

# IT Glossary

## **WHY USE THIS TOOL:**

Enterprise IT projects can become acronym-city! If you're new to this tech world, misunderstandings can occur quickly ... and communications can get frustrating fast! Use this tool to help yourself, your team and your employees understand this new world.

## **HOW TO USE THIS TOOL:**

Review the following terms and definitions to ensure you & your team are using the same language. Add your own project terms and definitions as they arise in the blank spaces provided. Finally, consider including some of this content in your Leader, Change Agent and Employee Guide if applicable or appropriate!

## **INFO SOURCE & ADDITIONAL GLOSSARY TERMS:**

TechTarget is one of the leading resources for the most up-to-date IT terms and definitions. We've curated some of the most popular IT terms from their vast library. If, however, a term you're looking for is not in this tool, please visit: [what-is.techtarget.com/glossaries](https://what-is.techtarget.com/glossaries).

# IT Glossary: A

<b>Acceptance Testing</b>	In agile development, an acceptance test confirms that an story is complete by matching a user action scenario with a desired outcome.
<b>Accessibility Testing</b>	Accessibility testing is a type of systems testing designed to determine whether individuals with disabilities will be able to use the system in question, which could be software, hardware, or some other type of system. Disabilities encompass a wide range of physical problems, including learning disabilities as well as difficulties with sight, hearing and movement.
<b>Agile</b>	An umbrella term used for a group of related approaches to software development based on iterative and incremental development. Scrum is an agile approach to development.
<b>Amazon Web Services (AWS)</b>	Amazon Web Services (AWS) is a comprehensive, evolving cloud computing platform provided by Amazon.com.
<b>Application Portfolio Management (APM)</b>	Application portfolio management (APM) is a framework for managing enterprise IT software applications and software-based services. APM provides managers with an inventory of the company's software applications and metrics to illustrate the business benefits of each application.
<b>Application Program Interface (API)</b>	An application program interface (API) is code that allows two software programs to communicate with each other.
<b>Audit Log</b>	An audit log is a document that records an event in an information (IT) technology system.
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# IT Glossary: B

<b>Big Bang Adoption</b>	Big bang adoption is a hardware or software migration method that involves getting rid of the existing system and transferring all users to the new system simultaneously.
<b>Big Data</b>	Big data is an evolving term that describes any voluminous amount of structured, semi-structured and unstructured data that has the potential to be mined for information.
<b>Blockchain</b>	A type of distributed ledger for maintaining a permanent and tamper-proof record of transactional data. A blockchain functions as a decentralized database that is managed by computers belonging to a peer-to-peer network.
<b>Bring Your Own Device (BYOD)</b>	BYOD (bring your own device) is the increasing trend toward employee-owned devices within a business. Smartphones are the most common example but employees also take their own tablets, laptops and USB drives into the workplace.
<b>Business Intelligence (BI)</b>	Business intelligence (BI) is a technology-driven process for analyzing data and presenting actionable information to help corporate executives, business managers and other end users make more informed business decisions. BI encompasses a variety of tools, applications and methodologies that enable organizations to collect data from internal systems and external sources, prepare it for analysis, develop and run queries against the data, and create reports, dashboards and data visualizations to make the analytical results available to corporate decision makers as well as operational workers.
<b>Business Process Improvement (BPI)</b>	Business process improvement (BPI) is a strategic planning methodology aimed at identifying the operations or employee skills that could be improved to encourage smoother procedures, more efficient workflow and overall business growth. This process can also be referred to as <i>functional process improvement</i> .
<b>Business Process Management (BPM)</b>	Business process management (BPM) is a systematic approach to making an organization's workflow more effective, more efficient and more capable of adapting to an ever-changing environment.
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# IT Glossary: C

