



- **Copyright:** The exclusive legal right to reproduce, publish, and sell the matter and form of a work. The owner of a copyright can exclude another party from:
  - Reproducing distributing, performing, and displaying the work
  - Preparing derivative works
  - Using the work for a specific period of time.

A copyrighted work can be literary, musical, dramatic, pantomime, choreographic, pictorial, graphic, sculptural, audiovisual, or architectural. The category can also include motion pictures, sound recording, mask works fixed in semiconductor chip products, or computer programs. Facts, ideas, procedures, processes, systems, methods of operation, concepts, principles, or discoveries cannot themselves be copyrighted.

The copyrighted work must be original. An original work that closely resembles other works can be copyrighted so long as the similarity between the two works is not the result of copying.

- **CRM:** Customer Relationship Management. The methodology and/or software that controls all aspects of a company's interaction with its customers including sales and service.
- **Custom Software Development:** The act of writing code for unique software applications. Custom software is not meant for sale or distribution to the general public.

## D

- **Database Administration:** The development, configuration, maintenance of databases (i.e. SQL, Oracle).
- **Data Center:** A centralized location for network operations and networking equipment (i.e. servers, routers, etc...)
- **Data Warehouse:** A centralized environment store to multiple databases.
- **Data Warehouse Consultant:** One who provides strategic, implementation and/or configuration strategies for data warehouse solutions.

## E

- **E-commerce:** Stands for electronic commerce. The act or process of conducting business through the Web.
- **Electronic Data Processing:** The computerized handling of information. Usually refers to the processing of large amounts of information (data) via mainframe computers.
- **ERP:** Enterprise Resource Planning: A system (software) that integrates and automates all facets of a business including planning, manufacturing, sales and marketing.

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## F

- **Firmware:** Software (programming instructions) used in hardware memory (Example: printers have firmware installed in order to function with a computer).

## G

- **GPS:** Global Positioning System. A navigational and/or mapping system used for identifying locations for functions such as driving directions and emergency response.
- **Graphic Design:** Deals with the process of creating layout, pictures, artwork. Graphic design is often used in the process of creating a Web site.

## H

- **Hardware:** The physical components of a computer or network. Refers to tangible objects, such as disks, disk drives, display screens, keyboards, printers, boards, and chips.
- **Hardware Manufacturing:** The building of computer hardware to distribute and sell.
- **Hardware Maintenance:** Pertains to upgrades and/or repair to technical equipment.
- **Help Desk:** A centralized or decentralized technical support system, staffed by computer support personnel or a help desk analyst, to aid computer users. See also **Call Center**.
- **Help Desk Analyst:** One who offers technical support to the end user of a computer or network.

## I

- **Integration:** The process of making separate software and hardware systems and devices interoperate with each other.
- **Intellectual Property:** A broad category of assets (such as ideas, inventions, or processes) that are legally recognized as proprietary to an organization. In the computer field, hardware circuits, software, and text can be copyrighted. Depending on the situation, the algorithms used within hardware circuits and software may also be patented, and most brand names can be trademarked. However, IP covers more than just copyrights, trademarks, and patents; for example, customer databases, mailing lists, trade secrets, and other business information are also included.

## L

- **Local Area Network (LAN)** – Networked computers that are in the same location. See also **Network** and **Wide Area Network**.

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## M

- **Mainframe:** A high level computer capable of supporting hundreds of users running a variety of different programs simultaneously. It is accessed by users connecting by using individual terminals.
- **Malicious Code:** Any computer programming instructions designed to interfere with the normal programming and or information processing functions of any computer or electronic data processing system or network.
- **Management Software Consultants:** Those who deal with planning and/or implementation of software that links a company's operations (HR, Marketing, Payroll, etc). Examples of management software applications: SAP and Peoplesoft. See also **CRM** and **ERP**.
- **Manufacturing (hardware/software):** The development, designing, creating and/or producing hardware or software for distribution. (See also **Prepackaged Software Development**).
- **Messaging:** Applications and systems utilized for e-mail functions.
- **Microsoft Certified Systems Engineer (MCSE):** One who is certified by Microsoft to maintain Microsoft operating systems and/or applications.

## N:

- **Network:** Two or more computers linked together (also see: **Wide Area Network** and **Local Area Network**)
- **Network Administrator:** An individual responsible for maintaining a network including servers, backups and system operations.
- **Network Architect:** One who designs a network.
- **Network Engineer:** One who works with, maintains, or configures network equipment (servers, routers, firewalls) May also be called: MCSE, Cisco Engineer, LAN Administrator.
- **Network Security:** Pertains to the act of implementing or configuring equipment and/or software to secure a computer network to limit vulnerabilities and prevent unauthorized access.

## O:

- **Operating System:** Software that manages computer/server hardware resources and software.
- **Oracle Developer:** One who maintains, configures, and/or design systems with Oracle databases.

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## P

- **Patent:** A writing securing to an inventor for a term of years the exclusive right to make, use, or sell an invention
- **Packaged Software:** “Off the shelf” software that is packaged by a third party. (i.e. Microsoft Word, Quicken, WordPerfect)
- **Personal Injury:** the publication or utterance of a libel or slander or other defamatory or disparaging material, or a publication or an utterance in violation of an individual’s right of privacy.
- **Prepackaged Software Development:** The creation/development of software specifically for distribution in the marketplace. See also **Custom Software Development**.
- **Programming:** The act of writing code for existing applications, works in progress or new applications per client’s specifications.
- **Project Management Professional (PMP):** Certified as a Project Manager by the Project Management Institute. Responsible for initiation, planning, documentation, implementation and completion of technical projects.

## Q

- **Quality Assurance:** Reviewing and testing controls for an application or network to ensure product quality targets/goals are achieved.

## R

- **Records Management/Retrieval:** The organization, management, storage, and/or use of data/information/documents.
- **Reselling:** Selling third party hardware or software. See also **Value Added Reseller (VAR)**.
- **Router:** A hardware device that forwards data packets along networks. A router is connected to at least two networks.

## S

- **Software:** Programs written to perform a specific function (i.e. word processing, spreadsheets). Software can be prepackaged for distribution or custom developed.
- **Support Services:** Those services that provide maintenance, troubleshooting, and problem resolution for computer users regarding computers, networks, software, and hardware.
- **System Administrator:** An individual responsible for maintaining a multi-user computer system, including a local-area network (LAN).

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## I

- **Technical Project Management:** Outsourced technical management to direct specific projects with a definite goal and end date. See also **Project Management Professional (PMP)**.
- **Technical Training/Education:** Information technology courses/seminars to teach about technical areas such as software, hardware, security, etc.
- **Technical Staffing Services:** A consulting company that provides the technical services of employees (such as network support, software development, web design) to others for a fee.
- **Third Party:** Refers to a contract with or purchase of services/products from another source
- **Trademark:** A distinguishing characteristic that indicates origin or ownership and is legally reserved for the exclusive use of the owner as maker or seller.

## U

- **Unauthorized Access:** Entry into a computer system without proper authorization.

## V

- **Value Added Reseller (VAR):** Seller of third party hardware or software with an agreement and/or authorization from the manufacturing vendor.

## W

- **Web Development/Design:** Design, layout and development of a web site.
- **Web Hosting** – Housing of applications on servers. Hosting can be on own servers or third party servers.
- **Wide Area Network (WAN):** Two or more local area networks in different geographical locations that are connected by data connections. See also **Network** and **Local Area Network**.
- **Wi-Fi:** Stands for wireless fidelity. A type of network that uses radio frequencies (not cables) to transmit data.

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*Some definitions adapted from those found in Merriam-Webster's Collegiate Dictionary.*