

Contract A binding agreement made between two or more parties that is enforceable at law.

Controlled vocabulary A terminology system unambiguously mapped to concepts.

Core competency The skills and processes that distinguish a company from the competition, typically based on the company's ability to build a dominant set of technologies and skills that enable it to adapt to quickly changing marketplace opportunities.

Customer relationship management (CRM) The dynamic process of managing a customer-company relationship such that customers elect to continue mutually beneficial commercial exchanges and are dissuaded from participating in exchanges that are unprofitable to the company.

Data mart An organized, searchable database system, organized according to the user's likely needs. Compared to a data warehouse, a data mart has a narrower focus on data that is specific to a particular work group or task.

Data mining The process of extracting meaningful relationships from usually very large quantities of seemingly unrelated data.

Data repository A database acting as an information storage facility, usually without analysis or querying functionality.

Data warehouse A central database, frequently very large, that can provide authorized users with access to all of a company's information. A data warehouse usually is provided with data from a variety of noncompatible sources.

Database Management System (DBMS) A system to store, process, and manage data in a systematic way.

Decision support system Software tools that allow managers and other knowledge workers to make decisions by reviewing and manipulating data in a data warehouse.

Digital subscriber line (DSL) A type of high-speed Internet connection based on the same copper wiring used for standard telephone service.