<b>Customer Experience Management (CEM)</b>	Customer experience management (CEM) is the collection of processes a company uses to track, oversee and organize every interaction between a customer and the organization throughout the customer lifecycle.
<b>Center of Excellence (CoE)</b>	A center of excellence (CoE), also known as a competency center or a capability center, is a corporate group or team that leads other employees and the organization as a whole in some particular area of focus such as a technology, skill or discipline.
<b>Cloud Computing</b>	Cloud computing is a general term for the delivery of hosted services over the Internet.
<b>Content Management System (CMS)</b>	A content management system (CMS) is a system used to manage the content of a Web site. Typically, a CMS consists of two elements: the content management application (CMA) and the content delivery application (CDA).
<b>Communications Over Internet Protocol (CoIP)</b>	CoIP (communications over Internet Protocol) is a set of standards defining the transmission of multimedia over the Internet. CoIP can be considered an expansion of VoIP (voice over Internet Protocol) to include text, images, video and other forms of digital data as well as voice information.
<b>Computer-Based Training (CBT)</b>	Computer-based training (CBT) is any course of instruction whose primary means of delivery is a computer. A CBT course (sometimes called courseware) may be delivered via a software product installed on a single computer, through a corporate or educational intranet, or over the Internet as Web-based training.
<b>Customer Relationship Management (CRM)</b>	Customer relationship management (CRM) is a term that refers to practices, strategies and technologies that companies use to manage and analyze customer interactions and data throughout the customer lifecycle, with the goal of improving business relationships with customers, assisting in customer retention and driving sales growth.
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# IT Glossary: D

<b>Daily Stand-Up Meeting</b>	A daily stand-up meeting is a short organizational meeting that is held each day. The meeting, generally limited to between five and fifteen minutes long, is sometimes referred to as a stand-up, a morning roll-call or a daily scrum.
<b>Data Cleansing / Data Scrubbing</b>	Data scrubbing, also called data cleansing, is the process of amending or removing data in a database that is incorrect, incomplete, improperly formatted, or duplicated.
<b>Data Lifecycle Management (DLM)</b>	Data life cycle management (DLM) is a policy-based approach to managing the flow of an information system's data throughout its life cycle: from creation and initial storage to the time when it becomes obsolete and is deleted.
<b>Dirty Data</b>	Dirty data is a database record that contains errors. Dirty data can be caused by a number of factors including duplicate records, incomplete or outdated data, and the improper parsing of record fields from disparate systems.
<b>Disaster Recovery Plan (DRP)</b>	A disaster recovery plan (DRP) - sometimes referred to as a business continuity plan (BCP) or business process contingency plan (BPCP) - describes how an organization is to deal with potential disasters.
<b>Dynamic HTML</b>	Dynamic HTML is a collective term for a combination of Hypertext Markup Language (HTML) tags and options that can make Web pages more animated and interactive than previous versions of HTML.
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# IT Glossary: E

<b>Electronic Document Management (EDM)</b>	EDM (Electronic Document Management) is the management of different kinds of documents in an enterprise using computer programs and storage.
<b>Employee Self-Service (ESS)</b>	Employee self-service (ESS) is an increasingly prevalent trend in human resources management that allows an employee to handle many job-related tasks (such as applications for reimbursement, updates to personal information, and access to company information) that otherwise would have fallen to management or administrative staff.
<b>End-User</b>	In information technology, the term <i>end user</i> is used to distinguish the person for whom a hardware or software product is designed from the developers, installers, and servicers of the product. The "end" part of the term probably derives from the fact that most information technologies involve a chain of interconnected product components at the end of which is the "user." Often the word "user" suffices.
<b>Enterprise Asset Management (EAM)</b>	Enterprise asset management (EAM) is a broad term vendors use to describe software that provides managers with a way to view company-owned assets holistically.
<b>Enterprise Content Management (ECM)</b>	Enterprise content management (ECM) is a set of defined processes that allow a corporation, agency or organization to obtain, organize, store and deliver information crucial to its operation in the most effective manner possible.
<b>Enterprise IT</b>	Enterprise IT, also known as enterprise-class IT, is hardware and software designed to meet the demands of a large organization. In comparison to consumers and small companies, an enterprise has greater requirements for availability, compatibility, reliability, scalability, performance and security, among other things.
<b>Enterprise Resource Planning (ERP)</b>	Enterprise resource planning (ERP) is an industry term for the broad set of activities that helps an organization manage its business.
<b>Executive Sponsor</b>	An executive sponsor is a C-level administrator who has a vested interest in seeing a project to completion.
<b>Extreme Programming (XP)</b>	Extreme Programming (XP) is a pragmatic approach to program development that emphasizes business results first and takes an incremental, get-something-started approach to building the product, using continual testing and revision.

