio antennas placed within adjacent geographic areas called cells.
- central processing unit (CPU)** Area of the computer system that manipulates symbols, numbers, and letters, and controls the other parts of the computer system.
- centralized processing** Processing that is accomplished by one large central computer.
- change agent** In the context of implementation, the individual acting as the catalyst during the change process to ensure successful organizational adaptation to a new system or innovation.
- change management** Giving proper consideration to the impact of organizational change associated with a new system or alteration of an existing system.
- chat** Live, interactive conversations over a public network.
- chief knowledge officer (CKO)** Responsible for the firm's knowledge management program.
- chief information officer (CIO)** Senior manager in charge of the information systems function in the firm.
- chief privacy officer (CPO)** Responsible for ensuring the company complies with existing data privacy laws.
- chief security officer (CSO)** Heads a formal security function for the organization and is responsible for enforcing the firm's security policy.
- choice** Simon's third stage of decision making, when the individual selects among the various solution alternatives.
- churn rate** Measurement of the number of customers who stop using or purchasing products or services from a company. Used as an indicator of the growth or decline of a firm's customer base.
- clicks-and-mortar** Business model where the Web site is an extension of a traditional bricks-and-mortar business.
- clickstream tracking** Tracking data about customer activities at Web sites and storing them in a log.
- client** The user point-of-entry for the required function in client/server computing. Normally a desktop computer, workstation, or laptop computer.

- client/server computing** A model for computing that splits processing between clients and servers on a network, assigning functions to the machine most able to perform the function.
- cloud computing** Web-based applications that are stored on remote servers and accessed via the "cloud" of the Internet using a standard Web browser.
- coaxial cable** A transmission medium consisting of thickly insulated copper wire; can transmit large volumes of data quickly.
- COBOL (Common Business Oriented Language)** Major programming language for business applications because it can process large data files with alphanumeric characters.
- collaborative filtering** Tracking users' movements on a Web site, comparing the information gleaned about a user's behavior against data about other customers with similar interests to predict what the user would like to see next.
- co-location** Web hosting approach in which the firm actually purchases and owns the server computer housing its Web site but locates the server in the physical facility of the hosting service.
- competitive forces model** Model used to describe the interaction of external influences, specifically threats and opportunities, that affect an organization's strategy and ability to compete.
- component-based development** Building large software systems by combining pre-existing software components.
- computer** Physical device that takes data as an input, transforms the data by executing stored instructions, and outputs information to a number of devices.
- computer abuse** The commission of acts involving a computer that may not be illegal but are considered unethical.
- computer crime** The commission of illegal acts through the use of a computer or against a computer system.
- computer forensics** The scientific collection, examination, authentication, preservation, and analysis of data held on or retrieved from computer storage media in such a way that the information can be used as evidence in a court of law.
- computer hardware** Physical equipment used for input, processing, and output activities in an information system.
- computer literacy** Knowledge about information technology, focusing on understanding of how computer-based technologies work.
- computer software** Detailed, preprogrammed instructions that control and coordinate the work of computer hardware components in an information system.
- computer virus** Rogue software program that attaches itself to other software programs or data files in order to be executed, often causing hardware and software malfunctions.
- computer vision syndrome (CVS)** Eyestrain condition related to computer display screen use; symptoms include headaches, blurred vision, and dry and irritated eyes.
- computer-aided design (CAD) system** Information system that automates the creation and revision of designs using sophisticated graphics software.
- computer-aided software engineering (CASE)** Automation of step-by-step methodologies for software and systems development to reduce the amounts of repetitive work the developer needs to do.
- consumer-to-consumer (C2C) electronic commerce** electronic commerce Consumers selling goods and services electronically to other consumers.
- controls** All of the methods, policies, and procedures that ensure protection of the organization's assets, accuracy and reliability of its records, and operational adherence to management standards.
- conversion** The process of changing from the old system to the new system.
- cookies** Tiny file deposited on a computer hard drive when an individual visits certain Web sites. Used to identify the visitor and track visits to the Web site.
- copyright** A statutory grant that protects creators of intellectual property against copying by others for any purpose during the life of the author plus an additional 70 years after the author's death.
- core competency** Activity at which a firm excels as a world-class leader.
- cost-benefit ratio** A method for calculating the returns from a capital expenditure by dividing total benefits by total costs.
- cost transparency** The ability of consumers to discover the actual costs merchants pay for products.
- cracker** A hacker with criminal intent.
- critical thinking** Sustained suspension of judgment with an awareness of multiple perspectives and alternatives.
- cross-selling** Marketing complementary products to customers.
- culture** Fundamental set of assumptions, values, and ways of doing things that has been accepted by most members of an organization.
- customer decision-support systems (CDSS)** Systems to support the decision-making process of an existing or potential customer.
- customer lifetime value (CLTV)** Difference between revenues produced by a specific customer and the expenses for acquiring and servicing that customer minus the cost of promotional marketing over the lifetime of the customer relationship, expressed in today's dollars.
- customer relationship management (CRM) systems** Information systems that track all the ways in which a company interacts with its customers and analyze these interactions to optimize revenue, profitability, customer satisfaction, and customer retention.
- customization** The modification of a software package to meet an organization's unique requirements without destroying the package software's integrity.
- cybervandalism** Intentional disruption, defacement, or even destruction of a Web site or corporate information system.
- cycle time** The total elapsed time from the beginning of a process to its end.
- data** Streams of raw facts representing events occurring in organizations or the physical environment before they have been organized and arranged into a form that people can understand and use.

