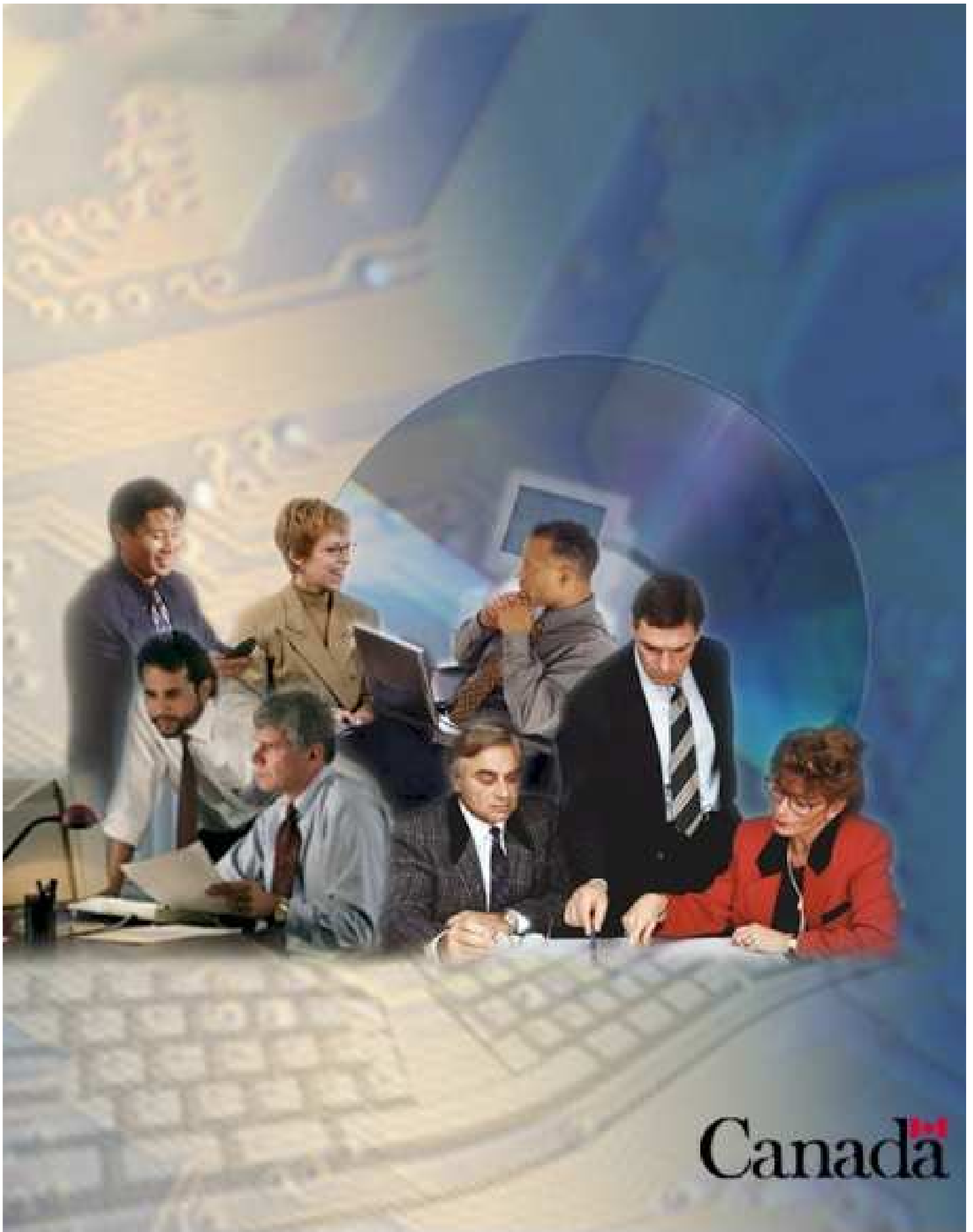


Working in a Digital Environment



Canada 

**A compendium of hardware, software,
telecommunications, Internet, electronic
commerce, information and information
technology management terms and concepts**

**Environment Canada
Systems and Informatics Directorate**

August, 2001

Foreword

This compendium was initially developed as a component of the Treasury Board Secretariat/Canadian Centre for Management Development pilot course «*IM/IT Awareness for Non-IM/IT Executives and Managers*». The Systems and Informatics Directorate did, at the request of the Chief Information Officer of Canada, agree to further develop the contents of the compendium to better reflect the full range of terminology associated with Information Management, Information Technology, e-Government, e-Commerce, etc and has done so with this modified product. We anticipate that the compendium will be made available across government in the months ahead but are making it available to Environment Canada staff now.

This compendium is a working tool that will, hopefully, assist public service employees in better understanding the terminology in use in the fields described above. The authors' objective was to provide at least one of many possible definitions for each of the identified terms. We anticipate that this product will grow and evolve over time.

The document was, for the most part, created in English and subsequently translated into French. Although significant efforts have been taken to address this, some of the French terminology and definitions may not perfectly match the contents of the English version.

This product was compiled from various sources. Some of these are protected by copyright though educational uses of the material from these sources is allowed. It can, as an educational tool, be provided to other parties interested in the terminology and definitions contained herein. No other non-educational use is permitted in respect to the intellectual property of the many organizations (Please refer to attached Annex) that contributed to this compendium.

All suggestions for additions, deletions or other modifications can be sent to:

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A

ABM (Automated Banking Machine) (GAB (guichet automatique bancaire)): This expression is used mostly in Canada. An ABM is what is otherwise referred to as an Automatic Teller Machine. See also: ATM

Acceptable Use Practice(AUP) (Nétiquette): The official policy statement that governs the use of an internal network, a computer system or the Internet.

Access (Accès): A procedure to retrieve information or store information in a computer memory device.

Access mechanism (Mécanisme d'accès): The mechanism used for positioning reading or writing heads onto required tracks of a magnetic disk.

Access method (Méthode d'accès): Set of program routines which link programs and the data that these programs transfer into and out of memory.

Access provider (Fournisseur d'accès): An access provider is a company that provides you with Internet access and in some cases, an online account on their computer system.

Access time (Temps d'accès): Time period required for reading out of or writing into the computer memory.

Access to Information and Privacy(ATIP) (Accès à l'information et protection des renseignements personnels (AIPRP)): The purpose of the Privacy Act is to extend the present laws of Canada that protect the privacy of individuals with respect to personal information about themselves held by a government institution and that provide individuals with a right of access to that information.

Accuracy (Précision): Freedom from error, as related to programs, operations, machine capability and data.

ACH (automatic check handling) (Traitement automatique des chèques): A form of electronic payment. Funds or payments can be transferred electronically in two ways: by wire transfer or through an automated clearinghouse. Wire transfer is an online, real-time payment system designed to handle large-dollar, time-critical payments, mostly between large banks. ACH, in contrast, is designed to be an "electronic check." It is typically used to process high volumes of relatively small-dollar payments for settlement within one or two business days. ACH transactions are settled in a manner similar to the way checks are settled: The clearinghouse takes all ACH files received daily from its member banks, sorts them by the originating bank (the bank where the check was cashed or deposited) and the paying bank (the bank against which the check was drawn), totals the accounts, and credits or debits appropriate accounts accordingly.

ACIM (Advisory Committee on Information Management) (CCGI (Comité consultatif sur la gestion de l'information)): A committee sponsored and chaired by the Chief Information Officer of the Treasury Board Secretariat and composed of Director Generals of Informatics and/or Chief Information Officers of key Federal Public Service departments. The Committee is one of the main vehicles of consultation and information exchange for Information Management and for Systems and Technologies in the federal government.

The Committee has a two-fold purpose:

a) To provide advice to the TBS on:

- the requirements and priorities for the development of new policies and other initiatives;

- the impact and the implementation of policies;
- the adequacy of existing policies and central agency initiatives and the need for review;
- management considerations in operating departments;
- the need and compliance to information and technology standards; and
- government-wide strategic directions for efficient and effective program delivery.

b) To act as a government-wide forum for:

- the sharing of departmental plans;
- the sharing of central and common service agency plans;
- the dissemination of experience regarding the successful use, as well as the pitfalls and risks involved in applying technology; and
- the general improvement of government-wide co-ordination.

The areas of interest to the Committee include policy concerns related generally to access and privacy, records management, security, information collections, data management, project management, EDP, telecommunications, office automation, information technology and systems, and other information policy matters.

Members are senior officials invited by the TBS to participate in the work of the Committee. A large portion of government investment in information technology (IT) is concentrated in ten federal departments. Representation from these IT-driven departments will be actively sought. Other members will be selected on the basis of the personal contribution they can bring to ACIM deliberations.

See: TIMS; IMB

ACK (Acknowledgement) (ACK (accusé de réception)): A type of message sent to indicate that a block of data arrived at its destination without error.

Acquiring bank (Banque acquiritrice): The bank that provides an e-commerce business with its credit card processing account. This bank sends credit card and purchase information from e-commerce transactions to a credit card association (such as Visa and MasterCard), which forwards it to the issuing bank.

ACT Centre (Centre TIA): Adaptive Computer Technology Centre for selecting, adapting and promoting technology for physically challenged individuals.

Adapter (Adaptateur): An adapter is a physical device that allows one hardware or electronic interface to be adapted (accommodated without loss of function) to another hardware or electronic interface. In a computer, an adapter is often built into a card that can be inserted into a slot on the computer's motherboard. The card adapts information that is exchanged between the computer's microprocessor and the devices that the card supports.

Address (Adresse): There are three types of addresses in common use within the Internet. They are email addresses; IP; internet node addresses; and hardware network card addresses.

ADN (Advanced Digital Network) (RNE (réseau numérique évolué)): Usually refers to a 56Kbps leased-line.

ADSL (asymmetric digital subscriber line) (LNPA (ligne numérique à paires asymétriques)): A communications protocol for connecting computers and other electronic devices to a network such as the Internet. ADSL offers more bandwidth than current telephone modem connections. ADSL can operate over most existing telephone lines but is currently available in only a few areas and generally costs more.

Affiliate programs (Programmes affiliés): Programs (sometimes called associate or commission-based advertising programs) designed to drive targeted traffic to your site. They typically pay a commission based on purchases made by traffic sent from you, the referring site.

Agent (Agent): In the client-server model, the part of the system that performs information preparation and exchange on behalf of a client or server application.

Alert (Alerte): A formal notification that an incident has occurred which may develop into an emergency or crisis.

Alias (Pseudonyme): A name, usually short and easy to remember, that is translated into another name, usually long and difficult to remember.

ALU (arithmetic-logic unit) (UAL (unité arithmétique et logique)): This is the part of a computer processor (CPU) that carries out arithmetic and logic operations on the operands in computer instruction words. In some processors, the ALU is divided into two units, an arithmetic unit (AU) and a logic unit (LU). Some processors contain more than one AU - for example, one for *fixed-point* operations and another for *floating-point* operations. (In personal computers floating point operations are sometimes done by a floating-point unit on a separate chip called a numeric coprocessor.)

AMD(Affichage à matrice active):. 1. Advanced Micro Devices, Inc., A US manufacturer of integrated circuits, microprocessors, memory, and other computer products.
2. Active Matrix Display for LCD (liquid crystal display) technology, used for computer screens, in which there is a transistor for each pixel, which prevents losing image quality between scans.

Anonymous FTP (FTP anonyme):
See: FTP

ANSI (American National Standards Institute): This organization is responsible for approving U.S. standards in many areas, including computers and communications. Standards approved by this organization are often called ANSI standards (e.g., ANSI C is the version of the C language approved by ANSI). ANSI is a member of ISO.

API (application program interface) (API (interface de programme d'application)): The specific method prescribed by a computer operating system, or by another application program, by which a programmer writing an application program can make requests of the operating system or another application. Unlike a GUI (graphical user interface), which is a direct user interface, the API interfaces with an operating system or a program.

Applet: A small Java program that can be embedded in an HTML page. Applets differ from full-fledged Java applications in that they are not allowed to access certain resources on the local computer, such as files and serial devices (modems, printers, etc.), and are prohibited from communicating with most other computers across a network. The current rule is that an applet can only make an Internet connection to the computer from which the applet was sent.
See Also: HTML, Java

Application: A program that performs a function directly for a user. FTP, mail and Telnet clients are examples of network applications.