# IT Glossary: F

<b>Field Service Management (FSM)</b>	Field service management (FSM) refers to a hosted or cloud-based system that combines with hardware and internet service to support companies in locating vehicles, managing worker activity, schedule and dispatch work, ensure driver safety, and ideally integrate with inventory, billing, accounting and other back-office systems. FSM most commonly refers to companies who need to manage installs, service or repairs of systems or equipment.
<b>File Transfer Protocol (FTP)</b>	File Transfer Protocol (FTP) is a standard Internet protocol for transmitting files between computers on the Internet. Using FTP, a client can upload, download, delete, rename, move and copy files on a server.
<b>Financial Data Management (FDM)</b>	Financial data management (FDM) is a process and policy, usually assisted by specialized software, that allows an enterprise or institution to consolidate its financial information, maintain compliance with accounting rules and laws, and produce detailed financial reports.
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# IT Glossary: G

<b>Gamification</b>	Gamification primarily refers to a process of making systems, services and activities more enjoyable and motivating. Gamification commonly employs game design elements which are used in so called non-game contexts in attempts to improve user engagement, organizational productivity, flow learning, employee recruitment and evaluation, ease of use and usefulness of systems, among others.
<b>Gantt Chart</b>	A Gantt chart is a horizontal bar chart developed as a production control tool in 1917 by Henry L. Gantt, an American engineer and social scientist. Frequently used in project management, a Gantt chart provides a graphical illustration of a schedule that helps to plan, coordinate, and track specific tasks in a project. Gantt charts may be simple versions created on graph paper or more complex automated versions created using project management applications such as Microsoft Project or Excel.
<b>Gap Analysis</b>	A gap analysis is a method of assessing the differences in performance between a business' information systems or software applications to determine whether business requirements are being met and, if not, what steps should be taken to ensure they are met successfully. <i>Gap</i> refers to the space between "where we are" (the present state) and "where we want to be" (the target state). A gap analysis may also be referred to as a needs analysis, needs assessment or need-gap analysis.
<b>Garbage In, Garbage Out (GIGO)</b>	GIGO (garbage in, garbage out) is a concept common to computer science and mathematics: the quality of output is determined by the quality of the input. So, for example, if a mathematical equation is improperly stated, the answer is unlikely to be correct. Similarly, if incorrect data is input to a program, the output is unlikely to be informative.
<b>Generally Accepted Recordkeeping Principles (GARP)</b>	Generally Accepted Recordkeeping Principles is a framework for managing records in a way that supports an organization's immediate and future regulatory, legal, risk mitigation, environmental and operational requirements.
<b>Governance, Risk and Compliance (GRC)</b>	Governance, Risk and Compliance (GRC) is a combined area of focus within an organization that developed because of interdependencies between the three components. GRC software products, available from a number of vendors, typically facilitate compliance with legal requirements, such as those specified in the Sarbanes-Oxley Act (SOX) or occupational health and safety regulations.
<b>Groupware</b>	Groupware, sometimes called Collaborative Software, refers to programs that help people work together collectively while located remotely from each other.



# IT Glossary: H

<b>Human Capital Management (HCM)</b>	Human capital management (HCM) is an approach to employee staffing that perceives people as assets (human capital) whose current value can be measured and whose future value can be enhanced through investment.
<b>Human Resource Information System (HRIS)</b>	A human resource information system (HRIS) is an information system or managed service that provides a single, centralized view of the data that a human resource management (HRM) or human capital management (HCM) group requires for completing human resource (HR) processes. Such processes include recruiting, applicant-tracking, payroll, time and attendance, performance appraisals, benefits administration, employee self-service and perhaps even accounting functions.
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# IT Glossary: I