- data administration** A special organizational function for managing the organization's data resources, concerned with information policy, data planning, maintenance of data dictionaries, and data quality standards.
- data cleansing** Activities for detecting and correcting data in a database or file that are incorrect, incomplete, improperly formatted, or redundant. Also known as data scrubbing.
- data definition** Specifies the structure of the content of a database.
- data dictionary** An automated or manual tool for storing and organizing information about the data maintained in a database.
- data flow diagram (DFD)** Primary tool for structured analysis that graphically illustrates a system's component process and the flow of data between them.
- data management software** Software used for creating and manipulating lists, creating files and databases to store data, and combining information for reports.
- data management technology** The software that governs the organization of data on physical storage media.
- data manipulation language** A language associated with a database management system that end users and programmers use to manipulate data in the database.
- data mart** A small data warehouse containing only a portion of the organization's data for a specified function or population of users.
- data mining** Analysis of large pools of data to find patterns and rules that can be used to guide decision making and predict future behavior.
- data quality audit** A survey and/or sample of files to determine accuracy and completeness of data in an information system.
- data visualization** Technology for helping users see patterns and relationships in large amounts of data by presenting the data in graphical form.
- data warehouse** A database, with reporting and query tools, that stores current and historical data extracted from various operational systems and consolidated for management reporting and analysis.
- data workers** People such as secretaries or bookkeepers who process the organization's paperwork.
- database** A group of related files.
- database administration** Refers to the more technical and operational aspects of managing data, including physical database design and maintenance.
- database management system (DBMS)** Special software to create and maintain a database and enable individual business applications to extract the data they need without having to create separate files or data definitions in their computer programs.
- database server** A computer in a client/server environment that is responsible for running a DBMS to process SQL statements and perform database management tasks.
- decision-support systems (DSS)** Information systems at the organization's management level that combine data and sophisticated analytical models or data analysis tools to support semistructured and unstructured decision making.
- deep packet inspection (DPI)** Technology for managing network traffic by examining data packets, sorting out low-priority data from higher priority business-critical data, and sending packets in order of priority.
- demand planning** Determining how much product a business needs to make to satisfy all its customers' demands.
- denial of service (DoS) attack** Flooding a network server or Web server with false communications or requests for services in order to crash the network.
- Descartes' rule of change** A principle that states that if an action cannot be taken repeatedly, then it is not right to be taken at any time.
- design** Simon's second stage of decision making, when the individual conceives of possible alternative solutions to a problem.
- digital asset management systems** Classify, store, and distribute digital objects such as photographs, graphic images, video, and audio content.
- digital certificates** Attachments to an electronic message to verify the identity of the sender and to provide the receiver with the means to encode a reply.
- digital checking** Systems that extend the functionality of existing checking accounts so they can be used for online shopping payments.
- digital dashboard** Displays all of a firm's key performance indicators as graphs and charts on a single screen to provide one-page overview of all the critical measurements necessary to make key executive decisions.
- digital divide** Large disparities in access to computers and the Internet among different social groups and different locations.
- digital goods** Goods that can be delivered over a digital network.
- digital market** A marketplace that is created by computer and communication technologies that link many buyers and sellers.
- Digital Millennium Copyright Act (DMCA)** Adjusts copyright laws to the Internet Age by making it illegal to make, distribute, or use devices that circumvent technology-based protections of copy-righted materials.
- digital signature** A digital code that can be attached to an electronically transmitted message to uniquely identify its contents and the sender.
- digital subscriber line (DSL)** A group of technologies providing high-capacity transmission over existing copper telephone lines.
- digital video disk (DVD)** High-capacity optical storage medium that can store full-length videos and large amounts of data.
- digital wallet** Software that stores credit card, electronic cash, owner identification, and address information and provides this data automatically during electronic commerce purchase transactions.
- direct cutover** A risky conversion approach where the new system completely replaces the old one on an appointed day.
- disaster recovery planning** Planning for the restoration of computing and communications services after they have been disrupted.

- disintermediation** The removal of organizations or business process layers responsible for certain intermediary steps in a value chain.
- disruptive technologies** Technologies with disruptive impact on industries and businesses, rendering existing products, services and business models obsolete.
- distributed denial-of-service (DDoS) attack** Uses numerous computers to inundate and overwhelm a network from numerous launch points.
- distributed processing** The distribution of computer processing work among multiple computers linked by a communications network.
- documentation** Descriptions of how an information system works from either a technical or end-user standpoint.
- domain name** English-like name that corresponds to the unique 32-bit numeric Internet Protocol (IP) address for each computer connected to the Internet.
- Domain Name System (DNS)** A hierarchical system of servers maintaining a database enabling the conversion of domain names to their numeric IP addresses.
- domestic exporter** Form of business organization characterized by heavy centralization of corporate activities in the home county of origin.
- downtime** Period of time in which an information system is not operational.
- drill down** The ability to move from summary data to lower and lower levels of detail.
- DSS database** A collection of current or historical data from a number of applications or groups. Can be a small PC database or a massive data warehouse.
- DSS software system** Collection of software tools that are used for data analysis, such as OLAP tools, datamining tools, or a collection of mathematical and analytical models.
- due process** A process in which laws are well-known and understood and there is an ability to appeal to higher authorities to ensure that laws are applied correctly.
- dynamic pricing** Pricing of items based on real-time interactions between buyers and sellers that determine what a item is worth at any particular moment.
- e-government** Use of the Internet and related technologies to digitally enable government and public sector agencies' relationships with citizens, businesses, and other arms of government.
- edge computing** Method for distributing the computing load (or work) across many layers of Internet computers in order to minimize response time.
- efficient customer response system** System that directly links consumer behavior back to distribution, production, and supply chains.
- electronic billing presentment and payment systems** Systems used for paying routine monthly bills that allow users to view their bills electronically and pay them through electronic funds transfers from banks or credit card accounts.
- electronic business (e-business)** The use of the Internet and digital technology to execute all the business processes in the enterprise. Includes e-commerce as well as processes for the internal management of the firm and for coordination with suppliers and other business partners.
- electronic commerce (e-commerce)** The process of buying and selling goods and services electronically involving transactions using the Internet, networks, and other digital technologies.
- electronic data interchange (EDI)** The direct computer-to-computer exchange between two organizations of standard business transactions, such as orders, shipment instructions, or payments.
- electronic mail (e-mail)** The computer-to-computer exchange of messages.
- electronic records management (ERM)** Policies, procedures, and tools for managing the retention, destruction, and storage of electronic records.
- employee relationship management (ERM)** Software dealing with employee issues that are closely related to CRM, such as setting objectives, employee performance management, performance-based compensation, and employee training.
- encryption** The coding and scrambling of messages to prevent their being read or accessed without authorization.
- end users** Representatives of departments outside the information systems group for whom applications are developed.
- end-user development** The development of information systems by end users with little or no formal assistance from technical specialists.
- end-user interface** The part of an information system through which the end user interacts with the system, such as on-line screens and commands.
- enterprise applications** Systems that can coordinate activities, decisions, and knowledge across many different functions, levels, and business units in a firm. Include enterprise systems, supply chain management systems, customer relationship management systems, and knowledge management systems.
- enterprise content management systems** Help organizations manage structured and semistructured knowledge, providing corporate repositories of documents, reports, presentations, and best practices and capabilities for collecting and organizing e-mail and graphic objects.
- enterprise software** Set of integrated modules for applications such as sales and distribution, financial accounting, investment management, materials management, production planning, plant maintenance, and human resources that allow data to be used by multiple functions and business processes.
- enterprise systems** Integrated enterprise-wide information systems that coordinate key internal processes of the firm. Also known as enterprise resource planning (ERP).
- enterprise-wide knowledge management systems** General-purpose, firmwide systems that collect, store, distribute, and apply digital content and knowledge.
- entity** A person, place, thing, or event about which information must be kept.
- entity-relationship diagram** A methodology for documenting databases illustrating the relationship between various entities in the database.

