**Appendix B. Definition of Terms**

**Automate -** To make a process operate automatically, typically using computers or machines to perform tasks without human intervention.

**Clean -** Free from dirt, marks, or unwanted matter; morally uncontaminated; free from imperfections.

**Complaints -** Expressions of dissatisfaction or grievance.

**Computer -** A machine that can be programmed to carry out sequences of arithmetic or logical operations automatically.

**Crowded -** Filled with too many people or things, leaving little or no space for movement; densely populated.

**Database -** A structured set of data held in a computer, especially one that is accessible in various ways.

**Duplicate -** Exactly like something else, especially through having been copied.

**Effectively -** In a way that produces the intended or desired result.

**Enthusiast -** A person who is highly interested in a particular activity or subject.

**Environment -** The surroundings or conditions in which a person, animal, or plant lives or operates.

**Equipment -** The necessary items for a particular purpose or activity.

**Error -** A mistake, inaccuracy, or deviation from the correct course or standard.

**Expensive -** Costing a lot of money; high-priced.

**Fear -** An unpleasant emotion caused by the belief that someone or something is dangerous, likely to cause pain, or a threat.

**IDE -** Integrated Development Environment; a software application that provides comprehensive facilities to programmers for software development.

**Improper -** Not in accordance with accepted standards, especially of morality or honesty.

**Inappropriate -** Not suitable or proper in the circumstances.

**Inefficient -** Not achieving maximum productivity; wasting time or resources.

**Insufficient -** Not enough or adequate.

**Irresponsible -** Showing a lack of responsibility for one's actions.

**Maintain -** To keep in good condition; to preserve.

**Mismatched -** Not matching or corresponding.

**Missing -** Not present or included when expected or supposed to be.

**Misplaced -** Put or left in the wrong place.

**Module -** A self-contained component of a system, often interchangeable with other similar components.

**Model -** A representation or simulation of a system or process used to analyze, understand, or predict its behavior.

**Nuget -** A package manager for the Microsoft development platform including .NET.

**Price -** The amount of money expected, required, or given in payment for something.

**Roster -** A list or plan showing turns of duty or leave for individuals or groups in an organization.

**Programming Language -** A formal language comprising a set of instructions that produce various kinds of output when executed by a computer.

**Staff -** The employees of a business or organization.

**Time -** The indefinite continued progress of existence and events in the past, present, and future, regarded as a whole.

**Transform -** To make a thorough or dramatic change in the form, appearance, or character of.

**Unprofessional -** Not exhibiting the level of professionalism expected in a particular job or situation.

**Utilized -** Made practical or effective use of.

**Web-based -** Pertaining to software or services that are available on the internet via a web browser.

**Workflow -** The sequence of industrial, administrative, or other processes through which a piece of work passes from initiation to completion.