

Metadata Data about data: how the structures and calculation rules are stored, information on data sources, definitions, quality, transformations, date of last update, and user access privileges.

Natural language processing (NLP) A system of parsing text for machine recognition purposes.

Network hardware The cables, routers, bridges, firewalls, and software that enable computers to connect to shared printers, databases, and each other.

Object oriented A system based on independent, self-contained program or data structures that are hierarchically related.

Ontology A formal, explicit specification of a shared concept that forms the basis for communications.

Operations The analysis of problems associated with operating a business, designed to provide a scientific basis for decision making.

Optical character recognition (OCR) A technology that automatically converts text printed on paper into machine-readable text that can be incorporated into a computer system.

Overhead The expense of running the business as opposed to the direct costs of personnel and materials used to produce the end result. Typical overhead costs include heat, rent, telephone, computers, and other office equipment.

Personal digital assistant (PDA) A personal, hand-held organizer. The Palm Pilot is the quintessential PDA.

Personalization The process of modifying content to suit the needs and preferences of a particular user.

Process management An evaluation and restructuring of system functions to make certain processes are carried out in the most efficient and economical way.

Process map A graphic description of a process, showing the sequence of process tasks, that is developed for a specific purpose and from a selected viewpoint.

Process optimization The removal or reengineering of processes that don't add significant value to a product or service, impede time to market, or result in suboptimal quality.