- ergonomics** The interaction of people and machines in the work environment, including the design of jobs, health issues, and the end-user interface of information systems.
- Ethernet** The dominant LAN standard at the physical network level, specifying the physical medium to carry signals between computers; access control rules; and a standardized set of bits to carry data over the system.
- ethical "no free lunch" rule** Assumption that all tangible and intangible objects are owned by someone else, unless there is a specific declaration otherwise, and that the creator wants compensation for this work.
- ethics** Principles of right and wrong that can be used by individuals acting as free moral agents to make choices to guide their behavior.
- evil twins** Wireless networks that pretend to be legitimate Wi-Fi networks to entice participants to log on and reveal passwords or credit card numbers.
- exchanges** Third-party Net marketplaces that are primarily transaction oriented and that connects many buyers and suppliers for spot purchasing.
- executive support systems (ESS)** Information systems at the organization's strategic level designed to address unstructured decision making through advanced graphics and communications.
- expert systems** Knowledge-intensive computer programs that capture the expertise of a human in limited domains of knowledge.
- Extensible Markup Language (XML)** A more powerful and flexible markup language than hypertext markup language (HTML) for Web pages.
- extranets** Private intranets that are accessible to authorized outsiders.
- Fair Information Practices (FIP)** A set of principles originally set forth in 1973 that governs the collection and use of information about individuals and forms the basis of most U.S. and European privacy laws.
- fault-tolerant computer systems** Systems that contain extra hardware, software, and power supply components that can back a system up and keep it running to prevent system failure.
- feasibility study** As part of the systems analysis process, the way to determine whether the solution is achievable, given the organization's resources and constraints.
- feedback** Output that is returned to the appropriate members of the organization to help them evaluate or correct input.
- fiber-optic cable** A fast, light, and durable transmission medium consisting of thin strands of clear glass fiber bound into cables. Data are transmitted as light pulses.
- field** A grouping of characters into a word, a group of words, or a complete number, such as a person's name or age.
- file transfer protocol (FTP)** Tool for retrieving and transferring files from a remote computer.
- finance and accounting information systems** Systems keep track of the firm's financial assets and fund flows.
- firewalls** Hardware and software placed between an organization's internal network and an external network to prevent outsiders from invading private networks.
- FLOPS** Stands for floating point operations per second and is a measure of computer processing speed.
- foreign key** Field in a database table that enables users to find related information in another database table.
- formal planning and control tools** Improve project management by listing the specific activities that make up a project, their duration, and the sequence and timing of tasks.
- fourth-generation languages** Programming languages that can be employed directly by end users or less-skilled programmers to develop computer applications more rapidly than conventional programming languages.
- franchiser** Form of business organization in which a product is created, designed, financed, and initially produced in the home country, but for product-specific reasons relies heavily on foreign personnel for further production, marketing, and human resources.
- fuzzy logic** Rule-based AI that tolerates imprecision by using nonspecific terms called membership functions to solve problems.
- Gantt chart** Visually represents the timing, duration, and human resource requirements of project tasks, with each task represented as a horizontal bar whose length is proportional to the time required to complete it.
- genetic algorithms** Problem-solving methods that promote the evolution of solutions to specified problems using the model of living organisms adapting to their environment.
- geographic information systems (GIS)** Systems with software that can analyze and display data using digitized maps to enhance planning and decision-making.
- gigabyte** Approximately one billion bytes.
- Gramm-Leach-Bliley Act** Requires financial institutions to ensure the security and confidentiality of customer data.
- graphical user interface (GUI)** The part of an operating system users interact with that uses graphic icons and the computer mouse to issue commands and make selections.
- grid computing** Applying the resources of many computers in a network to a single problem.
- group decision-support system (GDSS)** An interactive computer-based system to facilitate the solution to unstructured problems by a set of decision makers working together as a group.
- groupware** Software that provides functions and services that support the collaborative activities of work groups.
- hacker** A person who gains unauthorized access to a computer network for profit, criminal mischief, or personal pleasure.
- hertz** Measure of frequency of electrical impulses per second, with 1 Hertz equivalent to 1 cycle per second.
- high-availability computing** Tools and technologies ,including backup hardware resources, to enable a system to recover quickly from a crash.

- HIPAA** Law outlining medical security and privacy rules and procedures for simplifying the administration of healthcare billing and automating the transfer of healthcare data between healthcare providers, payers, and plans.
- home page** A World Wide Web text and graphical screen display that welcomes the user and explains the organization that has established the page.
- hotspots** Specific geographic locations in which an access point provides public Wi-Fi network service.
- hubs** Very simple devices that connect network components, sending a packet of data to all other connected devices.
- human resources information systems** Systems that maintain employee records, track employee skills, job performance and training, and support planning for employee compensation and career development.
- hypertext markup language (HTML)** Page description language for creating Web pages and other hypermedia documents.
- hypertext transport protocol (HTTP)** The communications standard used to transfer pages on the Web. Defines how messages are formatted and transmitted.
- identity theft** Theft of key pieces of personal information, such as credit card or Social Security numbers, in order to obtain merchandise and services in the name of the victim or to obtain false credentials.
- Immanuel Kant's Categorical Imperative** A principle that states that if an action is not right for everyone to take it is not right for anyone.
- implementation** Simon's final stage of decision-making, when the individual puts the decision into effect and reports on the progress of the solution.
- inference engine** The strategy used to search through the rule base in an expert system; can be forward or backward chaining.
- information** Data that have been shaped into a form that is meaningful and useful to human beings.
- information appliance** Device that has been customized to perform a few specialized computing tasks well with minimal user effort.
- information asymmetry** Situation where the relative bargaining power of two parties in a transaction is determined by one party in the transaction possessing more information essential to the transaction than the other party.
- information density** The total amount and quality of information available to all market participants, consumers, and merchants
- information policy** Formal rules governing the maintenance, distribution, and use of information in an organization.
- information requirements** A detailed statement of the information needs that a new system must satisfy; identifies who needs what information, and when, where, and how the information is needed.
- information rights** The rights that individuals and organizations have with respect to information that pertains to themselves.
- information system** Interrelated components working together to collect, process, store, and disseminate information to support decision making, coordination, control, analysis, and visualization in an organization.
- information systems department** The formal organizational unit that is responsible for the information systems function in the organization.
- information systems literacy** Broad-based understanding of information systems that includes behavioral knowledge about organizations and individuals using information systems as well as technical knowledge about computers.
- information systems managers** Leaders of the various specialists in the information systems department.
- information systems plan** A road map indicating the direction of systems development the rationale, the current situation, the management strategy, the implementation plan, and the budget.
- information technology (IT)** All the hardware and software technologies that a firm needs to use in order to achieve its business objectives.
- information technology (IT) infrastructure** Computer hardware, software, data, storage technology, and networks providing a portfolio of shared IT resources for the organization.
- informed consent** Consent given with knowledge of all the facts needed to make a rational decision.
- input** The capture or collection of raw data from within the organization or from its external environment for processing in an information system.
- input devices** Device which gathers data and converts them into electronic form for use by the computer.
- instant messaging** Chat service that allows participants to create their own private chat channels so that a person can be alerted whenever someone on his or her private list is on-line to initiate a chat session with that particular individual.
- intangible benefits** Benefits that are not easily quantified; they include more efficient customer service or enhanced decision making.
- intellectual property** Intangible property created by individuals or corporations that is subject to protections under trade secret, copyright, and patent law.
- intelligence** The first of Simon's four stages of decision making, when the individual collects information to identify problems occurring in the organization.
- intelligent agents** Software programs that use a built-in or learned knowledge base to carry out specific, repetitive, and predictable tasks for an individual user, business process, or software application.
- intelligent techniques** Technologies that aid decision makers by capturing individual and collective knowledge, discovering patterns and behaviors in very large quantities of data, and generating solutions to problems that are too large and complex for human beings to solve on their own.
- Internet** global network of networks using universal standards to connect millions of different networks.
- Internet Protocol (IP) address** Four-part numeric address indicating a unique computer location on the Internet.

