



Tech Terms Glossary

This document covers some tech terms and their definitions, but technology and the tech industry is constantly evolving. If you come across a term which is not covered. You should refer to techterms.com or search for the term via a search engine, like google.

A	
Anti-Virus	A software you install on your computer that detects viruses on your computer and removes them. Not all anti-virus software is created equal, so it's best to research your options before you commit to one.
Access Control List (ACL)	Applies rules to ports or IP addresses to work out if packets can flow through them. This is used as a security system to "white list" users and ignore unapproved devices.
Access Points	Enables multiple devices and wired networks to connect to an internet signal in areas that are far away from a router. Access points are used in businesses or very large homes
Air Cooling	A system that uses below cool or cold air to regulate the temperature of networking equipment, which can often overheat.
Apache	A free, cross-platform software which runs on servers. Apache helps manage and deliver requests made to servers.
API	"Application programming interface." A computer programming term meaning a series of rules. APIs allow an application to extract information from a service and use that information in their own application, or sometimes for data analysis. It's kind of like a phone for applications to have conversations -- an API literally "calls" one application and gets information to bring to you to use in your software. APIs facilitate the data needed to provide solutions to customer problems.
Alt Text	"Alternative text," or "alt text." The text associated with an image. It's usually the file name of that image, but alt text can be customized
B	
Bandwidth	The amount of data which can be transmitted from one point to another over a period of time. Most internet connections or web servers tend to have a certain amount of bandwidth. The more devices connected to the internet that are demanding data the slower the internet will be.
Bandwidth hog	A term for a user or device that uses more bandwidth than all users and devices on the network.
Betamax	A term for when a much better product loses out to an inferior or poorly made product. This refers to the battle between Betamax and VHS.
Big Mother	Refers to the use of technology that parents use to monitor their children, such as trackers and internet monitors. The term is a pun on Big Brother from the book 1984.
Browser Cache	The appliance or instrument through which a browser saves the data needed to see a website, like images and HTML. When you revisit a web page, it'll take less time to load than the first time you visited it because a cached version of the page was already saved the first time you were there.
Byte	One unit of data, which contains eight binary bits.
Bloatware	Software that takes up an unnecessary amount of memory or RAM, usually down to useless features. Many new computers are filled up with bloatware which often asks you to purchase a full version of the application.

Blue Screen of Death (BSOD)	An error screen appearing on Window's computers which often occurs after a crash.
Browser	A browser enables you to access all the information there is online. Examples are Microsoft Edge, Google Chrome, Mozilla Firefox.
C	
Cat5 and Cat5e	a type of Ethernet cable that can transmit 10/100 Mbps Ethernet over distances of up to 100 meters. The "e" in Cat5e stands for enhanced, which means it adheres to stricter standards.
Cat6	a type of Ethernet cable which can transmit 10 Gbps and frequencies of up to 250 MHz. This is a considerable improvement on Cat5 cables
CDN	"Content delivery network" or "content distribution network." A system of servers on the internet that provides content rapidly to multiple users by duplicating the content on multiple servers and directing the content to users based on proximity. CDNs enable better performance and availability
Cloud	A way of storing and accessing data over the internet instead of on a local network.
Cookies/Tracking Cookies	A small file that a web server automatically sends to your personal computer when you browse certain websites. The identifying information they contain includes login credentials (including usernames and passwords), shopping cart information, and preferences. They're stored as text files on your hard drive so servers can access them when you return to websites you've visited before.
Content curation	Content curation is the process social media sites use to gather and present content (articles, links, videos, images, etc.) that are relevant to a specific topic or a user's area of interest.
CMS	A CMS, or content management system, is a platform that allows less-techy people to build websites and content from professionally designed templates.
CSS	"Cascading style sheets." A language that manages the design and presentation of web pages: color, look, feel, and so on.
D	
Daisy-chaining	Connecting several devices together in a line or a ring, similar to how daisies can be connected into a chain.
Data Breach	A breach of security in which personal data is stolen from a computer network.
Data Centre	A dedicated space used to house computer systems, servers and telecommunications systems.
Database (Db)	A space for storing information.
Distributed Denial of Service (DDoS)	Flooding a computer network with data with the intention of stopping it from working.
Digital native	Someone who interacted with technology since they were a child.
Disaster Recovery	A way to recover and restore data after a network fails or security has been breached.
Domain Name Service (DNS)	Translates IP addresses into easier-to-remember domain names.
Downtime	The time when a computer, website or network is entirely out of action.