<b>Information Lifecycle Management (ILM)</b>	Information life cycle management (ILM) is a comprehensive approach to managing the flow of an information system's data and associated metadata from creation and initial storage to the time when it becomes obsolete and is deleted.
<b>Internet of Things (IoT)</b>	The Internet of Things (IoT) is an environment in which objects, animals or people are provided with unique identifiers and the ability to transfer data over a network without requiring human-to-human or human-to-computer interaction. IoT has evolved from the convergence of wireless technologies, micro-electromechanical systems (MEMS) and the Internet.
<b>Industrial Internet of Things (IIoT)</b>	The Industrial Internet of Things is the use of Internet of Things technologies in manufacturing.
<b>Instance</b>	Each time a program runs, it is an instance of that program. In languages that create objects from classes, an object is an instantiation of a class. That is, it is a member of a given class that has specified values rather than variables. In a non-programming context, you could think of "dog" as a class and your particular dog as an instance of that class.
<b>Integration Testing</b>	Integration testing, also known as integration and testing (I&T), is a software development process which program units are combined and tested as groups in multiple ways. There are two major ways of carrying out an integration test, called the bottom-up method and the top-down method. Bottom-up integration testing begins with unit testing, followed by tests of progressively higher-level combinations of units called modules or builds. In top-down integration testing, the highest-level modules are tested first and progressively lower-level modules are tested after that. In a comprehensive software development environment, bottom-up testing is usually done first, followed by top-down testing. The process concludes with multiple tests of the complete application, preferably in scenarios designed to mimic those it will encounter in customers' computers, systems and networks.
<b>IT Service Management (ITSM)</b>	IT Service Management is a strategic approach to designing, delivering, managing and improving the way information technology (IT) is used within an organization. The goal of IT Service Management is to ensure that the right processes, people and technology are in place so that the organization can meet its business goals.
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# IT Glossary: J

<b>Just-in-Time (JIT) Manufacturing</b>	Just-in-time (JIT) manufacturing is a production model in which items are created to meet demand, not created in surplus or in advance of need.
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# IT Glossary: K

<b>Kaizen</b>	Kaizen, also known as continuous improvement, is a long-term approach to work that systematically seeks to achieve small, incremental changes in processes in order to improve efficiency and quality. Kaizen can be applied to any kind of work, but it is perhaps best known for being used in lean manufacturing and lean programming. If a work environment practices kaizen, continuous improvement is the responsibility of every worker, not just a selected few. Kaizen can be roughly translated from Japanese to mean "good change." In Western civilization, kaizen is often broken down into four steps: assess, plan, implement and evaluate. In Western workplaces, a "kaizen blitz" is synonymous with a concentrated effort to make quick changes that will help achieve a short-term goal.
<b>Keep It Simple, Stupid (KISS)</b>	The KISS Principle (Keep It Simple, Stupid) is self-descriptive and recognizes two things: <ol style="list-style-type: none"><li>1. People (including product and service users) generally want things that are simple, meaning easy to learn and use.</li><li>2. A company that makes products or furnishes services may find simplicity an advantage for the company as well, since it tends to shorten time and reduce cost. (Where the company is trying to use the principle on behalf of users, however, design time may take longer and cost more, but the net effect will be beneficial since easy-to-learn-and-use products and services tend to be cheaper to produce and service in the long run.)</li></ol>
<b>Key Performance Indicator (KPI)</b>	A key performance indicator (KPI) is a business metric used to evaluate factors that are crucial to the success of an organization. KPIs differ per organization; business KPIs may be net revenue or a customer loyalty metric, while government might consider unemployment rates.
<b>Knowledge Management (KM)</b>	Knowledge management is the name of a concept in which an enterprise consciously and comprehensively gathers, organizes, shares, and analyzes its knowledge in terms of resources, documents, and people skills.
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# IT Glossary: L

<b>Lean Management</b>	Lean management is an approach to running an organization that supports the concept of continuous improvement, a long-term approach to work that systematically seeks to achieve small, incremental changes in processes in order to improve efficiency and quality.
<b>Lean Six Sigma</b>	Lean Six Sigma is a data-driven approach to improving efficiency, customer satisfaction and profits.
<b>Learning Management System (LMS)</b>	A learning management system (LMS) is a software application or Web-based technology used to plan, implement, and assess a specific learning process. Typically, a learning management system provides an instructor with a way to create and deliver content, monitor student participation, and assess student performance. A learning management system may also provide students with the ability to use interactive features such as threaded discussions, video conferencing, and discussion forums.
<b>Lights-Out Management</b>	Lights-out management (LOM) is the ability for a system administrator to monitor and manage servers by remote control.
<b>Load Testing</b>	Load testing is the process of subjecting a computer, server, network or application to a work level approaching the limits of its specifications. Load testing can be done under controlled lab conditions to compare the capabilities of different systems or to accurately measure the capabilities of a single system. Load testing can also be done in the field to obtain a qualitative idea of how well a system functions in the "real world."
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# IT Glossary: M