- Internet service provider (ISP)** A commercial organization with a permanent connection to the Internet that sells temporary connections to subscribers.
- Internet telephony** Technologies that use the Internet Protocol's packet-switched connections for voice service.
- Internet2** Research network with new protocols and transmission speeds that provides an infrastructure for supporting high-bandwidth Internet applications.
- internetworking** The linking of separate networks, each of which retains its own identity, into an interconnected network.
- interorganizational system** Information systems that automate the flow of information across organizational boundaries and link a company to its customers, distributors, or suppliers.
- intranets** Internal networks based on Internet and World Wide Web technology and standards.
- intrusion detection systems** Tools to monitor the most vulnerable points in a network to detect and deter unauthorized intruders.
- investment workstations** Powerful desktop computers for financial specialists, which are optimized to access and manipulate massive amounts of financial data.
- Java** An operating system-independent, processor-independent, object-oriented programming language that has become a leading interactive programming environment for the Web.
- Joint application design (JAD)** Process to accelerate the generation of information requirements by having end users and information systems specialists work together in intensive interactive design sessions.
- just-in-time** Scheduling system for minimizing inventory by having components arrive exactly at the moment they are needed and finished goods shipped as soon as they leave the assembly line.
- key field** A field in a record that uniquely identifies instances of that record so that it can be retrieved, updated, or sorted.
- key loggers** Spyware that records every keystroke made on a computer.
- knowledge base** Model of human knowledge that is used by expert systems.
- knowledge management** The set of processes developed in an organization to create, gather, store, maintain, and disseminate the firm's knowledge.
- knowledge management systems (KMS)** Systems that support the creation, capture, storage, and dissemination of firm expertise and knowledge.
- knowledge network systems** Online directory for locating corporate experts in well-defined knowledge domains.
- knowledge work systems** Information systems that aid knowledge workers in the creation and integration of new knowledge in the organization.
- knowledge workers** People such as engineers or architects who design products or services and create knowledge for the organization.
- learning management system (LMS)** Tools for the management, delivery, tracking, and assessment of various types of employee learning.
- legacy systems** System that have been in existence for a long time and that continue to be used to avoid the high cost of replacing or redesigning them.
- liability** The existence of laws that permit individuals to recover the damages done to them by other actors, systems, or organizations.
- Linux** Reliable and compactly designed operating system that is an open-source offshoot of UNIX and that can run on many different hardware platforms and is available free or at very low cost.
- local area network (LAN)** A telecommunications network that requires its own dedicated channels and that encompasses a limited distance, usually one building or several buildings in close proximity.
- magnetic disk** A secondary storage medium in which data are stored by means of magnetized spots on a hard or floppy disk.
- magnetic tape** Inexpensive, older secondary-storage medium in which large volumes of information are stored sequentially by means of magnetized and nonmagnetized spots on tape.
- mainframe** Largest category of computer, used for major business processing.
- maintenance** Changes in hardware, software, documentation, or procedures to a production system to correct errors, meet new requirements, or improve processing efficiency.
- malware** Malicious software programs such as computer viruses, worms, and Trojan horses.
- managed security service providers (MSSPs)** Companies that provide security management services for subscribing clients.
- management information systems (MIS)** The study of information systems focusing on their use in business and management.
- manufacturing and production information systems** Systems that deal with the planning, development, and production of products and services and with controlling the flow of production.
- market entry costs** The cost merchants must pay simply to bring their goods to market.
- marketspace** A marketplace extended beyond traditional boundaries and removed from a temporal and geographic location.
- mashups** Composite software applications that depend on high-speed networks, universal communication standards, and open source code and are intended to be greater than the sum of their parts.
- mass customization** The capacity to offer individually tailored products or services on a large scale.
- menu prices** Merchants' costs of changing prices.