Application Architecture (Architecture d'application): It consists of principles that govern how we develop and manage business applications. It defines both the business processes that will be supported by the use of information technology; as well as standards, topologies, interoperability and data deployment/replication. It is supported by a development methodology. Good application architectures will enable a high level of distributed system integration, reuse of components, rapid deployment of applications and high responsiveness to changing business requirements.

Application development language (Langage d'élaboration d'application): High-level programming language that generates coding in a conventional programming language or provides use of a data base management system with a programming language that is easier to implement than conventional programming languages. Example: SQL is an application development language, and C is a conventional programming language.

Application Layer (Couche application): The top layer of the network protocol stack. The application layer is concerned with the semantics of work (e.g., formatting electronic mail message). How to represent that data and how to reach the foreign node are issues for lower layers of the network.

Application package (Progiciel d'application): Combination of required hardware, including remote inputs and outputs, plus programming of the computer memory to produce specified results.

Application program (Programme d'application): Program written to solve a specified problem, produce a specific report, or update a specific file.

Approach (Approche): Arrangement of events to accomplish a goal. Also known as method.

Architecture: Set of principles, standards, and models which guide the evolution of an organization's information systems and technology infrastructure.

Architecture Review Board(ARB) (Conseil de l'examen de l'architecture (CEA)): A Committee responsible for keeping the architecture of an organization up to date. It evaluates requests for waivers, analyzes projects referred to it to determine architectural compliance, and makes recommendations on changes and extensions to the architecture. It addresses information technology architecture issues and provides policy, standards, guidelines, or procedural recommendations to the IM/IT governance body.

ARPANet (Advanced Research Projects Agency Network) (Réseau Arpanet): The precursor to the Internet. Developed in the late 60's and early 70's by the US Department of Defence as an experiment in wide-area-networking that would survive a nuclear war.
See Also: Internet

Artificial intelligence (Intelligence artificielle): Property of a machine capable of reason by which it can learn functions normally associated with human intelligence.

ASCII (American Standard Code for Information Interchange): This is the de facto world-wide standard for the code numbers used by computers to represent all the upper and lower-case Latin letters, numbers, punctuation, etc. There are 128 standard ASCII codes each of which can be represented by a 7 digit binary number: 0000000 through 1111111.

ASD (Alternative Service Delivery): Alternative service delivery (ASD) is a means of continuing to provide some services or products, which have been provided traditionally by the Public Service, through, or in partnership with, organizations outside the Public Service. These products or services may be provided either to the public or to users within the government. ASD is also known as alternative delivery initiatives (ADIs) or as alternative program delivery (APD). Using

ASD, providers ranging from public agencies to private sector companies will be able to provide services or products to Canadians and to the government, while making the best use of scarce resources.

ASP (Active Server Page) (ASP (page de serveur active)): An HTML page that includes one or more scripts, or small embedded programs, that are processed on a Microsoft Web server (Internet Information Server) before the page is sent to the user. Typically, the script in the Web page (at the server level) uses input from a user's request to access data from a database and then builds or customizes the page before sending it to the requester.

ASP (Application Service Provider) (FSA (fournisseur de services applicatifs)): An application service provider (ASP) is a company that offers individuals or enterprises access over the Internet to application programs and related services that would otherwise have to be located in their own personal or enterprise computers. Sometimes referred to as "apps-on-tap," ASP services are expected to become an important alternative, especially for smaller companies with low budgets for information technology. Early applications tend to be generalized and include:

- Remote access serving for the users of an enterprise
- An off-premises local area network (LAN) to which mobile users can be connected, with a common file server.
- Specialized applications that would be expensive to install and maintain within your own company or on your own computer.

Asynchronous (Asynchrone): Operating at a speed determined by circuit functions rather than by timing signals.

ATHLON: A new processor from AMD. It was designed for very high clock rate, superior to that of Intel P-6 Pentium III.

ATM (Asynchronous Transfer Mode) (ATM (mode de transfert asynchrone)): A networking standard for simultaneous high-speed transmission of applications such as voice, data and video.

ATM (Automated Teller Machine) (GA (guichet automatique): Also referred to as Automated Banking Machine.

AUP (Acceptable Use Policy) (PUA (politique d'utilisation acceptable)): (Contraintes d'usage): Many transit networks have policies which restrict the use to which the network may be put. A well known example is NSFNET (original predecessor of Internet)'s AUP which does not allow commercial use. Enforcement of AUPs varies with the network.

Authentication (Authentification): Authentication is the process of determining whether someone or something is, in fact, who or what it is declared to be. In private and public computer networks (including the Internet), authentication is commonly done through the use of logon passwords. Knowledge of the password is assumed to guarantee that the user is authentic. Each user registers initially (or is registered by someone else), using an assigned or self-declared password. On each subsequent use, the user must know and use the previously declared password. The weakness in this system for transactions that are significant (such as the exchange of money) is that passwords can often be stolen, accidentally revealed, or forgotten. For this reason, Internet business and many other transactions require a more stringent authentication process. The use of digital certificates issued and verified by a Certificate Authority (CA) as part of a Public Key Infrastructure is considered likely to become the standard way to perform authentication on the Internet.

Authoring Tool (Système-auteur): Software applications that are used to integrate multimedia features into interactive applications.

Authorization (Autorisation): In multi-user computer systems, a system administrator defines for the system which users are allowed access to the system and their individual privileges of use (such as access to certain file directories, hours of access, amount of allocated storage space, and so forth). When users log in to a secured computer operating system or application program, the system or application identifies what resources the user can be given during this session. Authorization can mean both the preliminary establishment of permissions by a system administrator and the actual checking of the permission values that have been set up while a user is requesting access. On the Internet, authorizations are defined for "anonymous" users that are accessing a system via the Internet.

Auxiliary storage (Mémoire externe): Storage device in addition to main storage of a computer. For example, magnetic tape or disk.

Availability (Disponibilité): Condition of being ready for use and not immediately committed to other tasks.

AVS (address verification system) (SVA (système de vérification d'adresse)): In 1996, VISA/MasterCard headquarters introduced a new regulation requiring all businesses who manually key in the majority of their credit card transactions to have a special fraud prevention feature on their credit card processing equipment. This feature is referred to as an address verification system (it checks to see that the billing address given by the customer matches the credit card). If you opt not to use AVS, VISA and MasterCard will not support your transactions and will charge you an additional 1.25% on those sales.

B

B2B (Cybercommerce interentreprises (B2B)): On the Internet, B2B (business-to-business), also known as e-biz, is the exchange of products, services, or information between businesses rather than between businesses and consumers. Although early interest centred on the growth of retailing on the Internet (sometimes called e-tailing), forecasts are that B2B revenue will far exceed business-to-consumers (B2C) revenue in the near future. According to studies published in early 2000, the money volume of B2B exceeds that of e-tailing by 10 to 1. Over the next five years, B2B is expected to have a compound annual growth of 41%. The Gartner Group estimates B2B revenue world-wide to be \$7.29 trillion dollars by 2004.

B2B Web sites can be sorted into:

- **Company Web sites**, since the target audience for many company Web sites is other companies and their employees. Company sites can be thought of as round-the-clock mini-trade exhibits. Sometimes a company Web site serves as the entrance to an exclusive Extranet available only to customers or registered site users. Some company Web sites sell directly from the site, effectively e-tailing to other businesses.
- **Product supply and procurement exchanges**, where a company purchasing agent can shop for supplies from vendors, request proposals, and, in some cases, bid to make a purchase at a desired price. Sometimes referred to as e-procurement sites, some serve a range of industries and others focus on a niche market.
- **Specialized or vertical industry portals** which provide a "subWeb" of information, product listings, discussion groups, and other features. These vertical portal sites have a broader purpose than the procurement sites (although they may also support buying and selling).

- **Brokering sites** that act as an intermediary between someone wanting a product or service and potential providers. Equipment leasing is an example.
- **Information sites** (sometimes known as infomediaries), which provide information about a particular industry for its companies and their employees. These include specialized search sites and trade and industry standards organization sites.

B2C (Achat grand public): Business to Consumer/Client.

B2G (Cybercommerce entreprises-gouvernement): Business to Government e-commerce. See also: e-commerce.

Backbone (Dorsale): A high-speed line or series of connections that form a major pathway within a network. The term is relative as a backbone in a small network will likely be much smaller than many non-backbone lines in a large network.

See Also: Network

Background processing (Traitement d'arrière-plan): Execution of lower-priority programs when high-priority programs are not being handled by a data-processing system.

Back Office (Applications de soutien):

1. Within the context of Microsoft technology, this refers to applications which neither the customers or the users see but are nevertheless necessary to operate the business and the technology infrastructure. In the Microsoft suite of products, **Back Office** refers to the network operating system, server management tools, security products, etc. The **Front Office** products are tools such as Word, Excel, Powerpoint, etc.
2. An *IM/IT Architecture Model*, it refers to the component of the architecture which supports an organization's Core and Enabling Functionality. The processes and information tend to have an internal focus and are organized for internal efficiencies. While goals and focus will shift to align with public and political issues and perceptions, core functions are more stable and are required to deliver on the department's mandate. See also: Front Office, Self Service.

Back tracking (Retour arrière): Method of solving problems automatically by a systematic search of the possible solutions. Invalid solutions are eliminated and are not retried.

Backup Copy (Copie de sauvegarde): Protection procedure to avoid destruction of original data or processed information. A copy is often preserved, usually on a different medium.

Bandwidth (Largeur de bande): The amount of electronic data that can be transferred through an electronic connection in a given time. For modems connected by telephone to the Internet, the modem's "speed" represents the maximum possible bandwidth of the connection, such 56.6 Kps (kilobits per second). Competent Web site operators strive to keep the size of Web page files low to conserve bandwidth and speed downloading.

Bank card (Carte bancaire): A plastic card that is widely accepted by merchants as a result of a standard set of rules for the authorization of its use, clearing, and settlement of transactions, used to credit an account for processing a sales transaction. The most common bank card is a credit card. Transactions are usually not profitable for amounts of less than \$5 (U.S.); micropayment schemes are designed for much smaller increments of payment.

Batch (Lot): A collection of credit card transactions saved for submitting at one time, usually each day. Merchants who do not have real-time verification systems must submit their transactions manually through a POS terminal. Batch fees are charged to encourage a merchant to submit his or her transactions at one time, rather than throughout the day.

Baud: In common usage the baud rate of a modem is how many bits it can send or receive per second. Technically, baud is the number of times per second that the carrier signal shifts value - for example a 1200 bit-per-second modem actually runs at 300 baud, but it moves 4 bits per baud ($4 \times 300 = 1200$ bits per second).

See Also: Bit , Modem

BBS (Bulletin Board System) (BBS (babillard électronique)): A computerized meeting and announcement system that allows people to carry on discussions, upload and download files, and make announcements without all of the people being connected to the computer at the same time. There are many thousands (millions?) of BBS's around the world, most are very small, running on a single IBM compatible PC with 1 or 2 phone lines.

Benchmark (Test de performance): Test that measures the speed, accuracy, or other operational parameters of computer equipment.

Binary Instruction (Instruction binaire): Generally speaking, an instruction for a computer, as encoded in a format understandable by the computer (as opposed to being readable by humans).

Binary search (Recherche binaire): Method of searching for an element in a table or sequential file by successively halving the table(file) to narrow down the location of the elements.

Binhex (BINary HEXadecimal): A method for converting non-text files (non-ASCII) into ASCII. This is needed because Internet e-mail can only handle ASCII.

See Also: ASCII , MIME

Biometrics (Biométrie): Measurement and system evaluation(using statistical means) of biological systems and characteristics.

Bionics (Bionique): Study of phenomena of living organisms and application of knowledge gained to develop operating hardware, techniques, and methods useful to mankind.

BIOS (Basic Input/Output System): A set of instructions stored on a ROM chip inside IBM PCs and PC-compatibles, which handles all input-output functions.

Bit (Binary DigIT) (Bit (valeur binaire)): A single digit number in base-2, in other words, either a 1 or a zero. The smallest unit of computerized data. Bandwidth is usually measured in bits-per-second.

See Also: Bandwidth , Bps , Byte , Kilobyte , Megabyte

Bitmap (Table de bits): An image or other collection of data represented as an array of bits. In bitmap graphics, an image is displayed on the screen as a collection of tiny squares called pixels, which together form a pattern. Each pixel in the image corresponds with one or more bits; the number of bits per pixel determines how many shades of gray or colors can be displayed. "Bitmap" is used to refer to both the image itself and the file that holds the data for the image.

