ASCII	American Standard Code for Information Interchange.	
	The most common format for text files in computers and on the internet. In an ASCII file, each alphabetic, numeric, or special character is represented with a 7-bit binary number—a string of seven 0s or 1s. 128 possible characters are defined.	
HTML	Hypertext Markup Language.	
	A language used to format pages and sites on the internet. HTML is not really a programming language, but more a 'presentation language'.	
	Documents such as pages and sites are built with HTML tags (codes) embedded in the text.	
	HTML defines the page layout, fonts, graphic elements, and hypertext links to other documents on the internet.	
SNMP	Simple Network Management Protocol.	
	A set of protocols for managing complex networks, first developed in the early 1980s. SNMP works by sending messages, called protocol data units (PDUs), to different parts of a network. SNMP-compliant devices, called agents, store data about themselves in Management Information Bases (MIBs) and return this data to the SNMP requesters.	
SSL	Secure Sockets Layer.	
	A protocol used to securely transmit data via the internet.	
	The SSL protocol provides data encryption, server authentication, message integrity, and optional client authentication for a TCP/IP connection.	
	SSL uses a private key to encrypt data. It provides two encryption strengths—40-bit and 128-bit—this refers to the length of the session key generated by every encrypted transaction. The longer the key, the more difficult it is to break the encryption code.	
	SSL was developed by Netscape but is now widely used in other products and internet applications.	
TCP/IP	Transmission Control Protocol/Internet Protocol.	
	A network protocol used to transmit data between devices in a network, such as computers and printers. TCP guarantees delivery of data and ensures that groupings of data, called packets, are delivered in the same order in which they were sent. IP specifies the format of the packets and the addressing scheme used to send them.	
XML	Extensible Markup Language.	
	An extension of HTML that uses human-readable tags to identify and format information in internet documents and pages, and business-to-business documents.	
	XML tags can be defined by the developer of a document. For example, data such as product name, sales representative and price could be defined with tags. This means the internet document or page can function like a database, as the tags identify the pieces of information they surround. The information can then be searched, and particular pieces of information retrieved.	

Data warehousing	Data warehousing is a type of database management that integrates a number of separate databases to allow efficient data analysis and reporting. For example, a company that has separate databases for orders, spare parts inventory and payment transactions may want to search all the data to identify patterns that accurately predict customer behaviour.	
ERP	Enterprise resource planning. A business management system that integrates all aspects of a business, including planning, manufacturing, sales and marketing.	
HPT	Host Print Transform. A function that translates IBM iSeries (AS/400) print data into ASCII data that can be understood by the printer drivers for standard network printers.	
Java	A general-purpose programming language developed by Sun Microsystems. Java is platform independent, which means that it can run on most operating systems, including Windows, Mac OS and UNIX. This makes it well suited for use on the internet, since Java-based programs can be downloaded and run in a web browser.	
Linux	A UNIX-like operating system created by Linus Torvalds in 1991 and further developed under an 'open source' agreement by developers around the world. Versions of the Linux operating system are distributed free or at a low cost compared with the UNIX operating system.	
RAM	Random Access Memory. Memory in a device containing the data in current use. The device's processor can access this data quickly.	
SNA	Systems Network Architecture. A type of computer network developed by IBM in 1974. SNA is currently used in banking, finance and government organisations, however, it will be phased out by 2007.	
WebSphere	WebSphere is a set of Java-based tools developed by IBM for creating and managing websites. For example, the WebSphere Application Server (WAS) is used to connect website users with Java applications.	

Client PC
A computer that can request information or
processing from a server. Client PCs and servers
can be connected to each other on a LAN, a WAN
or via a remote connection