- metropolitan area network (MAN)** Network that spans a metropolitan area, usually a city and its major suburbs. Its geographic scope falls between a WAN and a LAN.
- microbrowser** Web browser software with a small file size that can work with low-memory constraints, tiny screens of handheld wireless devices, and low bandwidth of wireless networks.
- micropayment** Payment for a very small sum of money, often less than \$10.
- microprocessor** Very large scale integrated circuit technology that integrates the computer's memory, logic, and control on a single chip.
- microwave** A high-volume, long-distance, point-to-point transmission in which high-frequency radio signals are transmitted through the atmosphere from one terrestrial transmission station to another.
- middle management** People in the middle of the organizational hierarchy who are responsible for carrying out the plans and goals of senior management.
- middleware** Software that connects two disparate applications, allowing them to communicate with each other and to exchange data.
- midrange computers** Middle-size computers that are capable of supporting the computing needs of smaller organizations or of managing networks of other computers.
- minicomputers** Middle-range computers used in systems for universities, factories, or research laboratories.
- MIS audit** Identifies all the controls that govern individual information systems and assesses their effectiveness.
- mobile commerce (m-commerce)** The use of wireless devices, such as cell phones or handheld digital information appliances, to conduct both business-to-consumer and business-to-business e-commerce transactions over the Internet.
- model** An abstract representation that illustrates the components or relationships of a phenomenon.
- modem** A device for translating a computer's digital signals into analog form for transmission over ordinary telephone lines, or for translating analog signals back into digital form for reception by a computer.
- mouse** Handheld input device with point-and-click capabilities that is usually connected to the computer by a cable.
- multicore processor** Integrated circuit to which two or more processors have been attached for enhanced performance, reduced power consumption and more efficient simultaneous processing of multiple tasks.
- multinational** Form of business organization that concentrates financial management and control out of a central home base while decentralizing
- MP3 (MPEG3)** Standard for compressing audio files for transfer over the Internet.
- nanotechnology** Technology that builds structures and processes based on the manipulation of individual atoms and molecules.
- natural languages** Nonprocedural languages that enable users to communicate with the computer using conversational commands resembling human speech.
- net marketplaces** Digital marketplaces based on Internet technology linking many buyers to many sellers.
- network** The linking of two or more computers to share data or resources, such as a printer.
- network address translation (NAT)** Conceals the IP addresses of the organization's internal host computer(s) to prevent sniffer programs outside the firewall from ascertaining them and using that information to penetrate internal systems.
- network economics** Model of strategic systems at the industry level based on the concept of a network where adding another participant entails zero marginal costs but can create much larger marginal gains.
- network interface card (NIC)** Expansion card inserted into a computer to enable it to connect to a network.
- network operating system (NOS)** Special software that routes and manages communications on the network and coordinates network resources.
- networking and telecommunications technology** Physical devices and software that link various pieces of hardware and transfer data from one physical location to another.
- neural networks** Hardware or software that attempts to emulate the processing patterns of the biological brain.
- nonobvious relationship awareness (NORA)** Technology that can find obscure hidden connections between people or other entities by analyzing information from many different sources to correlate relationships.
- normalization** The process of creating small stable data structures from complex groups of data when designing a relational database.
- n-tier client/server architecture** Client/server arrangement which balances the work of the entire network over multiple levels of servers.
- object** Software building block that combines data and the procedures acting on the data.
- object-oriented DBMS** An approach to data management that stores both data and the procedures acting on the data as objects that can be automatically retrieved and shared; the objects can contain multimedia.
- object-oriented development** Approach to systems development that uses the object as the basic unit of systems analysis and design. The system is modeled as a collection of objects and the relationship between them.
- object-relational DBMS** A database management system that combines the capabilities of a relational DBMS for storing traditional information and the capabilities of an object-oriented DBMS for storing graphics and multimedia.
- Office 2007** Microsoft desktop software suite with capabilities for supporting collaborative work on the Web or incorporating information from the Web into documents.
- offshore software outsourcing** Outsourcing systems development work or maintenance of existing systems to external vendors in another country.

- on-demand computing** Firms off-loading peak demand for computing power to remote, large-scale data processing centers, investing just enough to handle average processing loads and paying for only as much additional computing power as they need. Also called utility computing.
- online analytical processing (OLAP)** Capability for manipulating and analyzing large volumes of data from multiple perspectives.
- online processing** A method of collecting and processing data in which transactions are entered directly into the computer system and processed immediately.
- online transaction processing** Transaction processing mode in which transactions entered on-line are immediately processed by the computer.
- open source software** Software that provides free access to its program code, allowing users to modify the program code to make improvements or fix errors.
- operating system** The system software that manages and controls the activities of the computer.
- operational CRM** Customer-facing applications, such as sales force automation, call center and customer service support, and marketing automation.
- operational management** People who monitor the day-to-day activities of the organization.
- opt-in** Model of informed consent permitting prohibiting an organization from collecting any personal information unless the individual specifically takes action to approve information collection and use.
- opt-out** Model of informed consent permitting the collection of personal information until the consumer specifically requests that the data not be collected.
- organizational impact analysis** Study of the way a proposed system will affect organizational structure, attitudes, decision making, and operations.
- output** The distribution of processed information to the people who will use it or to the activities for which it will be used.
- output devices** Device that displays data after they have been processed.
- outsourcing** The practice of contracting computer center operations, telecommunications networks, or applications development to external vendors.
- P3P** Industry standard designed to give users more control over personal information gathered on Web sites they visit. Stands for Platform for Privacy Preferences Project.
- packet filtering** Examines selected fields in the headers of data packets flowing back and forth between the trusted network and the Internet
- packet switching** Technology that breaks messages into small, fixed bundles of data and routes them in the most economical way through any available communications channel.
- parallel processing** Type of processing in which more than one instruction can be processed at a time by breaking down a problem into smaller parts and processing them simultaneously with multiple processors.
- parallel strategy** A safe and conservative conversion approach where both the old system and its potential replacement are run together for a time until everyone is assured that the new one functions correctly.
- partner relationship management (PRM)** Automation of the firm's relationships with its selling partners using customer data and analytical tools to improve coordination and customer sales.
- patches** Small pieces of software that repair flaws in programs without disturbing the proper operation of the software.
- patent** A legal document that grants the owner an exclusive monopoly on the ideas behind an invention for 17 years; designed to ensure that inventors of new machines or methods are rewarded for their labor while making widespread use of their inventions.
- peer-to-peer** Network architecture that gives equal power to all computers on the network; used primarily in small networks.
- people perspective** Consideration of the firm's management, as well as employees as individuals and their interrelationships in workgroups.
- personal computer (PC)** Small desktop or portable computer.
- Personal digital assistants (PDA)** Small, pen-based, handheld computers with built-in wireless telecommunications capable of entirely digital communications transmission.
- personal-area networks (PANs)** Computer networks used for communication among digital devices (including telephones and PDAs) that are close to one person.
- personalization** Ability of merchants to target their marketing messages to specific individuals by adjusting the message to a person's name, interests, and past purchases.
- PERT chart** Graphically depicts project tasks and their interrelationships, showing the specific activities that must be completed before others can start.
- pharming** Phishing technique that redirects users to a bogus Web page, even when the individual types the correct Web page address into his or her browser.
- phased approach** Introduces the new system in stages either by functions or by organizational units.
- phishing** A form of spoofing involving setting up fake Web sites or sending e-mail messages that look like those of legitimate businesses to ask users for confidential personal data.
- pilot study** A strategy to introduce the new system to a limited area of the organization until it is proven to be fully functional; only then can the conversion to the new system across the entire organization take place.
- pivot table** Spreadsheet tool for reorganizing and summarizing two or more dimensions of data in a tabular format.
- podcasting** Method of publishing audio broadcasts via the Internet, allowing subscribing users to download audio files onto their personal computers or portable music players.
- pop-up ads** Ads that open automatically and do not disappear until the user clicks on them.
- portal** Web interface for presenting integrated personalized content from a variety of sources. Also refers to a Web site service that provides an initial point of entry to the Web.
- portfolio analysis** An analysis of the portfolio of potential applications within a firm to determine the risks and benefits, and to select among alternatives for information systems.