BITNET (Because It's Time NETWORK (or Because It's There NETWORK)) (Réseau BITNET): A network of educational sites separate from the Internet, but e-mail is freely exchanged between BITNET and the Internet. Listservs®, the most popular form of e-mail discussion groups, originated on BITNET. BITNET machines are usually mainframes running the VMS operating system.

Blackberry: 2-way pager from Research In Motion Inc., with ability to connect to Internet, as well as to corporate e-mail systems.

CLICK ON LETTER TO JUMP TO APPROPRIATE PAGE
Erreur! Signet non défini. Erreur! Signet non

Block (Bloc): Group of information units that are transported or considered as a single unit by virtue of them being stored in successful storage location.

Blocking (Groupage): Combining 2 or more computer records into one block.

Block sequencing (Séquencement de bloc): Procedure that ensures data arrives in proper sequence and that no blocks are lost or duplicated.

Block transfer (Transfert de bloc): Movement of data in blocks instead of by individual records.

Blue Tooth: A wireless technology to allow mobile internet devices to interact with each other, and with fixed equipment such as home or office.

Bomb (Bombe): Unplanned program termination.

Bookmark (Signet): Term used in Netscape browsers that allows the user to save the address of the current page as a "shortcut" rather than requiring the entire address to be entered each time the same site is visited.

Boolean (Booléen): The term "Boolean," often encountered when doing searches on the Web, refers to a system of logical thought developed by the English mathematician and computer pioneer, George Boole (1815-64). In Boolean searching, an "and" operator between two words or other values (for example, "pear AND apple") means one is searching for documents containing both of the words or values, not just one of them. An "or" operator between two words or other values (for example, "pear OR apple") means one is searching for documents containing either of the words.

Boot strap (Amorce): Common technique used to start the reading of computer programs into the computer.

BPI: Bits Per Inch. A measurement of the recording density of a tape or disk.

Bps (Bits-Per-Second) (Bits/s (bits par seconde)): A measurement of how fast data is moved from one place to another. A 28.8 modem can move 28,800 bits per second.
See Also: Bandwidth , Bit.

Branding (Marquage): Within the context of Government Online, branding is the statement of the values of the government, its programs, services, and employees and may include logos, wordmarks, images, and navigation tools. It permits the client to immediately recognize a Government of Canada web site or service and to distinguish it from other governments' services and sites.

Bridge (Pont): A device which forwards traffic between network segments based on datalink layer information. These segments would have a common network layer address. See also: gateway, router.

Broadband (Large bande): A term for communications channels which offer a greater and faster capacity (high bandwidth) than traditional systems such as telephone lines. Examples are cable and satellite systems. A greater broadband infrastructure would lead to quicker and more reliable Internet access.

Broadcast (Diffusion): A special type of multicast packet which all nodes on the network are always willing to receive.

CLICK ON LETTER TO JUMP TO APPROPRIATE PAGE
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Browser (Navigateur): A software program used for locating, requesting, and displaying Web pages. Examples include Netscape Navigator, Microsoft Internet Explorer, and Opera.

BTV(Business Television) (Vidéo-transmission d'entreprise): Low bandwidth version of videoconferencing, aimed at business meeting with participants from geographically different locations.

BTW (By The Way): A shorthand appended to a comment written in an online forum.
See Also: IMHO

Buffer I/O channel (Canal tampon E/S): Storage device located between devices to compensate for differences in transmission speeds.

Buffer pooling (Méthode d'accès): Technique for receiving data in an input/output control system in which a number of buffers are available to the system; when a record is produced, a buffer is taken from the pool, used to hold the data, and returned to the pool after data transmission.

Bug (Bogue): Defect in a program code or in designing a routine or a computer.

Built-in check (Contrôle automatique): Provision in the computer hardware to verify the accuracy of data that is moved around by parts of the computer.

Bundled Lease¹ (Location globale): A lease that, in addition to the computer itself, covers additional products and/or services. These can include, but are not limited to, maintenance and insurance. The cost of each of these value-added items is built into the lease payment.

Bundled program (Programme fourni): A computer program written, maintained, and updated by the computer manufacturer, and included in the price of the hardware.

Burst (En rafale): Transfer of a collection of records in a storage device, leaving an interval in which data for other requirements can be obtained from or entered into the device.

Burst mode (Mode en rafale): Method of transferring data between a peripheral unit and a cpu in a computer system in which the peripheral unit sends the cpu a signal to receive data until the peripheral unit signals that the transfer is completed.

Bus: In a computer or on a network, a bus is a transmission path on which signals are dropped off or picked up at every device attached to the line. Only devices addressed by the signals pay attention to them; the others discard the signals. According to Winn L. Rosch, the term derives from its similarity to public transport buses that stop at every town or block to drop off or take on riders. In general, the term is used in two somewhat different contexts:

(1) A bus is a network topology or circuit arrangement in which all devices are attached to a line directly and all signals pass through each of the devices. Each device has a unique identity and can recognize those signals intended for it.

(2) In a computer, a bus is the data path on the computer's motherboard that interconnects the microprocessor with attachments to the motherboard in expansion slots (such as hard disk drives, CD-ROM drives, and graphics adapters).

¹ Reprinted with permission by Laptop Magazine, March 2001 issue, a publication of Bedford Communications, Inc New York, NY 100011.

Business Continuity Plan (BCP) (Plan de continuité des opérations (PCO)): The process which covers the whole protection of the business from initial recognition of potential threats to recovery and lessons learned review at the end. See also Business Resumption Plan.

Business critical point (Point opérationnel critique): The latest moment at which the business can afford to be without a critical function or process.

Business driver (Catalyseur): A fundamental organizational need that influences what and how products and services are delivered. For example, if the sales department is not able to keep up with customer demand, you have a business problem. The business driver in this situation is the value of having a faster system in place to keep up with customer demand and thus make more money.

Business Function Priorization (Priorisation des fonctions opérationnelles): The process of determining the business priorities of an organization by rating all its business functions against self-defined criticality criteria. (see also Mission Critical Function). This process is usually employed at the beginning of the BCP process.

Business Impact Analysis (BIA) (Analyse d'incidence des activités (AIA)): Within Business Continuity Planning, this identifies the impacts of losing company resources. In BIA, the effect of resource loss and escalating losses over time are measured in order to provide senior management with reliable data upon which to base decisions on risk mitigation and continuity planning. See also Exposure Analysis which is wider in scope.

Business Intelligence (Données sur les activités): Business intelligence (BI) is a broad category of application programs and technologies for gathering, storing, analyzing, and providing access to data to help enterprise users make better business decisions. BI applications include the activities of decision support, query and reporting, online analytical processing (OLAP), statistical analysis, forecasting, and data mining. Business intelligence applications can be:

- Mission-critical and integral to an enterprise's operations or occasional to meet a special requirement.
- Enterprise-wide or local to one division, department, or project.
- Centrally initiated or driven by user demand.

Business Model (Modèle opérationnel): A collection of models representing a definition of a business. Components include models of objectives, functions, and information.

Business Resumption Plan (BRP) (Plan de la reprise des activités (PRA)): The plan which articulates how business will be resumed after an interruption. It is usually executed at some time when the recovery from crisis has reached a steady state, i.e. Response Phase is finished. The procedures in the plan restore the normal operational processes and performance levels instead of the steady state crisis environment. It includes provisions for discontinuing the contingency procedures in use during the failure period; means of returning to the normal operating location and activities; and provisions for reconciling temporary and normal data handling methods and records.

Business Resumption Planning (Planification de la reprise des activités): The process, activities, people, tools and locations associated with the recovery from a disrupting event (fire; mechanical breakdown; virus)
See: Standard Operating Procedures, Business Resumption Plan, and Business Continuity Plan.

Business Resumption Procedures (Procédures de reprise des activités): The implementation steps for resuming normal operations after a period of operating at a reduced level. The Business Resumption Plan procedures are activated upon resolution of the failure. The procedures are

usually explicit instructions for discontinuing the contingency procedures in use during the failure period; returning to the normal operation location and activities; and reconciliation of temporary and normal data handling methods and records.

Byte (Octet): The smallest addressable unit of storage; the amount of memory space used to store one character, which is usually 8 bits. A computer that has 8-bit bytes (most large and small computers today) can distinguish 256 different characters. See bits, kilobytes and megabytes.

C

C: .Highly structured programming language developed by Bell Laboratories to optimize run time size and efficiency

C2C (Cybercommerce interconsommateur): Consumer to consumer. Also citizen to citizen.

Cache: Generally a small chunk of fast memory that sits between either 1) a smaller, faster chunk of memory and a bigger, slower chunk of memory, or 2) a processor and a bigger, slower chunk of memory. This is to provide a bridge from something that's comparatively very fast to something that's comparatively slow. Also available on most computers for moving data between RAM memory and the CPU faster.

CAD (Computer-aided design) (CAO (conception assistée par ordinateur)): Use of computer-based system to assist in design of electronic circuits, machine parts for industry.

CAL (Computer Assisted Learning) (AAO (apprentissage assisté par ordinateur)): CAL encompasses in-class lecture aids, learning materials for computer labs, electronic books, learning materials available on networks such as the Internet, and any other learning aids that are used with computers or related devices such as compact disc (CD) players connected to television sets or monitors.

Call by location (Appel par emplacement): Method of transferring arguments from a calling program to a subprogram in which the referencing program provides to a subprogram the memory location at which the value of the argument can be found, rather than the value itself.

Call by name (Appel par nom): Method of transferring arguments from a calling program to a subprogram in which the actual expression is passed to the subprogram.

Capacity Maturity Model (CMM) (Modèle de stabilisation des capacités (CMM)): Developed by Software Engineering Institute(SEI) of Carnegie Mellon University, is a model for judging the maturity of the software processes of an organization and for identifying the key practices that are required to increase the maturity of these processes. The model is broken down into five well-defined levels of sequential development: Initial, Repeatable, Defined, Managed and Optimizing. These five maturity levels provide an ordinal scale for measuring the maturity, and therefore the capacity of, an organization's use of its software technologies. The levels also help prioritize an organization's software improvement efforts. The more an organization depends on formal rules, rather than individual performers, to keep software projects relevant, within budget and on schedule, the more advanced the organization's software development "maturity".

Capture (Saisie): The submission of a credit card transaction for processing and settlement. POS terminals and real-time processing software capture transactions to submit to merchant account providers or credit card processors.

Cardholder (Détenteur de carte): A person or company who has an active credit card account with which transactions can be processed.

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Carriage return (Retour de chariot): Operation that caused next character to be printed at the extreme left margin, and usually advances to the next line at the same time.

CASE (Computer Assisted Software Engineering) (GLAO (génie logiciel assisté par ordinateur)): is the use of a computer-assisted method to organize and control the development of software, especially on large, complex projects involving many software components and people. Using CASE allows designers, code writers, testers, planners, and managers to share a common view of where a project stands at each stage of development. CASE helps ensure a disciplined, check-pointed process. A CASE tool may portray progress (or lack of it) graphically. It may also serve as a repository for or be linked to document and program libraries containing the project's business plans, design requirements, design specifications, detailed code specifications, the code units, test cases and results, and marketing and service plans.

CBT (Computer Based Training) (FA (formation automatisée)): Computer-Based Training in which the computer becomes a tutor for asynchronous learning that adjusts to each student's learning pace. CBT that contains artificial intelligence for adapting training requirements and options to different aptitudes and skills of individual students is referred to in military training as Intelligent CBT (ICBT) to distinguish ICBT from traditional CBT that does not automatically adapt to skills and needs of different learners.

CCO(Chief Communication Officer) (CSC (chef des services de communication)): CCO is a job title commonly given to the person in an enterprise responsible for communication plans that support enterprise goals.

CD-ROM Drive (Lecteur CÉDÉROM): A device that can store more than a half gigabyte of pre-recorded information that cannot be changed or altered.

CEO(Chief Executive Officer) (DG (directeur général)): CEO is a job title commonly given to the person in an enterprise responsible for overall decision making.

Certificate Authority (Autorité de certification): An issuer of Security Certificates used in SSL connections.

See Also: Security Certificate, SSL

CFO(Chief Financial Officer) (DPF (dirigeant principal des finances)): CFO is a job title commonly given to the person in an enterprise responsible for the financial books and financial decisions.

