

**Disruptive technology** A technology that empowers a different group of users and gets better over time. The PC is a disruptive technology, in that it empowered individuals to perform tasks once relegated to large data centers.

**Downsizing** Reduction in employee headcount.

**Early adopter** In marketing circles, a customer who wants the latest and greatest gadget, regardless of cost or inconvenience.

**Ease of learning** Regarding a user interface, the ease with which a particular interface can be learned. Contrast with **ease of use**.

**Ease of use** Regarding a user interface, the ease or efficiency with which the interface can be used. An easy-to-use interface may be difficult to learn and vice versa.

**Economic Darwinism** Survival of the fittest, most economically successful companies in the marketplace.

**Economies of scale** Reduction in the costs of production due to increasing production capacity.

**E-learning** The use of the web, intranets, wireless computing, and other digital means of teaching and learning at home and in the workplace.

**Electronic data interchange (EDI)** A standard transmission format for business information sent from one computer to another.

**Employee relationship management (ERM)** A dynamic process of managing the relationship between knowledge worker and corporation such that knowledge workers elect to continue a mutually beneficial exchange of intellectual assets for compensation in a way that provides value to the corporation and are dissuaded from participating in activities that are unprofitable to the corporation.

**Encryption** The process of encoding data to prevent someone without the proper key from understanding the data, even though they may have access to it.

**Enterprise resource planning (ERP)** The category of software designed to improve the internal processes of a company.