- predictive analysis** Use of datamining techniques, historical data, and assumptions about future conditions to predict outcomes of events.
- presentation graphics** Software to create professional-quality graphics presentations that can incorporate charts, sound, animation, photos, and video clips.
- price discrimination** Selling the same goods, or nearly the same goods, to different targeted groups at different prices.
- price transparency** the ease with which consumers can find out the variety of prices in a market.
- primary activities** Activities most directly related to the production and distribution of a firm's products or services.
- primary key** Unique identifier for all the information in any row of a database table.
- privacy** The claim of individuals to be left alone, free from surveillance or interference from other individuals, organizations, or the state.
- private exchange** Another term for a private industrial network.
- private industrial networks** Web-enabled networks linking systems of multiple firms in an industry for the coordination of trans-organizational business processes.
- process specifications** Describe the logic of the processes occurring within the lowest levels of a data flow diagram.
- processing** The conversion, manipulation, and analysis of raw input into a form that is more meaningful to humans.
- procurement** Sourcing goods and materials, negotiating with suppliers, paying for goods, and making delivery arrangements.
- product differentiation** Competitive strategy for creating brand loyalty by developing new and unique products and services that are not easily duplicated by competitors.
- production** The stage after the new system is installed and the conversion is complete; during this time the system is reviewed by users and technical specialists to determine how well it has met its original goals.
- production or service workers** People who actually produce the products or services of the organization.
- profiling** The use of computers to combine data from multiple sources and create electronic dossiers of detailed information on individuals.
- program** Series of instructions for the computer.
- programmers** Highly trained technical specialists who write computer software instructions.
- programming** The process of translating the system specifications prepared during the design stage into program code.
- project** A planned series of related activities for achieving a specific business objective.
- project management** Application of knowledge, skills, tools and techniques to achieve specific targets within specified budget and time constraints.
- protocol** A set of rules and procedures that govern transmission between the components in a network.
- prototyping** The process of building an experimental system quickly and inexpensively for demonstration and evaluation so that users can better determine information requirements.
- public key encryption** Uses two keys one shared (or public) and one private.
- public key infrastructure (PKI)** System for creating public and private keys using a certificate authority (CA) and digital certificates for authentication.
- pull-based model** Supply chain driven by actual customer orders or purchases so that members of the supply chain produce and deliver only what customers have ordered.
- pure-play** Business models based purely on the Internet.
- push-based model** Supply chain driven by production master schedules based on forecasts or best guesses of demand for products, and products are "pushed" to customers.
- quality** Product or service's conformance to specifications and standards.
- query languages** Software tools that provide immediate online answers to requests for information that are not predefined.
- radio frequency identification (RFID)** Technology using tiny tags with embedded microchips containing data about an item and its location to transmit short-distance radio signals to special RFID readers that then pass the data on to a computer for processing.
- Rapid application development (RAD)** Process for developing systems in a very short time period by using prototyping, fourth-generation tools, and close teamwork among users and systems specialists.
- rationalization of procedures** The streamlining of standard operating procedures, eliminating obvious bottlenecks, so that automation makes operating procedures more efficient.
- reach** Measurement of how many people a business can connect with and how many products it can offer those people.
- records** Groups of related fields.
- recovery-oriented computing** Computer systems designed to recover rapidly when mishaps occur.
- referential integrity** Rules to ensure that relationships between coupled database tables remain consistent.
- relational database** A type of logical database model that treats data as if they were stored in two-dimensional tables. It can relate data stored in one table to data in another as long as the two tables share a common data element.
- repetitive stress injury (RSI)** Occupational disease that occurs when muscle groups are forced through repetitive actions with high-impact loads or thousands of repetitions with low-impact loads.
- Request for Proposal (RFP)** A detailed list of questions submitted to vendors of software or other services to determine how well the vendor's product can meet the organization's specific requirements.
- responsibility** Accepting the potential costs, duties, and obligations for the decisions one makes.
- richness** Measurement of the depth and detail of information that a business can supply to the customer as well as information the business collects about the customer.
- ring networks** A network topology in which all computers are linked by a closed loop in a manner that passes data in one direction from one computer to another.

- ringtones** Digitized snippets of music that play on mobile phones when a user receives or places a call.
- risk assessment** Determining the potential frequency of the occurrence of a problem and the potential damage if the problem were to occur. Used to determine the cost/benefit of a control.
- Risk Aversion Principle** Principle that one should take the action that produces the least harm or incurs the least cost.
- router** Specialized communications processor that forwards packets of data from one network to another network.
- RSS** Technology using aggregator software to pull content from Web sites and feed it automatically to subscribers' computers.
- SaaS (Software as a Service)** Services for delivering and providing access to software remotely as a Web-based service.
- safe harbor** Private self-regulating policy and enforcement mechanism that meets the objectives of government regulations but does not involve government regulation or enforcement.
- sales and marketing information systems** Systems that help the firm identify customers for the firm's products or services, develop products and services to meet their needs, promote these products and services, sell the products and services, and provide ongoing customer support.
- Sarbanes-Oxley Act** Law passed in 2002 that imposes responsibility on companies and their management to protect investors by safeguarding the accuracy and integrity of financial information that is used internally and released externally.
- satellites** The transmission of data using orbiting satellites that serve as relay stations for transmitting microwave signals over very long distances.
- scalability** The ability of a computer, product, or system to expand to serve a larger number of users without breaking down.
- scope** Defines what work is or is not included in a project.
- scoring model** A quick method for deciding among alternative systems based on a system of ratings for selected objectives.
- search costs** The time and money spent locating a suitable product and determining the best price for that product.
- search engine marketing** Use of search engines to deliver sponsored links, for which advertisers have paid, in search engine results.
- search engines** Tools for locating specific sites or information on the Internet.
- secondary storage** Relatively long term, nonvolatile storage of data outside the CPU and primary storage.
- Secure Hypertext Transfer Protocol (S-HTTP)** Protocol used for encrypting data flowing over the Internet; limited to individual messages.
- Secure Sockets Layer (SSL)** Enables client and server computers to manage encryption and decryption activities as they communicate with each other during a secure Web session.
- security** Policies, procedures, and technical measures used to prevent unauthorized access, alteration, theft, or physical damage to information systems.
- security policy** Statements ranking information risks, identifying acceptable security goals, and identifying the mechanisms for achieving these goals.
- Semantic web** Collaborative effort led by the World Wide Web Consortium to make Web searching more efficient by reducing the amount of human involvement in searching for and processing web information.
- semistructured decisions** Decisions in which only part of the problem has a clear-cut answer provided by an accepted procedure.
- semistructured knowledge** Information in the form of less structured objects, such as e-mail, chat room exchanges, videos, graphics, brochures, or bulletin boards.
- senior management** People occupying the topmost hierarchy in an organization who are responsible for making long-range decisions.
- sensitivity analysis** Models that ask "what-if" questions repeatedly to determine the impact of changes in one or more factors on the outcomes.
- sensors** Devices that collect data directly from the environment for input into a computer system.
- server** Computer specifically optimized to provide software and other resources to other computers over a network.
- service level agreement (SLA)** Formal contract between customers and their service providers that defines the specific responsibilities of the service provider and the level of service expected by the customer.
- service-oriented architecture (SOA)** Software architecture of a firm built on a collection of software programs that communicate with each other to perform assigned tasks to create a working software application.
- service platform** Integration of multiple applications from multiple business functions or business units to deliver a seamless experience for the customer, employee, manager, or business partner.
- shopping bots** Software with varying levels of built-in intelligence to help electronic commerce shoppers locate and evaluate products or service they might wish to purchase.
- six sigma** A specific measure of quality, representing 3.4 defects per million opportunities; used to designate a set of methodologies and techniques for improving quality and reducing costs.
- smart card** A credit-card-size plastic card that stores digital information and that can be used for electronic payments in place of cash.
- smartphones** Wireless phones with voice, messaging, scheduling, e-mail, and Internet capabilities.
- sniffer** A type of eavesdropping program that monitors information traveling over a network.
- social bookmarking** Capability for users to save their bookmarks to Web pages on a public Web site and tag these bookmarks with keywords to organize documents and share information with others.