CGI (common gateway interface) (IPC (interface de passerelle commune)): A way of interfacing computer programs with HTTP or Web servers, so that a server can offer interactive sites instead of just static text and images. CGI is a set of rules that describe how a Web Server communicates with another piece of software on the same machine, and how the other piece of software (the «CGI program») talks to the web server. Any piece of software can be a CGI program if it handles input and output according to the CGI standard. Usually a CGI program is a small program that takes data from a web server and does something with it, like putting the content of a form into an e-mail message, or turning the data into a database query. You can often see that a CGI program is being used by seeing «cgi-bin» in a URL, but not always.

See Also: cgi-bin , Web

Cgi-bin: The most common name of a directory on a web server in which CGI programs are stored. The «bin» part of «cgi-bin» is a shorthand version of «binary», because once upon a time, most programs were referred to as «binaries». In real life, most programs found in cgi-bin directories are text files -- scripts that are executed by binaries located elsewhere on the same machine.

See Also: CGI

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CGI script (Script IPC): A program that is run on a Web server, in response to input from a browser. The CGI script is the link between the server and a program running on the system; for example, a database. CGI scripts are used with interactive forms.

Chained list (Liste chaînée): Collection of data items arranged in a sequence so that each item contains an address giving the location of the next item in a computer storage device.

Change file (Fichier de modification): File of transactions to be processed against, thus updating, the related master file.

Change record (Enregistrement de modification): Record used to change information in a master file record.

Character recognition (Reconnaissance de caractère): Sequence of characters in a computer memory or other storage device.

Chargeback (Facturation interne): A fee charged by a merchant service provider against a merchant account for transactions that are successfully challenged by a credit card holder. After a charge is disputed and adjudicated in the cardholder's favour, the transaction total and chargeback fee are deducted from the merchant account.

Check (Vérification): A test which is necessary to detect a mistake in computer programming or a computer malfunction.

Check character (Caractère de contrôle): Redundant character used to performance check.

Check sum (Total de contrôle): Sum of digits or numbers used in a summation check.

Chip set (Jeu de puces): A group of PC chips(usually located on a PC motherboard) which work together to perform a specific set of tasks.

CHRO(Chief Human Resources Officer) (DPRH (dirigeant principal des ressources humaines)): CHRO is a job title commonly given to the person in an enterprise responsible for overall human resources functions.

CIO (Chief Information Officer) (DPI (dirigeant principal de l'information)): CIO (Chief Information Officer) is a job title commonly given to the person in an enterprise responsible for the information technology and computer systems that support enterprise goals. As information technology and systems have become more important, the CIO has come to be viewed in many organizations as a key contributor in formulating strategic goals. In many companies, the CIO reports directly to the Chief Executive Officer (CEO). In some companies, the CIO sits on the executive board. Typically, the CIO in a large enterprise delegates technical decisions to employees more familiar with details. Usually, a CIO proposes the information technology an enterprise will need to achieve its goals and then works within a budget to implement as much as possible of the plan.

Typically, a CIO is involved with analyzing and reworking existing business processes, with identifying and developing the capability to use new tools, with reshaping the enterprise's physical infrastructure and network access, and with identifying and exploiting the enterprise's knowledge resources. Many CIOs head the enterprise's efforts to integrate the Internet and the World Wide Web into both its long-term strategy and its immediate business plans.

CISC (Complex Instruction Set Computing) (CISC (traitement à jeu d'instructions complexe)): A software and hardware architecture method that utilizes a computer's CPU, rather the software, for a majority of the workload. CISC processors support up to 200 instructions. Intel x86 chips are

CISC chips because of the complexity of the instruction set. On the other side of the coin, you have RISC chips that use a reduced instruction set. RISC chips split big operations into lots of simple, tiny instructions that are processed very quickly.

Client: The computer in a client/server architecture that requests files or services. The computer that provides services is called the server. The most common types of client on the Internet are computers running browsers or e-mail programs. The client may request file transfer, remote logins, printing, or other available services. The client also means the software that makes the connection possible.

Client Relationship Management (Gestion des relations avec la clientèle): CRM is a comprehensive approach which provides seamless integration of every area of business that touches the customer - namely marketing, sales, customer service and field support-through the integration of people, process and technology, taking advantage of the revolutionary impact of the Internet. CRM creates a mutually beneficial relationship with your customers.

Client-Server (Client-serveur): A computer system or process that requests a service of another computer system or process. A workstation requesting the contents of a file from a file server is a client of the file server.

Clustering: Within the context of Government Online, clustering means grouping of information and services together based on common client needs and expectations.

CMOS(Complementary Metal-Oxide-Silicon) (CMOS (semi-conducteur à oxyde de métal complémentaire)): The predominant integrated circuit technology used in semiconductors. Compared to its alternatives, CMOS consumes less power while enabling high speeds.

Coalesce (Fondre): Combine two or more files into one.

Code: What computer scientists call the collection of computer instructions that constitute an application program separate from the data.

Coding Sheet (Feuille de codage): Sheet of paper printed with a form on which one can conveniently write a coded program.

Co-location (Coemplacement): Most often used to refer to having a server that belongs to one person or group physically located on an Internet-connected network that belongs to another person or group. Usually this is done because the server owner wants their machine to be on a high-speed Internet connection and/or they do not want the security risks of having the server on their own network.

See Also: Internet , Server , and Network

COMDEX(Computer Dealers Exposition) (COMDEX (exposition de revendeurs d'ordinateurs)): A computer trade show, held in the spring in Atlanta, GA and in Las Vegas, Nevada in the fall. New releases of software and hardware are often first demonstrated at Comdex.

Command (Commande): Signal that initiates a predetermined type of computer operation that is defined by an instruction.

Command mode (Serveur de commerce): Portion of a computer instruction that specifies the operation to be performed.

Commerce server (Serveur de commerce): A Web server that contains the software necessary for processing customer orders via the Web, including shopping cart programs, dynamic inventory databases, and online payment systems. Commerce servers are usually also secure servers.

Commercial Off-the-Shelf(COTS) (Prêt à l'emploi): It describes ready-made products that can frequently be obtained through multiple sources.

Common area (Zone commune): Area of storage which two or more routines share.

Common Look and Feel (Unité de présentation et d'exécution): Within the context of Government Online, this means Standards for the visual representation of the Government of Canada on its web sites and other electronic service delivery modes. These standards represent a citizen-centred perspective and the primacy of the Government of Canada while providing for the identification of its departments, agencies, collaborators and partners.

Common Systems (Systèmes communs): In the federal public service, refers to systems identified by the TBS in the «Shared Systems Initiatives» as systems of choice. Examples of these common systems are PeopleSoft (human resources management) and SAP (financial management).

Communication protocol (Protocole de communication): Exchange of a specific sequence of control characters between a computer and a remote terminal in order to establish synchronous communication.

Communications: The means of conveying information of any kind from one person or place to another.

Compacting garbage collection (Collecte par compactage de déchets): Physical rearrangement of data cells so that those cells whose contents are no longer useful(garbage) are compressed into a contiguous array.

Compatibility (Compatibilité): Ability of one device to accept data handled by another device without conversion of the data or modification of the code.

Compatible hardware (Matériel compatible): Equipment that can be used on several different systems.

Compatible software (Logiciel compatible): Programming language or programs that can be used on more than one computer system.

Compiler (Compilateur): Software that translates a program written in a high-level programming language (COBOL, C and others) into binary instructions.

Compiler-level language (Langage de niveau compilateur): High-level language normally supplied by the computer manufacturer.

Component (Composante): An element or basic part of a whole.

Computer-aided manufacturing (Fabrication assistée par ordinateur): Use of computers to communicate working instructions to automatic machinery for the handling and processing needed to produce a workplace.

Computer analyst (Analyste informatique): Person who defines a problem, determines exactly what is required in the solution, and defines the outlines of the machine solution; generally, an expert in automatic data processing applications.

Computer animation (Animatique): Use of a computer to present, either continuously or in rapid succession, pictures graphically.

Computer performance evaluation(CPE) (Métrologie informatique): Measurement and evaluation of the performance of a computer system, aimed at ensuring that a minimum amount of effort, expense, and waste is incurred in the production of data-processing services, and encompassing such tools as canned programs, source program optimizers, software monitors, hardware monitors, simulation and benchmark problems.

Configuration Management (Gestion de la configuration): In software development, a system for keeping track of large projects. Although version control, which maintains a database of revisions, is part of the system, a full-blown software configuration management system (SCM system or CM system) automatically documents all components used to build executable programs. It is able to recreate each build as well as to recreate earlier environments in order to maintain previous versions of a product. It may also be used to prevent unauthorized access to files or to alert the appropriate users when a file has been altered.

Connectivity (Connectivité): A term for the quality and quantity of connections between communication networks.

Consistency checks (Contrôle de cohérence): Methods of checking to see a piece of data is consistent with rules to handle it.

Consultant (Expert-conseil): An individual who gives professional advice or services, usually on a time-limited contract basis to an organization.

Contingency Plan (Plan d'urgence): A plan of action to be followed in the event of a crisis or emergency occurring which threatens to disrupt or destroy the continuity of normal business activities and the plan seeks to restore operational capabilities.

It is a plan which is executed when the risk of an occurrence becomes reality. It can apply to a whole business, (also called Business Resumption Plan), a single business process or to one element within the process. The Contingency Plan (and its associated implementation steps) is designed to provide continued operation at an acceptable level of performance for a fixed or unknown length of time. It is discontinued when the Business Resumption Phase is achieved.

Contingency Procedures (Procédures d'urgence): The procedures and processes that describe alternate methods of delivering at least the minimum service levels of business functions when, as the result of a failure, the normal operating method is not possible. They are usually definitive instructions to staff at all levels and may well include specifications for purchase or hiring of external goods and services.

Convergence: This is a term used to describe the blurring of distinctions between traditionally separate sectors, in particular, telecom, broadcasting and computing. It means that traditionally different networks can now carry the same or similar services, which has lead to telephones, televisions and PC's being integrated. An example is Web TV, a combination of the TV and the Internet, which allows you to browse the Net on your TV.

Cookies (Témoins): Small files that are automatically downloaded from a Web server to the computer of someone browsing a Web site. Information stored in cookies can then be accessed any time that computer returns to the site. Cookies allow Web sites to "personalize" their appearance by identifying visitors, storing passwords, tracking preferences, and other possibilities.

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COSO(Committee of Senior Officials) (CHF (Comité des hauts fonctionnaires)): A committee of senior officials reporting to Privy Council Office. Under this committee structure are various sub-committees on issues affecting the whole public service. Recently formed sub-committees are on workplace well-being, recruitment, workload, etc.

CPA (Canadian Payment Association) (ACP (Association canadienne des paiements)): an association composed of representatives from the banking industry. CPA is a forum to discuss, implement or sponsor projects(like the implementation of the ATM in Canada) or policies.

CPU (UCT): The central processing unit is the brains of the computer. It controls all the action that occurs inside the computer. Different types include: 386, 486, 586, K5, K6, K6 MMX, Pentium, Pentium Pro, Pentium MMX, and Pentium II, Pentium III, Pentium IV.

Processor (CPU) Types

386: for the most part it is outdated. It can still run basic software, but most of the new software will not run on it.

486: the next step up. It is a lower end processor at this time. It will also run most of the software available now, but a lot of the newer software requires much more from the processor.

586: a hopped up 486. Only marginally better than a 486DX4.

Pentium: a line of processors made by Intel who manufactures the CPU chips.

MMX: latest technology to improve the CPU's performance for audio and video.

Cracker (Pirate): A cracker is an individual who attempts to access computer systems without authorization. These individuals are often malicious, as opposed to hackers, and have many means at their disposal for breaking into a system.

Crisis Management Plan (Plan de gestion des situations d'urgence): A framework for the detailed procedures required for managing a Crisis and incorporating many common elements.

Crisis Management Organization (Organisation de gestion des situations d'urgence): There are four levels of involvement within a department:

- Chief Executive Officer - Minister – Communications and external direction.
- Executive – Deputy Minister – Priority setting.
- Managerial – Crisis Management Team – Day to day direction.
- Operational – Crisis Response Team - Procedural.

Crisis Management Team (Équipe de gestion des crises): A group responsible for the execution of a Crisis Response Plan and its associated Procedures. The team typically consists of senior management, business and technical management and staff, a communications officer and access to legal counsel and to the executive management of the organization.

