**Access Devices** : For the purposes of this question an Access Device is any computer, PC, laptop, PDA, or terminal connecting to or requesting services from a server. It is a machine which uses shared network resource provided by another machine (usually a server).

**Application** : A program that enables a user to do something useful with a computer, such as doing accounting. This stands in contrast to things like Operating Systems (Windows and UNIX) or Utilities that help maintain the computer itself. An example of an Application would be the accounting package MAS 2000.

**Asset Management** : For the purpose of this survey a remote system of asset management would be one that recognized every piece of equipment in a network. As these devices were added to the complex they would be logged into the asset management system. As devices are removed from the complex the information would be updated. There are means of transmitting this information to the client's IT management in a timely manner.

**Backup and Recovery** : A backup is an archival copy of some or all of the files on a computer system(s). A backup copy can be performed in the computer complex itself, or can be done on-line to some remote location. Regular backup procedures are required for successful use of a computer complex. Because of the harmful effects of loss, the media on which backups are done in the computer complex is best stored in an off site location. Recovery refers to the process by which the data files are restored after an event.

**Computer Based Training (CBT)** : To take a course of study utilizing a computer system for all of the instructional materials. This stands in contrast to classroom instruction where the learner goes to a physical site to attend class. The vehicle for CBT can vary. It can be self contained programs, interactive internet programs, web-seminars, etc. The subject matter can vary widely from computer infrastructure, applications, productivity tools, to interpersonal skills. The advantages of CBT are the training comes to the student, he learns where he wants, he learns when he wants, and he sets the pace of learning.

**Customer Relationship Management (CBT)** : These systems allow organizations to concentrate all customer information in one place. It is through this information that users of the CRM system can help the firm acquire, retain, and service customers. If the users are in a mobile environment they need a CRM system that can follow them where ever they go.

**E-Commerce** : The conducting of business communication and transactions over networks and through computers. As most restrictively defined, electronic commerce is the buying and selling of goods and services, and the transfer of funds, through digital communications. However EC also includes all inter-company and intra-company functions (such as marketing, finance, manufacturing, selling, and negotiation) that enable commerce and use electronic mail, EDI, file transfer, fax, video conferencing, workflow, or interaction with a remote computer. Electronic commerce also includes buying and selling over the World-Wide Web and the Internet, electronic funds transfer, smart cards, digital cash (e.g. Mondex), and all other ways of doing business over digital networks.

**E-Learning** : This is a specific package from HP to do Computer Based Training. As currently designed it would allow the user to take as many HP courses during a calendar year as he wished. The cost is $99.00 per user per year.

**Facilities Management** : This refers to a contractual arrangement by which one firm contracts with another to have all or part of its data processing operations outsourced to that third party. Arrangements can be made for this to be done on site or off site at the third party's location.

**Feedback** : In terms of this survey, Feedback refers to in information the Help Desk system returns to the client's management on they nature of the questions being asked. It does not matter though which vehicle (KB, e.mail, or telephone call) the user's question came to the Help Desk. The purpose of feedback is to improve the user's knowledge so that they need not interrupt their work to ask for help.

**Health Check** : A real-time health check is a hypothetical service from Hewlett Packard. This service would periodically probe your computer complex and measure the health of your servers, access devices, and network infrastructure. It would proactively attempt to predict hardware failure. It would make recommendations on how configuration changes would improve your system's availability. Finally, it would report on the capacity of your system such that you are warned before you are short of a critical resource.

**Help Desk** : This refers to a service that provides answers to questions posed by users of a computer complex. These interactions are usually conducted over the phone, but could be implemented by on-line chat or e.mail interactions. For the purpose of this survey the queries come from client personnel and the answers are provided by a call center run by HP.

**Infrastructure Hardware & Software** : For the purpose of this survey Infrastructure Hardware & Software refers to issues related the computing equipment and its operating system (UNIX, Windows, etc.). The definition is further extended to include horizontal software like the Microsoft Office suite. The exact coverage is enumerated in the Supported Products List (SPL).