- social engineering** Tricking people into revealing their passwords by pretending to be legitimate users or members of a company in need of information.
- social networking** Online community for expanding users' business or social contacts by making connections through their mutual business or personal connections.
- social shopping** Use of Web sites featuring user-created Web pages to share knowledge about items of interest to other shoppers.
- software package** A prewritten, precoded, commercially available set of programs that eliminates the need to write software programs for certain functions.
- spam** Unsolicited commercial e-mail.
- spamming** A form of abuse in which thousands and even hundreds of thousands of unsolicited e-mail and electronic messages are sent out, creating a nuisance for both businesses and individual users.
- spoofing** Misrepresenting one's identity on the Internet or redirecting a Web link to an address different from the intended one, with the site masquerading as the intended destination.
- spreadsheet** Software displaying data in a grid of columns and rows, with the capability of easily recalculating numerical data.
- spyware** Technology that aids in gathering information about a person or organization without their knowledge.
- star network** A network topology in which all computers and other devices are connected to a central host computer. All communications between network devices must pass through the host computer.
- stateful inspection** Provides additional security by determining whether packets are part of an ongoing dialogue between a sender and a receiver.
- Storage area networks (SAN)** High-speed networks dedicated to storage that connects different kinds of storage devices, such as tape libraries and disk arrays so they can be shared by multiple servers.
- stored value payment systems** Systems enabling consumers to make instant on-line payments to merchants and other individuals based on value stored in a digital account.
- strategic information system** Computer system at any level of the organization that changes goals, operations, products, services, or environmental relationships to help the organization gain a competitive advantage.
- strategic transitions** A movement from one level of sociotechnical system to another. Often required when adopting strategic systems that demand changes in the social and technical elements of an organization.
- structure chart** System documentation showing each level of design, the relationship among the levels, and the overall place in the design structure; can document one program, one system, or part of one program.
- structured** Refers to the fact that techniques are carefully drawn up, step by step, with each step building on a previous one.
- structured decisions** Decisions that are repetitive, routine, and have a definite procedure for handling them.
- structured knowledge** Knowledge in the form of structured documents and reports.
- structured knowledge systems** Systems for organizing structured knowledge in a repository where it can be accessed throughout the organization. Also known as content management systems.
- Structured Query Language (SQL)** The standard data manipulation language for relational database management systems.
- supercomputer** Highly sophisticated and powerful computer that can perform very complex computations extremely rapidly.
- supply chain** Network of organizations and business processes for procuring materials, transforming raw materials into intermediate and finished products, and distributing the finished products to customers.
- supply chain execution systems** Systems to manage the flow of products through distribution centers and warehouses to ensure that products are delivered to the right locations in the most efficient manner.
- supply chain management (SCM) systems** Information systems that automate the flow of information between a firm and its suppliers in order to optimize the planning, sourcing, manufacturing, and delivery of products and services.
- supply chain planning systems** Systems that enable a firm to generate demand forecasts for a product and to develop sourcing and manufacturing plans for that product.
- support activities** Activities that make the delivery of a firm's primary activities possible. Consist of the organization's infrastructure, human resources, technology, and procurement.
- switch** Device to connect network components that has more intelligence than a hub and can filter and forward data to a specified destination.
- switching costs** The expense a customer or company incurs in lost time and expenditure of resources when changing from one supplier or system to a competing supplier or system.
- syndicators** Business aggregating content or applications from multiple sources, packaging them for distribution, and reselling them to third-party Web sites.
- system software** Generalized programs that manage the computer's resources, such as the central processor, communications links, and peripheral devices.
- system testing** Tests the functioning of the information system as a whole in order to determine if discrete modules will function together as planned.
- systems analysis** The analysis of a problem that the organization will try to solve with an information system.
- systems analysts** Specialists who translate business problems and requirements into information requirements and systems, acting as liaison between the information systems department and the rest of the organization.
- systems design** Details how a system will meet the information requirements as determined by the systems analysis.
- systems development** The activities that go into producing an information systems solution to an organizational problem or opportunity.

**systems development life cycle (SDLC)** A traditional methodology for developing an information system that partitions the systems development process into formal stages that must be completed sequentially with a very formal division of labor between end users and information systems specialists.

**systems integration** Ensuring that a new infrastructure works with a firm's older, so-called legacy systems and that the new elements of the infrastructure work with one another.

**T lines** High-speed data lines leased from communications providers, such as T-1 lines (with a transmission capacity of 1.544 Mbps).

**tacit knowledge** Expertise and experience of organizational members that has not been formally documented.

**tangible benefits** Benefits that can be quantified and assigned a monetary value; they include lower operational costs and increased cash flows.

**taxonomy** Method of classifying things according to a predetermined system.

**technostress** Stress induced by computer use; symptoms include aggravation, hostility toward humans, impatience, and enervation.

**terabyte** Approximately one trillion bytes.

**test plan** Prepared by the development team in conjunction with the users; it includes all of the preparations for the series of tests to be performed on the system.