Crisis Response Plan (Plan de réponse aux situations d'urgence): A plan (and its associated implementation steps) designed to assess the effect of dependency failure(s) on the delivery of business priorities and to determine and execute the most appropriate response. The Crisis Management Plan includes: 1) identification of a Crisis Response Team; 2) failure assessment standards; 3) "times to execute" and authorities for executing contingency procedures; 4) resource requirements; 5) a communications plan; 6) provisions for ongoing monitoring of the crisis response; 7) interaction with other crisis response teams and centres; and, 8) the operational requirements of the Emergency Operations Centre (EOC).

Crisis Response Procedures (Procédures de réponse aux situations d'urgence): The actions to be taken by designated staff according to the Crisis Response Plan in defined circumstances.

Crisis Response Team (Équipe de réponse aux situations d'urgence): The team responsible for the real time Operational and Control issues relating to a crisis or emergency response.

CRUSOE: The Crusoe brand stands for a family of smart microprocessors, with mean long battery life, full compatibility, and high performance, from Transmeta intended for use in Mobile Internet Computers.

Cryptography (Cryptographie): The discipline dealing with the principles, means and methods for making plain information unintelligible. It also deals with ways to convert the unintelligible information into intelligible form.

CSS (Cascading style sheets) CSS (feuilles de style en cascade): A method used to attach styles such as specific fonts, colours, and spacing to HTML documents. Because they "cascade," some elements take precedence over others.

cXML (commerce XML) (cXML (XML commercial)): A new set of document type definitions (DTD) for the XML specification. cXML works as a meta-language that defines necessary information about a product. It will be used to standardize the exchange of catalogue content and to define request/response processes for secure electronic transactions over the Internet. The processes includes purchase orders, change orders, acknowledgements, status updates, ship notifications, and payment transactions.

Cyberpunk: Cyberpunk was originally a cultural sub-genre of science fiction taking place in a not-so-distant, dystopian, over-industrialized society. The term grew out of the work of William Gibson and Bruce Sterling and has evolved into a cultural label encompassing many different kinds of human, machine, and punk attitudes. It includes clothing and lifestyle choices as well. See Also: Cyberspace

Cyberspace (Cyberespace): Term originated by author William Gibson in his novel Neuromancer the word Cyberspace is currently used to describe the whole range of information resources available through computer networks.

Cyclic check (Contrôle cyclique): Method of error detection which checks every n bit, n+1 bit, n+2 bit and so forth.

D

Data acquisition (Acquisition de données): Operations consisting of data collection, data reduction, and digital test control applications in scientific or engineering environments.

Data Architecture (Architecture de données): It is a component of the information architecture. The data architecture consists of principles that govern how we use and manage data; conceptual data models defining data entities, each of which has attributes and relationships with other data entities. The data architecture definitions become the standards to be subsequently used for systems design. It is supported by a data management policy defining practices for the management of data.

See also: Information Architecture.

Data Base (Base de données): A file or file system containing organized information and, most commonly, a filing and retrieval system for storing information. Most database software also includes tools for data analysis. Examples of database software include Oracle, Sybase, and Microsoft Access.

Data compaction (Compactage des données): Technology used to reduce space, cost, time, etc in the storage and transmission of data.

Data flow diagram (Diagramme de flux de données): A diagram that depicts data sources, data sinks, data storage, and processes performed on data as nodes, and logical flow of data as links between the nodes.

Data Mining (Exploration de données): Data mining is the analysis of data for relationships that have not previously been discovered. For example, the sales records for a particular brand of tennis racket might, if sufficiently analyzed and related to other market data, reveal a seasonal correlation with the purchase by the same parties of golf equipment. Data mining results include:

- Associations, or when one event can be correlated to another event (beer purchasers buy peanuts a certain percentage of the time).
- Sequences, or one event leading to another later event (a rug purchase followed by a purchase of curtains).
- Classification, or the recognition of patterns and a resulting new organization of data (for example, profiles of customers who make purchases).
- Clustering, or finding and visualizing groups of facts not previously known.
- Forecasting, or simply discovering patterns in the data that can lead to predictions about the future.

Data Modelling (Modélisation de données): Data modelling is the analysis of data objects that are used in a business or other context and the identification of the relationships among these data objects. Data modelling is a first step in designing an object-oriented program. As a result of data modelling, you can then define the classes that provide the templates for program objects.

A simple approach to creating a data model that allows you to visualize the model is to draw a square (or any other symbol) to represent each individual data item that you know about (for example, a product or a product price) and then to express relationships between each of these data items with words such as "is part of" or "is used by" or "uses" and so forth. From such a total description, you can create a set of classes and subclasses that define all the general relationships. These then become the templates for objects that, when executed as a program, handle the variables of new transactions and other activities in a way that effectively represents the real world.

Data Processing (Traitement des données): The input, verification, organisation, storage, retrieval, transformation, and extraction of information from data. The term is normally associated with commercial applications such as stock control or payroll.

Data Warehouse (Entrepôt de données): A data warehouse is a central repository for all or significant parts of the data that an enterprise's various business systems collect. The term was coined by W. H. Inmon. IBM sometimes uses the term "information warehouse." Typically, a data

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warehouse is housed on an enterprise mainframe server. Data from various online transaction processing (OLTP) applications and other sources is selectively extracted and organized on the data warehouse database for use by analytical applications and user queries. Data warehousing emphasizes the capture of data from diverse sources for useful analysis and access, but does not generally start from the point-of-view of the end user or knowledge worker who may need access to specialized, sometimes local databases. The latter idea is known as the data mart.

Data mining and decision support systems (DSS) are two of the kinds of applications that can make use of the data warehouse.

DBMS (Data Base Management System) (SGBD (système de gestion de base de données)): A DBMS (database management system), sometimes just called a *database manager*, is a program that lets one or more computer users create and access data in a database. The DBMS manages user requests (and requests from other programs) so that users and other programs are free from having to understand where the data is physically located on storage media and, in a multi-user system, who else may also be accessing the data. In handling user requests, the DBMS ensures the *integrity* of the data (that is, making sure it continues to be accessible and is consistently organized as intended) and *security* (making sure only those with access privileges can access the data).

DDS (digital data storage) (DS (stockage de données numériques)): debit card: A financial instrument used by consumers in place of cash. Unlike a credit card, debit card purchases are deducted automatically from the cardholder's account, like a check. Visa and MasterCard now offer debit cards through banks and other financial institutions.

Decomposition (Décomposition): The programming procedure for restructuring a problem into smaller tasks to be performed in parallel.

Dedicated channel (Canal spécialisé): A communication channel reserved or committed for a specific use.

DEK (Data Encryption Key) (DEK (clé de chiffrement de données)): Used for the encryption of message text and for the computation of message integrity checks (signatures).

Dependencies (Dépendances): Products and services on which another product or service depends in order to function. Dependencies may be internal to the organization or external. Any resource or service upon which a business function relies in order to operate. Dependencies may be categorized as: 1) Assets - such as vehicles, computers, software, etc., over which the organization has direct control; 2) Internal support functions - such as HR and accounting systems, data collection processes, etc.; 3) Externally supplied services - supplies, contracted services, building systems in leased premises, etc.; and 4) Infrastructure elements - electricity, telecommunications, water, fuel, etc.

Dependency Mapping (Mappage des dépendances): The process of relating the organization's assets and internal and external dependencies to the business functions that rely on them.

Desktop Case (Boîtier d'ordinateur de bureau): The computer itself. It sits on the table horizontally.

dHTML (dynamic HTML) (DHTML (HTML dynamique)): An extension of HTML that gives greater control over the layout of page elements and the ability to have Web pages that change and interact with the user without having to communicate with the server. The three components of DHTML pages are HTML, Java script, and cascading style sheets.

Digerati (Bonze du numérique): The digital version of literati, it is a reference to a vague cloud of people seen to be knowledgeable, hip, or otherwise in-the-know in regards to the digital revolution.

Digital (Numérique): Pertaining to data in the form of digits.

Digital Camera (Caméra numérique): A camera that takes pictures digitally.

Digital Economy (Économie numérique): This term refers to Information Technology's increasing importance to private organizations' ongoing operational success. It also refers to IT's importance to regional, national and international economic growth. Significant investments and rapid advances in telecommunications and computing technologies have converged in the Internet impacting upon how business is being conducted and the types of business being done. The Digital Economy has many different faces. These include the increasing investments being made on Information Technology. They also include the use of electronic commerce between businesses, the digital delivery of goods and services and use of the Internet for retail shopping.

Digital Rot (Pourriture numérique): The deterioration of storage media such as tapes, cartridges or CD-ROMs by environmental hazards such as electromagnetic waves, airborne chemical and faulty equipment.

Digital signature (Signature numérique): A digital code that can be attached to an electronically transmitted message that uniquely identifies the sender. Like a written signature, the purpose of a digital signature is to guarantee that the individual sending the message really is who he or she claims to be. Digital signatures are especially important for e-commerce and are a key component of most authentication schemes.

Digital wallet (Portefeuille numérique): A consumer account set up to allow e-commerce transactions through a particular credit card processing system. Before the consumer can make a purchase, he or she must first establish an account with the credit card processor, who provides an ID and password. These can then be used to make purchases at any Web site that supports that transaction system. CyberCash's "Digital Coin" system is an example of a digital wallet system.

Discount rate (Taux d'escompte): A percentage fee paid to the merchant account provider or ISO for handling an electronic transaction. Most Web merchants pay between two and 10 percent of their revenue from online credit card or electronic check orders.

Disk array (Pile de disques (système de stockage)): (Storage System) A set of disks from one or more commonly accessible disk subsystems, combined with a body of control software. The control software presents the disks' storage capacity to hosts as one or more virtual disks. Control software is often called firmware or microcode when it runs in a disk controller. Control software that runs in a host computer is usually called a volume manager.

Directory (Annuaire): A directory is, in general, an approach to organizing information, the most familiar example being a telephone directory.

1) On the World Wide Web, a directory is a subject guide, typically organized by major topics and subtopics. The best-known directory is the one at Yahoo (<http://www.yahoo.com>). Many other sites now use a Yahoo-like directory including major portal sites.

2) In computer file systems, a directory is a named group of related files that are separated by the naming convention from other groups of files.

DLL (Dynamic Link Library) (DLL (bibliothèque de liens dynamiques)): In computers, a dynamic link library (DLL) is a collection of small programs, any of which can be called when needed by a

larger program that is running in the computer. The small program that lets the larger program communicate with a specific device such as a printer or scanner is often packaged as a DLL program (usually referred to as a DLL file).

The advantage of DLL files is that, because they don't get loaded into random access memory (RAM) together with the main program, space is saved in RAM. When and if a DLL file is needed, then it is loaded and run. For example, as long as a user of Microsoft Word is editing a document, the printer DLL file does not need to be loaded into RAM. If the user decides to print the document, then the Word application causes the printer DLL file to be loaded and run.

A DLL file is often given a ".DLL" file name suffix. DLL files are dynamically linked with the program that uses them during program execution rather than being compiled with the main program. The set of such files (or the DLL) is somewhat comparable to the library routines provided with programming languages such as C and C++.

DNS (Domain Name System) (DNS (système de nom de domaine)): The DNS is a general-purpose distributed, replicated, data query service. The principal use is the look up of host IP addresses based on host names. The style of host names now used in the Internet is called «domain name», because they are the style of names used to look up anything in the DNS. Some important domains are: .COM (commercial), .EDU (educational), .NET (network operations), .GOV (government), and , .MIL (military). Most countries also have a domain. For example, .US (United States), .UK (United Kingdom), .AU(Australia), .CA (Canada).

Docking Station (Station d'accueil): A docking station is a hardware frame and set of electrical connection interfaces that enable a notebook computer to effectively serve as a desktop computer. The interfaces typically allow the notebook to communicate with a local printer, larger storage or backup drives, and possibly other devices that are not usually taken along with a notebook computer. A docking station can also include a network interface card (NIC) that attaches the notebook to a local area network (LAN).

Variations include the *port replicator*, an attachment on a notebook computer that expands the number of ports it can use, and the *expansion base*, which might hold a CD-ROM drive, a floppy disk drive, and additional storage.

Document Management Systems (Systèmes de gestion des documents): Allows users to store, search and manipulate documents electronically, to maintain a library of text and images in a compact space. Most systems also provide a means for passing documents across a network.