Disaster Recovery Plan	A plan that helps an organization prepare in the event that its website goes down or something happens to the webmaster. These disasters could be hard drive failure, hackers, and so on.
E	
Early adopter	A person who jumps onto a technological trend soon after release. For example, the customers who bought the first iPhone at release or the first users of a social media channel.
Edge computing	Allows data to be processed closer to where it is created instead of sending it across long routes to data centres or clouds.
Encryption	The process of changing information or data into code which prevents outside sources from accessing the data.
Ethernet cables	A cable which transmits data between network devices to create a Local Area Network (LAN). They are also used to connect devices to internet connections.
Embedding	Embedding is the process of putting third party content on a web page
F	
Firewalls	a security system which monitors and controls all network traffic. There are hardware and software firewalls.
File sharing	A way to easily allow multiple users to access files, usually through a server and computer network.
G	
Gigabyte	Equal to 1,000,000,000 bytes.
H	
High-Definition Multimedia Interface (HDMI)	These cables are designed for transmitting large video files to and from devices. These are commonly used when connecting TVs and monitors to computers.
Hotspot	A location where users can gain internet signal, usually from a router. Many smartphones offer hotspots too.
Hosting Servers	The web servers where website files are housed, served, and maintained.
HTML	"Hyper-text markup language." The language used to direct the architecture of a website, landing pages, and emails. HTML lays out the structure of a website, from the title and first header, to a bulleted list, to a footer.
I	
IP Address	A unique address that identifies a device or server on the internet.
Internet Protocol (IP) Camera	A digital camera which transmits and receives data over the internet. These range from small webcams to industrial-scale surveillance.
Interface/GUI	GUI stands for "graphical user interface," known also as simply "interface." An interface is the part of a piece of software that the end user actually sees and interacts with.
ISP	"Internet service provider." An organization (commercial, community-owned, nonprofit, or otherwise privately owned) that provides internet services.
J	

Javascript	A computer programming language used to create interactive effects within web browsers.
K	
Kilobyte	equal to 1,024 Bytes
M	
Malware	Software which damages a computer or gains access to the network system
Megabyte	equal to 1,048,576 bytes
Modem	A modem takes data from the ISP through the cable into your home (usually a phone line or fibre optic cable). The modem then converts it into a digital signal and sends it to the router.
Machine Learning	Machine Learning is an artificial intelligence technique where algorithms are trained to recognize patterns and respond to them by performing tasks. For example, a customer service bot for a travel site might be trained to send you deals related to Bermuda if it recognizes the words, "beach vacation" or "Bermuda."
N	
Network	A group of computers connected to each other so they can share data, devices or other resources.
Network Attached Storage (NAS)	A device which connects to a computer network that allows users to store data. This NAS can be accessed by those connected to it, almost like cloud storage.
Network security	A methodology which helps protect your network from viruses, hackers and other issues. This includes passwords, firewalls and more.
NFC	NFC is technology that lets mobile devices communicate using radio waves when they're very close to each other (about four inches or less) and is used for services like sharing files, pairing accessories, or wireless payments.
P	
Patch Cable	A cable which is used to connect one device to another to create a network.
Phishing	Using a false website or email to persuade someone to hand over personal data, usually bank numbers.
Power over Ethernet (PoE)	Technology that allows electrical power along an Ethernet cable. PoE can be used to power cameras, phones, computers and other devices.
PoE switch	A network switch with PoE technology built-in.
Power Distribution Unit (PDU)	Device with multiple outputs designed to distribute electric power to computers and networking equipment in a data centre or server room.
Power Injector	Allows a network admin to add a power supply to an ethernet cable.
Pixel	The basic unit of a digital image, representing a single color or level of brightness.
R	
Random Access Memory (RAM)	A type of computer memory which stores data and machine code that is being used at that moment.
RJ45	Stands for "registered jack 45". This is a type of connector used on ethernet cables.

