

Reengineering The process of analyzing, modeling, and streamlining internal processes so that a company can deliver better-quality products and services.

Request for proposal (RFP) A document that requests prospective service providers to propose the term, conditions, and other elements of an agreement to deliver specified services.

Requirements specifications A description, in operational terms, of what management expects the vendor's product or service to do for the company.

Residual value The value remaining in a device as a function of time. The longer the time from the original purchase date, the lower the residual value.

Return on assets (ROA) The ratio of operating earnings to net operating assets. The ROA is a test of whether a business is earning enough to cover its cost of capital

Return on equity (ROE) The ratio of net income to the owner's equity. The ROE is a measure of the return on investment for an owner's equity capital invested in the shared services unit.

Return on investment (ROI) Profit resulting from investing in a company, process, or activity. The profit could be money, time savings, or other positive result.

Rule-based expert system A type of expert system that uses a knowledge base composed of IF-THEN clauses as the basis for its reasoning.

Sales force automation (SFA) The use of software and other technologies and processes to facilitate the sales process.

Server A computer that controls access to the network and net-based resources.

Service-level agreement (SLA) An agreement between the parent corporation or other customer and the shared services unit in which the unit agrees to provide services to a specified performance level.

Slack In the context of project management, the time in which a minor process or activity can be completed in advance of the next major operation or activity that depends on it.