Domain (Domaine): A designation for a particular location on the Internet. A domain, for example "MerchantWorkz.com," contains files that make up the content of Web pages under that address. MerchantWorkz.com/intro.htm and MerchantWorkz.com/report3.htm are different Web pages located within the same domain. Domain names are associated with IP addresses.

Domain Name (Nom de domaine): The unique name that identifies an Internet site. Domain Names always have 2 or more parts, separated by dots. The part on the left is the most specific, and the part on the right is the most general. A given machine may have more than one Domain Name but a given Domain Name points to only one machine. For example, the domain names:

matisse.net
mail.matisse.net
workshop.matisse.net

can all refer to the same machine, but each domain name can refer to no more than one machine.

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Usually, all of the machines on a given Network will have the same thing as the right-hand portion of their Domain Names (matisse.net in the examples above). It is also possible for a Domain Name to exist but not be connected to an actual machine. This is often done so that a group or business can have an Internet e-mail address without having to establish a real Internet site. In these cases, a real Internet machine must handle the mail on behalf of the listed Domain Name. See Also: IP Number

DOS (Disk Operating System) (DOS (système d'exploitation sur disque)): A generic term for the operating system that all PCs must have in order to run. However, the term "DOS" has been used extensively to specifically identify any version of the disk operating system from Microsoft (MS-DOS) although many other companies have sold systems of their own. It is also used as a identifier that is synonymous with IBM-compatible (PC-compatible) equipment or software.

Download (Téléchargement): To transfer files or data from one computer to another. To download means "to receive"; to upload means "to transmit."

DRAM: Dynamic Random Access Memory. A type of computer memory that is stored in capacitors on a chip and requires a refresh signal to be sent to it periodically. Most computers have DRAM chips, because they provide a lot of memory at a low cost.

Driver (Pilote): 1. A device driver is a program that extends the operating system to support a device such as a disk or tape drive; or a program that enables an application to use a device such as a printer driver. Hardware devices such as sound cards, printers, scanners, and CD-ROM drives must each have the proper driver installed in order to run. 2. A line driver is a circuit that is used to increase the signal current in order to send data over long distance to many circuits. It must be at each end of the transmission line.

DSL (Digital Subscriber Line) (DSL (ligne d'abonné numérique)): A method for moving data over regular phone lines. A DSL circuit is much faster than a regular phone connection, and the wires coming into the subscriber's premises are the same (copper) wires used for regular phone service. A DSL circuit must be configured to connect two specific locations, similar to a leased line.

A commonly discussed configuration of DSL allows downloads at speeds of up to 1.544 megabits (not megabytes) per second, and uploads at speeds of 128 kilobits per second. This arrangement is called ADSL: «Asymmetric» Digital Subscriber Line.

Another common configuration is symmetrical: 384 Kilobits per second in both directions.

In theory ADSL allows download speeds of up to 9 megabits per second and upload speeds of up to 640 kilobits per second.

DSL is now a popular alternative to Leased Lines and ISDN, being faster than ISDN and less costly than traditional Leased Lines.

See also: bit , BPS , ISDN , Leased Line

DSS (Decision Support System) (SAD (système d'aide à la décision)): a computer program application that analyzes business data and presents it so that users can make business decisions more easily. It is an "informational application" (in distinction to an "operational application" that collects the data in the course of normal business operation). Typical information that a decision support application might gather and present would be:

- Comparative sales figures between one week and the next
- Projected revenue figures based on new product sales assumptions

- The consequences of different decision alternatives, given past experience in a context that is described

A decision support system may present information graphically and may include an expert system or artificial intelligence (AI). It may be aimed at business executives or some other group of knowledge workers.

DURON: A new processor from AMD in 2001 to compete with Intel Celeron processor for multimedia PCs in the value market.

DVD Drive (Lecteur DVD): The latest in mass storage. DVD stands for digital video disk. A dual sided version of a disk that can hold up to 17 gigabytes.

Dynamic storage allocation (Attribution dynamique de mémoire): Method of assigning storage areas for subroutines to first storage available. Effect is to optimize storage use.

E

E-business (Entreprise électronique): ("electronic business," derived from such terms as "e-mail" and "e-commerce") is the conduct of business on the Internet, not only buying and selling but also servicing customers and collaborating with business partners. One of the first to use the term was IBM, when, in October, 1997, it launched a thematic campaign built around the term. Today, major corporations are rethinking their businesses in terms of the Internet and its new culture and capabilities. Companies are using the Web to buy parts and supplies from other companies, to collaborate on sales promotions, and to do joint research. Exploiting the convenience, availability, and world-wide reach of the Internet, many companies, such as Amazon.com, the book sellers, have already discovered how to use the Internet successfully. IBM also considers the development of Intranets and extranets to be part of e-business.

E-cash (Argent électronique): A trial form of electronic funds transfer over the Internet (and soon by e-mail). The e-cash software stores digital money, signed by a bank, on the user's local computer. The user can spend the digital money at any shop accepting e-cash, without the trouble of having to open an account there first, or having to transmit credit card numbers. The shop just has to accept the money, and deposit it at the bank. The security is provided by a public key digital signature.

E-citizen (Cybercitoyen): refers to the concept of citizens using technology to obtain services, voice their views and opinions and generally speaking interact with government.

E-commerce (Cybercommerce): The processing of economic transactions, such as buying and selling, through electronic communication. E-commerce often refers to transactions occurring on the Internet, such as credit card purchases at Web sites. See also Internet commerce.

Economic Life(Useful Life)¹(Vie économique (vie utile)): The time period during which a leased item will be usable and have economic value.

EDC (electronic data capture) (SED (saisie électronique des données)): The use of a POS terminal for validating and submitting credit card transactions to a merchant account provider or other credit card processor. In online credit card processing, software takes the place of the POS terminal.

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EDI (Electronic Data Interchange) (EDI (échange de données informatisé)): This is the interchange of standard formatted data between the computer application systems of trading partners with minimal manual intervention. In other words, it allows entire sets of business transactions to be carried out without using paper.

EDO RAM (Mémoire à lecture-écriture à chevauchement): Extended Data Out Random Access Memory. Same as Extended Data Out Dynamic Random Access Memory. A memory chip, used mostly with Pentium processors, that accesses data faster by overlapping cycles of data output.

EDP (Electronic Data Processing) (TED (traitement électronique des données)): data processing by electronic machines, i.e. computers. See also: Data Processing.

EFT (electronic funds transfer) (TEF (transfert électronique de fonds)): Transfer of money initiated through electronic terminal, automated teller machine, computer, telephone, or magnetic tape. This also increasingly includes transfers initiated via the Web as well as to credit card and automated bill payments.

E-government (Cybergouvernement): The use of technology to enhance performance of government, improve delivery of services and information, engage citizens in governance, and increase economic growth.

E-mail: (Electronic Mail) (Courriel (courrier électronique)): Messages, usually text, sent from one person to another via computer. E-mail can also be sent automatically to a large number of addresses (Mailing List).
See Also: Listserv®

E-mail address (Adresse de courriel): The address that is used to send electronic mail to a specified destination.

EMC (export management company) (SCI (société de commerce internationale)): A firm that provides exporting services to other firms. The export management firm will either take title to act as an intermediary merchant or provide export management services in exchange for fees or a commission.

Emergency (Urgence): An Emergency is a localised event with geographic boundaries which threatens the continuity of business services. An Emergency means an abnormal situation which, to limit damage to persons, property or the environment, requires prompt action beyond normal measures. Some Emergencies become crises, if for example, it is perceived that the Government is not in control of the situation.

Encryption (Chiffrement): A security measure that allows you to send an email which is then scrambled so it can't be read by outsiders, but it can be unscrambled by the receiver. This works using a public key system which means that every user has two digital keys - one to encrypt information and the other to decrypt. Authentication of both sender and recipient is provided with this method.

End of Lease Option¹ (Option de fin de location): A clause that allows the lessee to choose from among several courses of action at the end of the lease. Possibilities include purchase, lease renewal at a previously determined price, or return of the leased item to the lessor.

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End to End Electronic Processes (Processus électronique de bout en bout): Within the context of Government Online, they refer to processes where the client initiation, processing, and response to a client are electronic.

Enhanced Management Framework(EMF) (Cadre amélioré de gestion (CAG)): Originated from Treasury Board, the Enhanced Management Framework for Information Technology Projects is comprised of best principles, methodologies and standards associated with IM/IT projects. The framework is intended to help ensure that government information technology projects satisfy the established program requirements. It establishes performance and time objectives for the amelioration of departments' approaches to IM/IT projects that we must respond to.

Enterprise Architecture (Architecture d'entreprise): A framework comprised of principles, models, components, and processes that state the preferred direction for investment and design decisions in order to deliver business systems.

E-procurement (Approvisionnement en ligne): It is the business-to-business and consumer-to-business purchase and sale of supplies and services over the Internet and private networks. It is also sometimes referred to by other terms, such as supplier exchange. Companies participating in e-Procurement expect to be able to control parts inventories more effectively, reduce procurement and sales overhead and improve manufacturing cycles.

Ethernet: A very common method of networking computers in a LAN. Ethernet will handle about 10,000,000 bits-per-second and can be used with almost any kind of computer.
See Also: Bandwidth, LAN

ERP (enterprise resource planning) (PRO (planification des ressources organisationnelles)): is an industry term for the broad set of activities supported by multi-module application software that help a manufacturer or other business manage the important parts of its business, including product planning, parts purchasing, maintaining inventories, interacting with suppliers, providing customer service, and tracking orders. ERP can also include application modules for the finance and human resources aspects of a business. Typically, an ERP system uses or is integrated with a relational database system. The deployment of an ERP system can involve considerable business process analysis, employee retraining, and new work procedures.

ESD (Electronic Service Delivery) (PES (prestation électronique des services)): This term describes the use of electronic technology to deliver services. The essential characteristic of ESD is the way client and service providers are linked electronically. Examples include the Internet, smart cards, and electronic kiosks.

Evergreening (Reconduction automatique): The business practice of, allocating in each year's budget, a fixed percentage of initial startup cost of a product(or program, service, system) for the purpose of on-going maintenance throughout the life cycle of this product within an organization.

Export license (Licence d'exportation): Permission granted to ship a product to a foreign recipient.

Exposure Analysis (Analyse de l'exposition au risque): An assessment of the ability of an organization to maintain its critical business functions to at least the minimum service level defined for those functions despite internal or external dependency failures. The Exposure Analysis includes: 1) business function prioritization; 2) identification of assets and dependencies; 3) establishment of minimum service levels and maximum acceptable downtimes; 4) a risk assessment; 5) an analysis of existing contingency plans and procedures; and 6) a summary analysis of these elements. (Exposure Analysis includes the scope of Business Impact Analysis, BIA.)

External modem (Modem externe): A modem that is outside the computer case; a separate unit that is plugged into the serial port.

Extranet: A community of trading partners running over an Internet Access Provider's controlled business network again using Internet communication protocols and Web browser technology. Extranets are run on a "community controlled" basis.

F

Fair Market Value(FMV) Purchase Option¹ (Option d'achat fondée sur la juste valeur marchande): The right to purchase the leased item at the end of the leased term at the fair market value prevailing at that time. If this option is exercised, the lessor loses the right to retain title to the item.

FAQ (frequently asked questions) (FAQ (foire aux questions)): A list of the answers to frequently asked questions, usually questions asked by visitors to a Web site.

FDDI (Fiber Distributed Data Interface) (FDDI (interface de données avec distribution par fibre)): A standard for transmitting data on optical fiber cables at a rate of around 100,000,000 bits-per-second (10 times as fast as Ethernet, about twice as fast as T-3).
See Also: Bandwidth , Ethernet , T-1 , and T-3

Federated Architecture (Architecture fédérée): Architecture model used by META Group, and used by Treasury Board of Canada and several government departments. It defines 3 layers of common architecture:

- common domains across-all-departments.
- common components shared within a department.
- components reflecting unique business processes within a department.

Benefits are:

- Focuses on shared benefits and common architecture elements.
- Reduces Total Cost of Ownership through leverage of common facilities.
- Facilitates interdepartmental information sharing and interoperability.

File compression (Compression de fichier): You can use PKZIP, ZipIt, gzip, or another compatible archiver to compress a file (to code the data in it in a way that makes it more compact). Compressed files save storage space and are faster to transmit.

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File Transfer (Transfert de fichier): The copying of a file from one computer to another over a computer network.