<b>Mainframe</b>	A mainframe (also known as "big iron") is a high-performance computer used for large-scale computing purposes that require greater availability and security than a smaller-scale machine can offer. Historically, mainframes have been associated with centralized rather than distributed computing, although that distinction is blurring as smaller computers become more powerful and mainframes become more multi-purpose.
<b>Management Information System (MIS)</b>	MIS (Management Information System) is the hardware and software systems within an enterprise that provide the information that management needs to run an enterprise.
<b>Manufacturing 2.0</b>	Manufacturing 2.0 is the integration of Web 2.0 communication and collaboration applications into traditional manufacturing practices and processes.
<b>Manufacturing Operation Management (MOM)</b>	Manufacturing operation management (MOM) is an approach of overseeing all aspects of the manufacturing process with a particular focus to increase efficiency.
<b>Material Requirements Planning (MRP)</b>	Material requirements planning (MRP) is a production planning and inventory control system. An MRP integrates data from production schedules with that from inventory and the bill of materials (BOM) to calculate purchasing and shipping schedules for the parts or components required to build a product.
<b>Master Data Management (MDM)</b>	Master data management (MDM) is a comprehensive method of enabling an enterprise to link all of its critical data to one file, called a master file, that provides a common point of reference. When properly done, MDM streamlines data sharing among personnel and departments. In addition, MDM can facilitate computing in multiple system architectures, platforms and applications.
<b>Mobile Device Management (MDM)</b>	Mobile device management (MDM) is the administrative area dealing with deploying, securing, monitoring, integrating and managing mobile devices, such as smartphones, tablets and laptops, in the workplace. The intent of MDM is to optimize the functionality and security of mobile devices within the enterprise, while simultaneously protecting the corporate network.

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# IT Glossary: M (continued)

<b>Middleware</b>	Middleware is a general term for software that serves to "glue together" separate, often complex and already existing, programs. Some software components that are frequently connected with middleware include enterprise applications and Web services.
<b>Migration</b>	In information technology, migration is the process of moving from the use of one operating environment to another operating environment that is, in most cases, is thought to be a better one.
<b>Milestone</b>	In project management, a milestone is a synchronization point. Major milestones mark the transition of a project from one phase to another.
<b>Mobile Enterprise Application Platform (MEAP)</b>	A mobile enterprise application platform (MEAP) is development environment that provides tools and middleware for developing, testing, deploying and managing corporate software running on mobile devices.
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# IT Glossary: N

<b>Non-Disruptive Data Migration</b>	<b>Non-disruptive data migration is a process for moving applications, virtual machines or data from one storage system to another without downtime. It is sometimes also referred to as live migration.</b>
<b>Non-Disruptive Upgrade</b>	A non-disruptive upgrade (NDU) is an update to software or hardware that does not interrupt access to data or system service. An NDU does not require the system to be rebooted when the upgrade process completes.
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# IT Glossary: O

<b>One-to-One Marketing</b>	<b>One-to-one marketing</b> (sometimes expressed as <i>1:1 marketing</i> ) is a customer relationship management (CRM) strategy emphasizing personalized interactions with customers.
<b>Open API</b>	An open API, sometimes referred to as a public API, is an application program interface that provides a developer with programmatic access to a proprietary software application. Open APIs are published on the internet and shared freely.
<b>Open Source ERP</b>	Open source ERP is an enterprise resource planning (ERP) software system whose source code is made publicly available. The open source model allows companies to access the ERP system's code and customize it using their own IT department instead of paying extra for vendor customization services and licensing, as is typically the case with closed source programs.
<b>Open Source Software</b>	Open source software (OSS) refers to software that is developed, tested, or improved through public collaboration and distributed with the idea that the must be shared with others, ensuring an open future collaboration.
<b>Operations, Administration and Management (OA&amp;M)</b>	OA&M (operations, administration, and management) is a general term used to describe the costs, tasks involved, or other aspects of operating, administering, and managing something such as a computer network.
<b>Order to Cash (OTC or O2C)</b>	Order to cash (OTC or O2C) is a set of business processes that involve receiving and fulfilling customer requests for goods or services.
<b>Organizational Change Management</b>	Organizational change management (OCM) is a framework for managing the effect of new business processes, changes in organizational structure or cultural changes within an enterprise. Simply put, OCM addresses the people side of change management.
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# IT Glossary: P