Router	A device which sends data from the internet connection to a device. This can either be wired with Ethernet cables or over a wireless signal.
RSS Feed	"Rich site summary feed." A web feed that publishes frequently updated information like blog posts and news stories. They let publishers syndicate data automatically, which is why they're sometimes known as "really simple syndication." When you subscribe to a website's RSS, you no longer need to check their website for new content -- instead, your browser will automatically monitor the site and give you timely updates.
S	
Switch	Acts as a controller to enable devices to connect and "talk" to each other. Switches can be used to expand networks, connecting computers, security cameras, phones, printers and more.
Smart Home	A home equipped with electronic devices that can be controlled from a smartphone, smart speaker or computer. Sometimes, these devices can be controlled from outside of the property. For Example, turning the heating up while on the journey home from a holiday, or asking Alexa to turn on the lights.
Session	A session is a dialogue, conversation, or meeting between two or more communicating devices, or between a computer and a user (like a login session). It typically involves saving information about the session history in order to be able to communicate.
SEO	SEO or search engine optimization is a strategy that optimizes a site and content so it can easily be found and promoted on online search engines.
Site Map	Site maps show a hierarchical view of a website's pages and content. It helps website designers figure out what content is needed on a website before they begin designing it. Site maps can also be web pages that offer links to all of the pages on a website.
Software	Software is a program or set of instructions that tells a computer, phone, or tablet what to do. Software includes individual applications (web browsers, word processors) as well as system software like operating systems (Microsoft Windows), drivers (software that allows operating systems to communicate with hardware like printers), and utilities (tools like anti-virus programs or hard drive defragmenters).
T	
Total Cost Of Ownership (TCO)	The complete cost of buying and maintaining your computer network. This includes the products, licences, staff and other costs relating directly to the network.
U	
Uninterruptable Power Supply (UPS)	A device that provides a temporary emergency power supply should the main power fail. This is useful to avoid devices shutting down in the event of a power cut.
Unmanaged Switches	Enable ethernet devices such as computers and printers to communicate with each other. Unmanaged switches come with a fixed configuration, unlike smart or managed switches.
UI	"User interface." A type of interface that allows users to control a software application or hardware device. A good user interface

	provides a user-friendly experience by allowing the user to interact with the software or hardware in an intuitive way.
UTM	A UTM is a code that shows up in a tracking URL that allows a website to track views from a specific source, such as a social post or promotional email.
URL	"Uniform resource locator." Also known as a web address, a URL is a specific character string that refers to a resource. It's displayed on the top of a web browser inside an "address" bar.
UX	The overall "user experience" a customer has with a particular business, from their discovery and awareness of the brand all the way through their interaction, purchase, use, and even advocacy of that brand. To deliver an excellent customer experience, you have to think like a customer, or better, think about <i>being</i> the customer.
V	
Virus	A small piece of computer code that can spread through a computer system. Usually, this causes damage to the system, steals data or destroy valuable files.
Virtual Private Network (VPN)	A network that connects remote users or regional office to a company's network
Voice over Internet Protocol (VoIP)	A system which allows voice communications to be transferred over internet networks.
Volt-ampere (VA)	A measurement of electrical power in a direct current circuit.
W	
Wi-Fi	Technology that allows devices to connect to the internet without the need for a wired connection.
Wireless Range Extender	Increases the range of a wi-fi signal to reach areas which the router doesn't reach. Range extenders are typically used in small offices or homes.
Web apps	Web apps are websites that look and feel like an app (as opposed to a series of linked pages). Facebook, Pandora, and Google Docs are all examples of web apps.