**Glossary of IT Monitoring and Management Terms**

Due to innovations in technology and automation, technology keeps changing and transforming with time. **IT monitoring and management** is an important aspect of all organizations regardless of their size, location, or workload. When it comes to IT processes, issues and protocols, all concepts are universal and face similar issues everywhere.

This IT management terms or IT monitoring terms glossary brings together numerous IT components, issues, protocols and processes.

**A**

**Active Directory:** A directory service developed by Microsoft for Windows domain networks.

**Acknowledgement (ACK):** A signal during communication process that signifies the receival of response as a part of communication protocol.

**Application Performance Monitoring (APM):** An IT process that monitors a software application’s performance to provide quality experience to end-users.

**Application Programming Interface (API):** A set of protocols, definitions and tools to build application software.

**B**

**Bottleneck:** A bottleneck in a network happens when the traveling data becomes too large to cause a slowdown in the data traffic. A bottleneck negatively affects application or network’s performance and can result in downtime or a crash. An effective network monitoring and management lowers the risk of bottleneck.

**C**

**Cloud Computing:** IT model in which configurable resources from enterprises and users are given computing capabilities, like storage, etc.

**Cloud Migration:** An IT process in which an organization moves its onsite data or applications to the cloud.

**Command-Line Interface:** A text-based interface used by network teams to manually look over files and data. These commands enable quick OS management and troubleshooting.

**Communications Protocol:** A system that allows multiple communication entries for transmitting information.

**Control Panel:** An application that controls different system configuration aspects.

**D**

**Data Consolidation:** An IT management method that helps reduce operating costs and IT footprint by reducing the size of a facility or merging one or more facilities together.

**Data Exfiltration:** An unauthorized data transfer.

**Data Flow Analysis:** A process which gathers data about a program and uses control flow graph to determine how to optimize the program.

**Disk I/O:** Measuring how much data in megabytes per second is experienced by the server disks.

**Domain Name Server (DNS):** The domain name directory where domain names are converted into Internet Protocol (IP) addresses.

**E**

**Enterprise Mobility Management:** Set of technology, processes, and people that manage wireless networks, mobile devices, and other related services in a business.

**H**

**Heterogeneous Network:** A network where devices with different OS such as Windows, MacOS, Linux, etc., are connected.

**Hybrid IT Resources:** IT resources that are partly managed on-premise and partly hosted on the cloud.

**I**

**Internet Protocol (IP):** Communications protocol that sends and receives datagrams across a network boundary and connects all networks across the internet.

**N**

**Network Analytics:** A term used in IT monitoring terminology for security, monitoring and network management operations. It provides an insight into the performance of network to IT teams. It also provides data about how the users are operating.

**Network Automation:** It includes software that automates network processes by managing, monitoring and controlling devices in the network. It helps streamline network operations and reduces the potential of human error.

**Network Configuration Management:** In IT management terminology, network configuration management involves overseeing network configurations. It maintains historical data about all programs, updates and devices in the network and simplifies monitoring and management.

**O**

**Open Source:** A source code that is available for public to take advantage of. Anyone can use open-source code and customize it according to their requirement.

**P**

**Protocol:** A set of regulations determining how a device can view, send, and receive data for clear communication across a network.

**R**

**Real-Time Analytics:** Using all available data and making decisions on the go.

**Real-Time Monitoring:** Receiving information about network events as they happen. It helps IT monitoring teams see network trends and make informed decisions.

**Remote Monitoring and Management (RMM):** The process in which local software agents install and manage new or updated software remotely. Management also includes detecting threats and providing reports.

**Route Analytics:** A monitoring technology that analyzes routing protocols and structures in meshed IP network.

**Routing Protocols:** This indicates how communication takes place between routers.

**S**

**Secure Sockets Layer (SSL):** An industry standard that is used to securely transmit data over the internet. Certificate authorities issue trusted security certificates that are recognized by the servers.

**Service Level Agreement (SLA):** An agreement between a vendor or service provider and a customer that determines the level of service. It basically lays down what service the customer is expected to receive. It is related to the production, speed, uptime, etc. of a service.

**Simple Network Management Protocol (SNMP):** Just like the CLI commands, SNMP also enables IT teams to control the network. It can be particularly beneficial to larger networks since this protocol provides a single interface for viewing and controlling numerous network nodes. SNMP is also a common protocol used in Linux servers to manage and monitor IT networks.

**Software Application Architecture:** The process where a structured solution meeting all operational and technical requirements is defined. It ensures that all quality attributes like security, performance, and manageability are optimized.

**Software as a Service (SaaS):** It is a software delivery model which allows users to subscribe to a centrally hosted application and use it via a web browser.

**Software Asset Management (SAM):** It is a part of IT asset management of policies, procedures and processes that support procuring, deploying, using, maintaining and disposing software applications in an organization. The process also ensures that the organization doesn’t overspend on software and complies with licensing requirements.

**U**

**User-defined Transaction Profiling:** It tracks a user’s activity within the components of an application.

**V**

**Virtual Systems Management:** It allows IT teams to monitor and manage network and virtual network components and actions, such as VPNs or virtual servers. IT teams have a single console for monitoring network components and managing OS operations without disrupting applications or systems.

**W**

**Web Server:** It is a computer system that distributes information on the internet through the Hypertext Transfer Protocol (HTTP).

**X**

**Experience Level Agreement (XLA):** It goes beyond IT service delivery and deals with how a user feels when using a service. It is more about the happiness, emotions, and engagement of a user and is relevant to today’s remote working environment.