<b>Partner Relationship Management (PRM)</b>	Partner relationship management (PRM) is a business strategy for improving communication between companies and their channel partners.
<b>Performance Management Software</b>	Performance management software is a computer program or suite that makes it possible for an organization to monitor and optimize the overall effectiveness of its workforce at the individual and collective levels. A good performance management program can help an enterprise to attract and keep the best possible talent.
<b>Performance Scorecard</b>	A performance scorecard is a graphical representation of the progress over time of some entity, such as an enterprise, an employee or a business unit, toward some specified goal or goals. Performance scorecards are widely used in many industries throughout both the public and private sectors.
<b>Performance Testing</b>	Performance testing is the process of determining the speed or effectiveness of a computer, network, software program or device.
<b>Permission Marketing</b>	Permission marketing is an approach to selling goods and services in which a prospect explicitly agrees in advance to receive marketing information. Opt-in e-mail, where users sign up in advance for information about certain product categories, is a good example of permission marketing.
<b>Phased Rollout</b>	Phased rollout is a hardware or software migration method that involves incremental implementation of a new system. A phased migration might be conducted either by implementing the entire new system in some locations or business units or by implementing separate modules of the system independently until the implementation is complete.
<b>Pilot Program</b>	A pilot program, also called a feasibility study or experimental trial, is a small-scale, short-term experiment that helps an organization learn how a large-scale project might work in practice.
<b>Procurement Software</b>	Procurement software is a computer program or suite that allows an organization to automate the processes of purchasing materials and maintaining an inventory of goods.
<b>Product Lifecycle Management (PLM)</b>	Product lifecycle management (PLM) is a systematic approach to managing the series of changes a product goes through, from its design and development to its ultimate retirement or disposal.

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# IT Glossary: P (continued)

<b>Project Management (PM)</b>	In the computer and information technology industries, the term project management refers to a methodical approach to software development through defined stages called initiation, planning, executing, controlling and closing.
<b>Project Management Office (PMO)</b>	A Project Management Office (PMO) is a group or department within a business, agency or enterprise that defines and maintains standards for project management within the organization.
<b>Project Management Professional (PMP)</b>	Project Management Professional (PMP®) certification is a qualification program overseen by the Project Management Institute (PMI). In the computer and information technology industries, the term project management refers to a methodical approach to software development through defined stages called initiation, planning, executing, controlling and closing.
<b>Project and Portfolio Management (PPM)</b>	PPM (project and portfolio management) is a formal approach that an organization can use to orchestrate, prioritize and benefit from projects. This approach examines the risk-reward of each project, the available funds, the likelihood of a project's duration, and the expected outcomes.
<b>Proof of Concept (POC)</b>	Proof of concept (POC) is documented evidence that a potential product or service can be successful.
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# IT Glossary: Q

<b>Quality Assurance (QA)</b>	In developing products and services, quality assurance is any systematic process of checking to see whether a product or service being developed is meeting specified requirements.
<b>Quality Control (QC)</b>	Quality control (QC) is a procedure or set of procedures intended to ensure that a manufactured product or performed service adheres to a defined set of quality criteria or meets the requirements of the client or customer.
<b>Quick Response Code (QR Code)</b>	<p>A QR code (quick response code) is a type of 2D bar code that is used to provide easy access to information through a smartphone.</p> <p><i>Example of a QR Code:</i></p>  <p>In  known as mobile tagging, the smartphone's owner points the phone at a QR code and opens a barcode reader app which works in conjunction with the phone's camera. The reader interprets the code, which typically contains a call to action such as an invitation to download a mobile application, a link to view a video or an SMS message inviting the viewer to respond to a poll. The phone's owner can choose to act upon the call to action or click cancel and ignore the invitation.</p>
<b>QWERTY</b>	The QWERTY (pronounced KWEHR-tee ) keyboard is the standard typewriter and computer keyboard in countries that use a Latin-based alphabet. QWERTY refers to the first six letters on the upper row of the keyboard.
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# IT Glossary: R