**Infrastructure Upgrade** : To upgrade means to install a new release or version of a program, or a more recent or more powerful version of same. To call something an infrastructure upgrade is to extend the meaning of program to include all aspects of the operating system such as the base code, drivers, channel programs, and network support software. We will assume that this extends to servers and access devices alike.

**Internal Threats** : Employee crime constitutes the largest part of internal threats to an organization. Joining crime is the damage to a computer complex caused by human error with no malevolent intent.

**Knowledge Base** : This is an expert system which allows the user to benefit from the experience of others. Such a system contains much of the knowledge used by an expert in the field to assist non-experts as they try to solve problems. The system prompts users to supply data needed to assess the situation and come up with the help usually provided by a human expert.

**Lockdown & Recovery** : When a breech in security occurs, one must secure the site, control the damage, and return the system to the state it was in just before the event. This process is lockdown and recovery.

**Mandated Security** : Some industries fall under mandated regulations which set standards for computer security. For example, in health care many companies are regulated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

**Outage Management** : For the purposes of this survey, outage management is a remote service. It would constantly monitor the computer complex and report to IT managers, designated vendors, and users when system components are no longer available. If possible, this should be done through the system, but the nature of some failures make this impossible. In such a case, the system would make a telephone call to the client's IT management to inform them as to the nature of the problem.

**Mobile WAN Users** : There are a number of ways to implement a Wide Area Network. Two of the most popular are Wireless Application Protocol (WAP) over a cellular phone and Virtual Private Network (VPN) over the Internet. Both methods allow remote users to communicate to an organization's computer complex. WAP has the advantage that the user need not be attached to the Internet, but is slow and expensive. Conversely, VPN is fast, but the user needs a high speed Internet connection.

**Monitor & Notify** : This is a remote service. It constantly monitors the key components of the computer complex to include the servers, network infrastructure, and access devices. The service provides immediate notification of events that impact the complex on a 24 X 7 basis. The service has the flexibility to allow customers to select service schedules and designate contacts.

**Network Assessment Services** : This is a Professional Service that performs a site survey, audits current equipment and practices, determines the effectiveness of your network, and details recommendations for the future of your network.

**Network Assessment Tool** : This is a remote program that probes your network on a periodic basis. It can perform a site survey, determine network equipment, check the health of the network, and report back to IT management.

**Network Management Services** : This is a service which operates a network from a remote site called the Network Operations Center (NOC). The NOC administrates, monitors, and adjusts the network for the client. It is responsible for all local area networks and wide area networks the firm operates.

**Patch** : A quick fix, in the form of a program, to existing software to correct bugs or to enhance its capabilities.

**Perimeter Defense** : Perimeter Defense refers to the hardware and software that protects a computer complex from unwanted external access. A service that remotely probes that defense would report on areas of vulnerability and suggest corrective action.

**Roaming Users** : In many organizations there are users who can not remain stationary in their performance of their work. These are roaming users. Examples of roaming users can vary greatly. In hospitals, patients can remain connected to monitors while they are moved from place to place are good examples of roaming users. So are warehouse workers who pick inventory.

**Security** : When applied to computer complexes, it is the protection of valuable assets stored on computer networks or transmitted via computer networks, from threats. It also means the protection of computer hardware and software themselves. Typical threats are intrusion, viruses, worms, Trojan Horse attacks, denial of service attacks, etc.

**Security Education** : This is the training that would allow the user the means to audit, detect, respond, and improve the computer complex with respect to security.

**Security Patch** : A quick fix, in the form of a program, to existing security software to correct bugs or to enhance its capabilities. Because new threats arise every day, patches in this area are usually a very high priority.

**Server** : In general, a computer that provides shared resources to network users. A server will run an operating system that can dispense these shared resources. Typical operating systems of this type are: UNIX, LINUX, Windows NT, and Windows 2000 server editions.

**Webinars** : A Webinar is an on line seminar. It usually features an expert speaker giving the presentation. It may or may not include audience participation and feedback from the remote attendees. Companies like WebEx provide the infrastructure necessary to conduct a Webinar.

**Wi-Fi Hotspot** : This is a means of implementing a wireless LAN network. Also known as 802.11, this is a low cost means of implementing a LAN. Any valid user who is in range of the "Hotspot" is connected to the network and potentially the internet.