Fill character (Caractère de remplissage): To fill one or more locations in a computer storage device by repeated insertion of same particular character, usually blanks or zeros.

Finger: An Internet software tool for locating people on other Internet sites. Finger is also sometimes used to give access to non-personal information, but the most common use is to see if a person has an account at a particular Internet site. Many sites do not allow incoming Finger requests.

Firewall (Garde-barrière): This is a system designed to prevent unauthorised access to or from a private network. Generally it is a device, it can be either hardware or software or both, that "sits" between your network and the Internet and only allows valid and authorised connects in, while spotting and stopping attempts by intruders to break into your network.

Fire Wire: Fire Wire, from Apples Computers, is an emerging peripheral standard used with multimedia peripherals such as video camcorders and other high-speed devices like the latest hard disk drives and printers. Its benefits are high speed (more than 30 times the bandwidth of USB), flexible connectivity (hot-pluggable), compatible with both Macs and PCs, and the ability to link as many as 63 devices using cable lengths up to 14 feet.

Fishbone Analysis (Analyse cause-effet): Use of cause and effect (or fishbone) diagrams in Knowledge Management domain to explore the real or potential causes that result in a single effect. This analysis helps to identify root causes and the relative importance of different causes on the resulting effect. It also identifies those causes that are helpful in achieving an objective and those that are obstructions.

Flame (Message incendiaire): Originally, flame meant to carry forth in a passionate manner in the spirit of honourable debate. Flames most often involved the use of flowery language and flaming well was an art form. More recently flame has come to refer to any kind of derogatory comment no matter how witless or crude.

See Also: Flame War

Flame War (Fusillade): When an online discussion degenerates into a series of personal attacks against the debaters, rather than discussion of their positions. A heated exchange.

See Also: Flame

Floppy Disk Drive (Lecteur de disquette): A drive in your system that reads data from and writes it to a floppy disk for storage purposes.

Force Feedback (Retour de force): A special feature of some joysticks that allows a video/computer game player to feel the sensation of vibrations delivered from the game.

Forrester: Forrester Research, Inc. is an independent Internet research firm that conducts research and analysis on the impact of the Internet and emerging technologies on business strategy, consumer behaviour and society. Check site www.forrester.com

Framework (Cadre): It is an integrated management model utilizing a common vocabulary and a common methodology for the overall management and governance of IM/IT investments.

Front end (Interface frontale): The user interface that appears on a Web page and allows a visitor to the site to interact with dynamic features, including databases, shopping cart programs, and online purchase processing software.

Front Office (Applications de production):

1. Within the context of Microsoft's technology, see Back Office.
2. Within the context of *IM/IT Architecture Models*, this refers to component of the architecture which provides a view of the organizations's Clients and Partners, that includes the functionality and consolidated view to develop and manage Client and Partner Agreements and Relationships. For example, this would include the ability to view all transactions for a citizen/client across business lines. The integration of the Front Office to the Back Office enables the presentation of a consolidated view of exchanges clustered by client, partner or employee. See also Back Office, Self Service.

FTP (File Transfer Protocol) (FTP (protocole de transfert de fichier)): A very common method of moving files between two Internet sites. FTP is a special way to login to another Internet site for the purposes of retrieving and/or sending files. There are many Internet sites that have established publicly accessible repositories of material that can be obtained using FTP, by logging in using the account name anonymously, thus these sites are called anonymous ftp servers.

Full Internet Experience (Expérience Internet intégrale): The ability to get access to all the data and details found on the world wide web, in the full form intended by the web site. This can only be done with a computer that is fully Internet compatible.

Functional Decomposition (Décomposition fonctionnelle): A programming decomposition technique in which the problem is decomposed into tasks which can be distributed to multiple processors for simultaneous execution. See decomposition.

FYI (For Your Information) (PI (pour information)): A subseries of RFCs that are not technical standards or descriptions of protocols. FYIs convey general information about topics related to TCP/IP or the Internet.

G

G2C (Commerce électronique gouvernement-consommateur / client): Government to Consumer/Client. See also: e-commerce.

Gartner Group: A leading research and consulting firm, focusing on trend analysis and measurement techniques for all areas of Information technology, particularly well known for its Total-Cost-of-Ownership methodologies. Check site <http://www4.gartner.com/Init>.

Gateway: The technical meaning is a hardware or software set-up that translates between two dissimilar protocols, for example Prodigy has a gateway that translates between its internal, proprietary e-mail format and Internet e-mail format. Another, sloppier meaning of gateway is to describe any mechanism for providing access to another system, e.g. AOL might be called a gateway to the Internet.

Gateway page (Page d'accès): Also known as a "jump," "doorway," or "bridge" page. In order to optimize a Web site's ranking with search engines, some Webmasters build gateway pages, pages customized to each search engine with specific meta tags and keywords. These pages are intended to appeal to search engine robots, and aren't always visible to customers who visit the Web site.

Geospatial information (Information géospatiale): spatially referenced data. Examples are aerial photographs of earthquakes and volcanic activities and digital satellite images.

GIF (graphic interchange file) (Format GIF): A file type that contains a graphic, photo, or other image. GIFs are commonly found on the Web, along with another graphic file format, the JPEG. GIFs tend to take less memory and bandwidth than JPEGs, and can contain animation. JPEGs offer greater image clarity, especially for photo images.

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Gigabyte (Gigaocet): A gigabyte (pronounced GIG-a-bite with hard G's) is a measure of computer data storage capacity and is "roughly" a billion bytes. A gigabyte is two to the 30th power, or 1,073,741,824 in decimal notation.

Global Positioning System(GPS) (Système mondial de localisation): Global Positioning System (GPS) is a satellite-based radio-navigation system established by the U.S. Department of Defense for military positioning applications and as a by-product, has been made available to the civilian community. Navigation, surveying and integration with Geographic Information Systems (GIS) are just a few of the fields which have seen the successful application of GPS technology. GPS is a complex system which can be used to achieve position accuracies ranging from 100 m to a few millimetres depending on the equipment used and procedures followed. In general, higher accuracies correspond with higher costs and more complex observation and processing procedures.

Gopher: Gopher is an Internet application protocol in which hierarchically-organized file structures are maintained on servers that themselves are part of an overall information structure. Gopher provided a way to bring text files from all over the world to a viewer on your computer. Popular for several years, especially in universities, Gopher was a step toward the World Wide Web's Hypertext Transfer Protocol (HTTP). With hypertext links, the Hypertext Markup Language (HTML), and the arrival of a graphical browser, Mosaic, the Web quickly transcended Gopher. Many of the original file structures, especially those in universities, still exist and can be accessed through most Web browsers (because they also support the Gopher protocol). Gopher was developed at the University of Minnesota, whose sports teams are called "the Golden Gophers."

Although most Gopher browsers and files are text-based, Gopher browsers, notably HyperGopher, were developed that displayed graphic images (GIF and JPEG files) that were included in Gopher file directories.

Government Enterprise Network(GENET) (Réseau d'entreprise du gouvernement): The information network that GTIS has deployed in the National Capital Region to provide single network connection and interconnection among government departments and to provide access to common government services such as on-line pay.

Government Information Finder Technology(GIFT) (Technologie de recherche d'information du gouvernement): This technology will provide search and retrieval access to authored documents from across government. It will be transparent and seamless to the user; it will be based on accepted standards and be able to recognize data in its native format. It will also contain security, tracking and reporting functions.

Government Information Locator Service(GILS) (Service de localisation de l'information du gouvernement): A standard for metadata of the Government of Canada, with both mandatory and voluntary elements. See <http://www.gils.net/>.

Government Online (Gouvernement en direct): Combines electronic technologies with a citizen-centred delivery model to deliver integrated services. Federal departments and agencies, while retaining responsibility for their individual programs and services are encouraged to collaborate with other departments and agencies to provide secure electronic citizen-centric services.

Government Technology Exhibition(GTEC) (Exposition sur la technologie dans l'administration gouvernementale): The Government Technology Exhibition is event primarily for government personnel held once a year in Ottawa. It is an annual major event, held in Ottawa with government personnel as target audience, and is devoted to discussing and advancing the body of knowledge on the management of information and the use of innovative technologies to improve government operations and service delivery. Normal venues include an exhibit of

technology innovations, seminars and workshops led by industry experts and government practitioners.

Grayscale (Échelle de gris): 1.A range of shades from white to black.2.A printed scale showing the full range of grays and used in photography or to calibrate the shades on a computer display or printer.

GUI (Graphic User Interface) (IUG (interface utilisateur graphique)): The technical term for an operating environment that uses windows, pull-down menus and a mouse for "point and click" commands. Sometimes pronounced "goeey" in verbal communication.

H

Hacker (Féru d'ordinateur): A person who delights in having an intimate understanding of the internal workings of a system, computers and computer networks in particular. The term is often misused in a pejorative context, where «cracker» would be the correct term.

Half-duplex channel (Voie semi-duplex): Channel capable of sending and receiving signals, but only in one direction at a time.

Hard Drives (Disque rigide): A mass storage device with one or more rigid platters that records computer data.

Hardware (Matériel): Hardware is the physical aspect of computers, telecommunications, and other information technology devices. The term arose as a way to distinguish the "box" and the electronic circuitry and components of a computer from the program you put in it to make it do things. The program came to be known as the software.

Hardware implies permanence and invariability. Software or programming can easily be varied. You can put an entirely new program in the hardware and make it create an entirely new experience for the user. You can, however, change the modular configurations that most computers come with by adding new adapters or cards that extend the computer's capabilities.

Like software, hardware is a collective term. Hardware includes not only the computer proper but also the cables, connectors, power supply units, and peripheral devices such as the keyboard, mouse, audio speakers, and printers.

Hardware is sometimes used as a term collectively describing the physical aspects of telephony and telecommunications network infrastructure.

Header (En-tête): The portion of a packet, preceding the actual data, containing source and destination addresses, and error checking and other fields. A header is also the part of an electronic mail message that precedes the body of a message and contains, among other things, the message originator, date and time.

Hell or High Water Clause¹ (Clause « advenue que pourra »): A colourfully named provision that restates the lessee's unconditional obligation to meet the terms of the lease for its entire duration,

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without regard to any change in the lessee's circumstance, or to any event which affects the leased item.

Help Desk (Dépannage): On a network, the help desk is the place to ask questions or report problems with hardware or software. The help desk operators either provide help directly or pass requests on to technical support staff.

Hit (Appel de fichier): As used in reference to the World Wide Web, «hit» means a single request from a web browser for a single item from a web server; thus in order for a web browser to display a page that contains 3 graphics, 4 «hits» would occur at the server: 1 for the HTML page, and one for each of the 3 graphics.

«hits» are often used as a very rough measure of load on a server, e.g. «Our server has been getting 300,000 hits per month.» Because each «hit» can represent anything from a request for a tiny document (or even a request for a missing document) all the way to a request that requires some significant extra processing (such as a complex search request), the actual load on a machine from 1 hit is almost impossible to define.

Home Page (or Homepage) (Page d'accueil): Several meanings. Originally, the web page that your browser is set to use when it starts up. The more common meaning refers to the main web page for a business, organization, person or simply the main page out of a collection of web pages, e.g. «Check out so-and-so's new Home Page.»

Another sloppier use of the term refers to practically any web page as a «homepage,» e.g. «That web site has 65 homepages and none of them are interesting.»

See Also: Browser , Web

Holdback (Retenue): A portion of the revenue from a merchant's credit card transactions, held in reserve by the merchant account provider to cover possible disputed charges, chargeback fees, and other expenses. After a predetermined time, holdbacks are turned over to the merchant.

Horizontal Enabler (Habilitant horizontal): This is an initiative, process or product whose adoption and use will facilitate more than one distinct area. For example, the decision to upgrade the departmental network could provide benefits to many groups inside and outside the Department and could be seen as a horizontal enabler.

Host (Hôte): Any computer on a network that is a repository for services available to other computers on the network. It is quite common to have one host machine provide several services, such as WWW and USENET.

See Also: Node , Network

Host Address (Adresse hôte): See internet address.

Host Name (Nom d'hôte): The name given to a machine.

HTML (HyperText Markup Language) (HTML (langage de balisage hypertexte)): The coding language used to create Hypertext documents for use on the World Wide Web. HTML looks a lot like old-fashioned typesetting code, where you surround a block of text with codes that indicate how it should appear, additionally, in HTML you can specify that a block of text, or a word, is linked to another file on the Internet. HTML files are meant to be viewed using a World Wide Web Client Program, such as Netscape or Mosaic.