**testing** The exhaustive and thorough process that determines whether the system produces the desired results under known conditions.

**token** Physical device, similar to an identification card, that is designed to prove the identity of a single user.

**topology** The way in which the components of a network are connected.

**Total cost of ownership (TCO)** Designates the total cost of owning technology resources, including initial purchase costs, the cost of hardware and software upgrades, maintenance, technical support, and training.

**Total quality management (TQM)** A concept that makes quality control a responsibility to be shared by all people in an organization.

**touch point** Method of firm interaction with a customer, such as telephone, e-mail, customer service desk, conventional mail, or point-of-purchase.

**touch screen** Device that allows users to enter limited amounts of data by touching the surface of a sensitized video display monitor with a finger or a pointer.

**trade secret** Any intellectual work or product used for a business purpose that can be classified as belonging to that business, provided it is not based on information in the public domain.

**transaction costs** The costs of participating in a market.

**transaction processing systems (TPS)** Computerized systems that perform and record the daily routine transactions necessary to conduct the business; they serve the organization's operational level.

### **Transmission Control Protocol/Internet Protocol (TCP/IP)**

Dominant model for achieving connectivity among different networks. Provides a universally agree-on method for breaking up digital messages into packets, routing them to the proper addresses, and then reassembling them into coherent messages.

**transnational** Truly global form of business organization where value-added activities are managed from a global perspective without reference to national borders, optimizing sources of supply and demand and local competitive advantage.

**Trojan horse** A software program that appears legitimate but contains a second hidden function that may cause damage.

**tuples** Rows or records in a relational database.

**twisted wire** A transmission medium consisting of pairs of twisted copper wires; used to transmit analog phone conversations but can be used for data transmission.

**Uniform Resource Locator (URL)** The address of a specific resource on the Internet.

**unit testing** The process of testing each program separately in the system. Sometimes called program testing.

**UNIX** Operating system for all types of computers, which is machine independent and supports multiuser processing, multitasking, and networking. Used in high-end workstations and servers.

**unstructured decisions** Nonroutine decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition; there is no agreed-upon procedure for making such decisions.

**up-selling** Marketing higher-value products or services to new or existing customers.

**user interface** The part of the information system through which the end user interacts with the system; type of hardware and the series of on-screen commands and responses required for a user to work with the system.

**user-designer communications gap** The difference in backgrounds, interests, and priorities that impede communication and problem solving among end users and information systems specialists.

**Utilitarian Principle** Principle that assumes one can put values in rank order and understand the consequences of various courses of action.

**utility computing** Model of computing in which companies pay only for the information technology resources they actually use during a specified time period. Also called on-demand computing or usage-based pricing.

**value chain model** Model that highlights the primary or support activities that add a margin of value to a firm's products or services where information systems can best be applied to achieve a competitive advantage.

**value web** Customer-driven network of independent firms who use information technology to coordinate their value chains to collectively produce a product or service for a market.

- virtual company** Uses networks to link people, assets, and ideas, enabling it to ally with other companies to create and distribute products and services without being limited by traditional organizational boundaries or physical locations.
- Virtual private network (VPN)** A secure connection between two points across the Internet to transmit corporate data. Provides a low-cost alternative to a private network.
- Virtual Reality Modeling Language (VRML)** A set of specifications for interactive three-dimensional modeling on the World Wide Web.
- virtual reality systems** Interactive graphics software and hardware that create computer-generated simulations that provide sensations that emulate real-world activities.
- virtualization** Presenting a set of computing resources so that they can all be accessed in ways that are not restricted by physical configuration or geographic location.
- visual programming language** Allows users to manipulate graphic or iconic elements to create programs.
- Voice over IP (VoIP)** Facilities for managing the delivery of voice information using the Internet Protocol (IP).
- voice portals** Capability for accepting voice commands for accessing Web content, e-mail, and other electronic applications from a cell phone or standard telephone and for translating responses to user requests for information back into speech for the customer.
- war driving** An eavesdropping technique in which eavesdroppers drive by buildings or park outside and try to intercept wireless network traffic.
- Web 2.0** Second-generation, interactive Internet-based services that enable people to collaborate, share information, and create new services online, including mashups, blogs, RSS, and wikis.
- Web browsers** Easy-to-use software tool for accessing the World Wide Web and the Internet.
- Web bugs** Tiny graphic files embedded in e-mail messages and Web pages that are designed to monitor online Internet user behavior.
- Web hosting service** Company with large Web server computers to maintain the Web sites of fee-paying subscribers.
- Web server** Software that manages requests for Web pages on the computer where they are stored and that delivers the page to the user's computer.
- Web services** Set of universal standards using Internet technology for integrating different applications from different sources without time-consuming custom coding. Used for linking systems of different organizations or for linking disparate systems within the same organization.
- Web site** All of the World Wide Web pages maintained by an organization or an individual.
- Webmaster** The person in charge of an organization's Web site.
- Wide area networks (WANs)** Telecommunications networks that span a large geographical distance. May consist of a variety of cable, satellite, and microwave technologies.
- widget** Small software program that can be added to a Web page or placed on the desktop to provide additional functionality.
- Wi-Fi** Standards for Wireless Fidelity and refers to the 802.11 family of wireless networking standards.
- wiki** Collaborative Web site where visitors can add, delete, or modify content on the site, including the work of previous authors.
- WiMax** Popular term for IEEE Standard 802.16 for wireless networking over a range of up to 31 miles with a data transfer rate of up to 75 Mbps. Stands for Worldwide Interoperability for Microwave Access.
- Windows Server 2003** Most recent Windows operating system for servers.
- Windows Vista** Microsoft Windows operating system featuring improved security; diagnostics; parental controls; usability; desktop searching, synchronization with mobile devices, cameras, and Internet services; and better support for video and TV.
- Windows XP** Powerful Windows operating system that provides reliability, robustness, and ease of use for both corporate and home PC users.
- wireless portals** Portals with content and services optimized for mobile devices to steer users to the information they are most likely to need.
- wireless sensor networks (WSNs)** Networks of interconnected wireless devices with built-in processing, storage, and radio frequency sensors and antennas that are embedded into the physical environment to provide measurements of many points over large spaces.
- Word processing software** Software for electronically creating, editing, formatting, and printing documents.
- workflow management** The process of streamlining business procedures so that documents can be moved easily and efficiently from one location to another.
- workstation** Desktop computer with powerful graphics and mathematical capabilities and the ability to perform several complicated tasks at once.
- World Wide Web** A system with universally accepted standards for storing, retrieving, formatting, and displaying information in a networked environment.
- worms** Independent software programs that propagate themselves to disrupt the operation of computer networks or destroy data and other programs.