<b>Rapid Prototyping</b>	Rapid prototyping is the speedy creation of a full-scale model.
<b>Recruitment Management System (RMS)</b>	A recruitment management system (RMS), also known as an e-recruitment or online recruitment system, is a multi-component software tool designed to automate and facilitate the processes involved in finding, attracting, assessing, interviewing and hiring new personnel.
<b>Release</b>	A release is the distribution of the final version of an application. A software release may be either public or private and generally constitutes the initial generation of a new or upgraded application.
<b>Release Management</b>	Release management is a software engineering process intended to oversee the development, testing, deployment and support of software releases.
<b>Release Plan</b>	In software development, a release plan is an evolving flowchart that describes which features will be delivered in upcoming releases.
<b>Remote Desktop</b>	Remote desktop is a program or an operating system feature that allows the user to connect to a computer in another location, see that computer's desktop and interact with it as if it were local.
<b>Request for Proposal (RFP)</b>	A request for proposal (RFP) is a document that an organization posts to elicit bids from potential vendors for a desired IT solution. The RFP specifies what the customer is looking for and establishes evaluation criteria for assessing proposals.
<b>Request for Quote (RFQ)</b>	A request for quotation (RFQ) is a document that an organization submits to one or more potential suppliers eliciting quotations for a product or service.
<b>RGB</b>	RGB (red, green, and blue) refers to a system for representing the colors to be used on a computer display. Red, green, and blue can be combined in various proportions to obtain any color in the visible spectrum. Levels of R, G, and B can each range from 0 to 100 percent of full intensity.

(continued)

# IT Glossary: R (continued)

<b>Return on Investment (ROI)</b>	For a given use of money in an enterprise, the ROI (return on investment) is how much profit or cost saving is realized.
<b>Risk Analysis</b>	Risk analysis is the process of defining and analyzing the dangers to individuals, businesses and government agencies posed by potential natural and human-caused adverse events. In IT, a risk analysis report can be used to align technology-related objectives with a company's business objectives. A risk analysis report can be either quantitative or qualitative.
<b>Risk Assessment</b>	Risk assessment is the process of identifying variables that have the potential to negatively impact an organization's ability to conduct business.
<b>Rollout</b>	A rollout is a staged series of activities that often accumulate meaning as they occur. Computer product makers and marketers use the term to describe a series of related product announcements that are staged over time.
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# IT Glossary: S

<b>Sarbanes-Oxley Act (SOX)</b>	The Sarbanes-Oxley Act of 2002 (often shortened to SOX) is legislation passed by the U.S. Congress to protect shareholders and the general public from accounting errors and fraudulent practices in the enterprise, as well as improve the accuracy of corporate disclosures.
<b>Scope Creep</b>	Scope creep (sometimes known as <i>requirements creep</i> or <i>features creep</i> ) is a tendency for product or project requirements to increase during development beyond those originally foreseen
<b>Scenario Planning</b>	Scenario planning is the practice of creating varying courses of action for a business to implement based on potential events and situations, known as scenarios.
<b>Scrum</b>	Scrum is an agile software development model based on multiple small teams working in an intensive and interdependent manner. The term is named for the scrum (or scrummage) formation in rugby, which is used to restart the game after an event that causes play to stop, such as an infringement.
<b>Scrum Master</b>	A scrum master is the facilitator for a product development team that uses scrum (see above). The scrum master manages the process for how information is exchanged.
<b>Shared Services</b>	Shared services is the consolidation of business operations that are used by multiple parts of the same organization.
<b>Short Message Service (SMS)</b>	SMS (Short Message Service), commonly referred to as "text messaging," is a service for sending short messages of up to 160 characters (224 characters if using a 5-bit mode) to mobile devices, including cell phones, smartphones and PDAs
<b>Single Sign-On (SSO)</b>	Single sign-on (SSO) is a session / user authentication process that permits a user to enter one name and password in order to access multiple applications.
<b>Six Sigma</b>	Six Sigma is a management philosophy developed by Motorola that emphasizes setting extremely high objectives, collecting data, and analyzing results to a fine degree as a way to reduce defects in products and services.

(continued)

# IT Glossary: S (continued)

<b>Software as a Service (SaaS)</b>	Software as a Service (SaaS) is a software distribution model in which applications are hosted by a vendor or service provider and made available to customers over a network, typically the Internet.
<b>Stakeholder</b>	A stakeholder is someone whose support is required in order for an enterprise to be successful.
<b>Stand-Up</b>	In agile software development, a stand-up is a daily progress meeting, traditionally held within a development area. Stand-ups are sometimes referred to as "daily scrums."
<b>Standardization</b>	In data management, record standardization is a process in which files are first parsed (assigned to appropriate fields in a database record) and then translated to a common format.
<b>Stress Testing</b>	Stress testing is the process of determining the ability of a computer, network, program or device to maintain a certain level of effectiveness under unfavorable conditions.
<b>Supplier Relationship Management (SRM)</b>	Supplier relationship management is a comprehensive approach to managing an enterprise's interactions with the organizations that supply the goods and services it uses.
<b>Supply Chain Management (SCM)</b>	Supply chain management (SCM) is the oversight of materials, information, and finances as they move in a process from supplier to manufacturer to wholesaler to retailer to consumer.
<b>Systems Integrator (SI)</b>	A systems integrator (SI) is an individual or business that builds computing systems for clients by combining hardware and software products from multiple vendors.
<b>System Integration Testing (SIT)</b>	System integration testing (SIT) is a high-level software testing process in which testers verify that all related systems maintain data integrity and can operate in coordination with other systems in the same environment. The testing process ensures that all subcomponents are integrated successfully to provide expected results.



# IT Glossary: T

<b>Timebox</b>	In agile software development, a timebox is a defined period of time during which a task must be accomplished.
<b>Total Cost of Ownership (TCO)</b>	Total cost of ownership (TCO) is an estimation of the expenses associated with purchasing, deploying, using and retiring a product or piece of equipment.
<b>Total Quality Management (TQM)</b>	Total Quality Management (TQM) is a comprehensive and structured approach to organizational management that seeks to improve the quality of products and services through ongoing refinements in response to continuous feedback.
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# IT Glossary: U

<b>Upgrade</b>	In computers, an upgrade is a new version of or addition to a hardware or, more often, software product that is already installed or in use.
<b>User Acceptance Testing (UAT)</b>	In software development, user acceptance testing (UAT) - also called beta testing, application testing, and end user testing - is a phase of software development in which the software is tested in the "real world" by the intended audience. UAT can be done by in-house testing in which volunteers or paid test subjects use the software or, more typically for widely-distributed software, by making the test version available for downloading and free trial over the Web. The experiences of the early users are forwarded back to the developers who make final changes before releasing the software commercially.
<b>User-Generated Content (UGC)</b>	User-generated content (UGC) is published information that an unpaid contributor has provided to a web site. The information might be a photo, video, blog or discussion forum post, poll response or comment made through an internal or external social media web site.
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# IT Glossary: V

<b>Value Proposition</b>	A value proposition (VP) is a statement that clearly identifies what benefits a customer or employee will receive by purchasing or engaging with a particular product or service.
<b>Versioning</b>	Versioning is the creation and management of multiple releases of a product, all of which have the same general function but are improved, upgraded or customized.
<b>Voice Over IP (VoIP)</b>	VoIP (voice over IP) is an IP telephony term for a set of facilities used to manage the delivery of voice information over the Internet. VoIP involves sending voice information in digital form in discrete packets rather than by using the traditional circuit-committed protocols of the public switched telephone network. A major advantage of VoIP and Internet telephony is that it avoids the tolls charged by ordinary telephone service.
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# IT Glossary: W

<b>Warehouse Management System (WMS)</b>	A warehouse management system (WMS) is a software application that supports the day-to-day operations in a warehouse.
<b>Web-Based Training</b>	Web-based training (sometimes called e-learning) is anywhere, any-time instruction delivered over the Internet or a corporate intranet to browser-equipped learners.
<b>Webinar</b>	A webinar is an educational, informative or instructional presentation that is made available online, usually as either video or audio with slides.
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# IT Glossary: X

<b>XP (Extreme Programming)</b>	Extreme Programming (XP) is a pragmatic approach to program development that emphasizes business results first and takes an incremental, get-something-started approach to building the product, using continual testing and revision.
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# IT Glossary: Y

<b>Yammer</b>	Yammer is a private microblogging and collaboration platform for enterprise social networking.
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# IT Glossary: Z

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# IT Glossary: #

<b>1:1 Marketing</b>	One-to-one marketing (sometimes expressed as <i>1:1 marketing</i> ) is a customer relationship management (CRM) strategy emphasizing personalized interactions with customers.
<b>6 Sixma (Six Sigma)</b>	Six Sigma is a management philosophy developed by Motorola that emphasizes setting extremely high objectives, collecting data, and analyzing results to a fine degree as a way to reduce defects in products and services.
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