See Also: Client , Server , and WWW

HTTP (hypertext transfer protocol) (HTTP (protocole de transfert hypertexte)): The protocol most often used to transfer information from Web servers to browsers, which is why Web addresses begin with "http://."

Hub (Concentrateur): In general, a hub is the central part of a wheel where the spokes come together. The term is familiar to frequent fliers who travel through airport "hubs" to make connecting flights from one point to another. In data communications, a hub is a place of convergence where data arrives from one or more directions and is forwarded out in one or more other directions. A hub usually includes a switch of some kind. (And a product that is called a "switch" could usually be considered a hub as well.) The distinction seems to be that the hub is the place where data comes together and the switch is what determines how and where data is forwarded from the place where data comes together. Regarded in its switching aspects, a hub can also include a router.

1) In describing network topologies, a hub topology consists of a backbone (main circuit) to which a number of outgoing lines can be attached ("dropped"), each providing one or more connection ports for devices to attach to. For Internet users not connected to a local area network, this is the general topology used by your access provider. Other common network topologies are the bus network and the ring network. (Either of these could possibly feed into a hub network, using a bridge.)

2) As a network product, a hub may include a group of modem cards for dial-in users, a gateway card for connections to a local area network (for example, an Ethernet or a Token Ring), and a connection to a T-1 line (the main line in this example).

Hypertext (Hypertexte): Generally, any text that contains links to other documents - words or phrases in the document that can be chosen by a reader and which cause another document to be retrieved and displayed

I

ICS (Internet Commerce Services) (ICS (services de commerce sur Internet)): The services an Internet commerce provider offers to enable clients to handle many facets of their business on the Internet.

IMB (Information Management/Information Technology Management Board) (CGGI-TI (Conseil de gestion de GI/TI)): A sub-committee of TIMS composed of Assistant Deputy Ministers from key Canadian public service departments.

The role of the Information Management/Information Technology Management Board (IMB) is to:

- define and highlight business implications and strategies related to the infrastructure;
- identify government-wide "windows of opportunity" for capitalizing on the IM/IT infrastructure;
- act as sponsor and facilitator for IM/IT infrastructure initiatives and pilot projects and for the dissemination of results;
- solicit input and consultation within the GOC, with other levels of government and the private sector regarding key aspects of the IM/IT infrastructure;
- facilitate education programs designed to increase senior management awareness of the strategic potential of the IM/IT infrastructure; and,
- provide a forum for the exchange of information, best practices and ideas on matters relating to the effective management and application of the IM/IT infrastructure in support of delivery of service to the public.

The IM/IT Management Board:

- establishes the annual business plan and set priorities for the Federated Architecture and the IM/IT infrastructure;
- recommends to TIMS approval of the business plan;
- ensures the business plan is executed through regular monitoring of deliverables, including progress on Pathfinder projects;

- manages the investment funds and other funding made available for establishment of the common IM/IT infrastructure;
- acts as the approval authority for the GTIS' common service offerings and rates;
- guides and directs working groups that will address specific issues and develop components of the IM/IT infrastructure; and,
- ensures ongoing compliance of the GOC Federated Architecture.

The chairperson of the IMB is the Chief Information Officer, Treasury Board of Canada Secretariat.

See: TIMS; ACIM

IMHO (In My Humble Opinion): A shorthand appended to a comment written in an online forum, IMHO indicates that the writer is aware that they are expressing a debatable view, probably on a subject already under discussion. One of many such shorthands in common use online, especially in discussion forums.

See Also: BTW

IM/IT (Information Management and Information Technology) (GI/TI (gestion de l'information et technologie de l'information)): IM (Information Management) is the management of work activities related to the planning, creation, collection, organization, use, retrieval, transmission or dissemination, storage, protection and disposition (either destroying or archiving) of information. Information Management deals with all classes of information: namely records management, document management, data management, web content management, knowledge management, information technology data management, and the support it needs by human resource and technology.

Functions of IM may include:

- Establish communication and enforce a governance framework to coordinate and collaborate with suppliers/partners, employees, stakeholders, and customers in business activities across the enterprise value network.
- Establish the relevance of information and data within the context of business strategies, goals, and objectives.
- Classify business information to ensure information sharing between LOBs, trading partners, and regulatory bodies.
- Ensure alignment of information products to the enterprise bottom line (value proposition).
- Formalize the roles, organization structure, and procedures for managing information content and delivery.
- Establish information security access, privacy, confidentiality, quality, integrity, authenticity, and archival cycles.
- Support risk management and business resumption planning activities.
- Provide a foundation for the development and endorsement of common or standard data definitions.
- Ensure data access and sharing supports physical value chain and information value network.
- Ensure governance of data ownership and stewardship roles are identified and communicated.
- Ensure data compliance within audit and legal requirements.

The benefits of IM include:

- Support information sharing and externalization.
- Link operational efforts to overall enterprise direction and strategy.
- Ensure information quality, security, and integrity.
- Increase business effectiveness.

IT (Information Technology) is the term that encompasses all forms of technology used to create, store, exchange, and use information in its various forms (business data, voice conversations, still images, motion pictures, multimedia presentations, and other forms, including those not yet

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conceived). It is a convenient term for including both telephony and computer technology in the same word. It is the technology that is driving what has often been called "the information revolution."

IM/IT Executive Development Program (Programme de perfectionnement des cadres en GI/TI): The program was launched early in April to prepare promising CS-5, EX-1 and EX-2 level candidates for more senior positions in the Public Service in the IM/IT field. Any question on this program should be forward directly to the project team directly via EDP-PPC@tbs-sct.gc.ca.

Informatics (Informatique): The application of computer science and information science to the management and processing of data, information, and knowledge.
See also: IM/IT.

Information: Information is a stimulus that has meaning in some context for its receiver. Some (if not all) kinds of information can be converted into data and passed on to another receiver. Relative to the computer, we say that information is made into data, put into the computer where it is stored and processed as data, and then put out as data in some form that can be perceived as information.

Information Appliance (Dispositif d'information): A computing device designed specifically for accessing the Internet - "browsing the web" - but not designed for running PC applications.

Information Architecture (Architecture d'information): It consists of principles that govern how we use and manage information; a high level view of enterprise information resources that conveys an overall understanding of each information component and the interrelationships between components; and policies defining practices for the management of information. It is the basis for the development of component architectures such as the data architecture.

Infrastructure: Those aspects of the IM/IT environment which are 'common' and available to all units (e.g. the communications network) and for which no one unit could or should provide their own version, either for reasons of cost, complexity or operational management.

Insourcing: a general term and can refer to other kinds of service besides field service; large government and contractual help desk installations frequently insource. The insourcer (the recipient of contract labour) hires the personnel—sometimes hundreds at a time—with the option to return the "employees" to their original employer when the contract ends. This allows quick access to sizeable human resources, while maintaining financial flexibility, because the insourcer is not permanently tied to the employees and their benefits.

Instruction set architecture (Architecture de jeu d'instructions): in essence, the programmer-visible part of how a processor works, comprising the instructions that the processor implements, the set of registers available, and so on.

Integration (Intégration): Within the context of Government Online, this means grouping of information and services together and assembling the components into complete service offerings. There are various degrees of integration from simple hyper-linking of relevant information right through to multiple partners co-managing one end-to-end service.

INTEL: World's largest manufacturer of computer chips. Although it has been challenged in recent years by newcomers AMD and Cyrix, Intel still dominates the market for PC microprocessors. Nearly all PCs are based on Intel's x86 architecture.

Intellectual Property (Propriété intellectuelle): Intellectual property include such things as patents, trademarks, copyrights, industrial designs and integrated circuit topographies which leads to major improvement of the well-being of our society. The Canadian Intellectual Property Office

administers and processes most intellectual property systems. By filing an application to any of these processes, Canadian inventors and innovators legally protect their ideas and inventions in Canada.

Interaction: Within the context of Government Online, a citizen may contact a call centre to change their address so their Employment Insurance cheque is mailed to the appropriate location. The request to change the address is an interaction. The change of address by the call centre agent is another interaction. These interactions constitute a transaction.

Interchange (Échange): A standard format for sharing or transferring data electronically between parties that do not share a common application. Usually a format that is platform-independent is agreed upon as a standard. Examples of common interchange formats include EDI (electronic data interchange), ASCII (American Standard Code for Information Interchange), and GIF (graphics interchange format).

Interface: As a noun, an interface is either:

1. A user interface, consisting of the set of dials, knobs, operating system commands, graphical display formats, and other devices provided by a computer or a program to allow the user to communicate and use the computer or program. A graphical user interface (GUI) provides its user a more or less "picture-oriented" way to interact with technology. A GUI is usually a more ergonomically satisfying or user-friendly interface to a computer system.
2. A programming interface, consisting of the set of statements, functions, options, and other ways of expressing program instructions and data provided by a program or language for a programmer to use.
3. The physical and logical arrangement supporting the attachment of any device to a connector or to another device.

As a verb, to interface means to communicate with another person or object. With hardware equipment, to interface means making an appropriate physical connection so that two pieces of equipment can communicate or work together effectively.

Interlaced (Entrelacé): The storing of data in non-consecutive sectors on a hard disk. This gives slow computers time to absorb data before the next stream of data is available.

Internal modem (Modem interne): A modem that is inside the computer, connected by plugging into an expansion slot.

Internet: (Upper case I) (Internet (I majuscule)): The vast collection of inter-connected networks that all use the TCP/IP protocols and that evolved from the ARPANET of the late 60's and early 70's.

internet: (Lower case i) (internet (i minuscule)): Any time you connect 2 or more networks together, you have an internet - as in inter-national or inter-state.
See Also: Internet , Network.

internet Address (Adresse Internet): An IP address that uniquely identifies a node on an internet. An Internet address (capital «I»), uniquely identifies a node on the Internet.

Internet Appliance (Appareil Internet): Any computer device used to access information on the Internet.

Internet commerce (Commerce électronique): A broad term covering all commercial transactional activities on the Internet. Internet commerce can range from vendors selling software from a Web storefront (Web site) to large corporate procurement systems using an Internet-based VPN (virtual private network) to deal with trading partners. Internet commerce is not synonymous with e-commerce, which covers all electronic commercial activities.

Internet Compatible (Compatible Internet): A computer that is PC compatible and can also be compatible with the rich data types found on the World Wide Web, such as Macromedia Flash, RealAudio, and various streaming video formats. Often compatibility with web data comes from loading a plugin for an internet browser. Compatibility is often a combination of the PC system architecture, the operating system (such as Microsoft Windows or Linux), and the ability to execute x86-plugin applications.

Intranet: A private network inside a company or organization that uses the same kinds of software that you would find on the public Internet, but that is only for internal use. As the Internet has become more popular many of the tools used on the Internet are being used in private networks, for example, many companies have web servers that are available only to employees.

Note that an Intranet may not actually be an internet -- it may simply be a network.
See Also: internet , Internet , and Network

IP (Internet Protocol) (IP (protocole Internet)): The Internet Protocol, defined in STD 5, RFC 791, is the network layer for the TCP/IP Protocol Suite.

IP address (Internet protocol address) (Adresse IP (adresse de protocole Internet)): A designation for a particular location on the Internet, such as "140.23.719.6." IP addresses are associated with domain names.

IP Number (Internet Protocol Number) (Numéro IP (numéro de protocole Interne)): Sometimes called a dotted quad. A unique number consisting of 4 parts separated by dots, e.g.

165.113.245.2

Every machine that is on the Internet has a unique IP number - if a machine does not have an IP number, it is not really on the Internet. Most machines also have one or more Domain Names that are easier for people to remember.

See Also: Domain Name, Internet , and TCP/IP

IRC (Internet Relay Chat) (IRC (service de bavardage)): Basically a huge multi-user live chat facility. There are a number of major IRC servers around the world which are linked to each other. Anyone can create a channel and anything that anyone types in a given channel is seen by all others in the channel. Private channels can (and are) created for multi-person conference calls.

IRQ (Interrupt Request) (IRQ (demande d'interruption)): The IRQ value is an assigned location where the computer can expect a particular device to interrupt it when the device sends the computer signals about its operation. For example, when a printer has finished printing, it sends an interrupt signal to the computer. The signal momentarily interrupts the computer so that it can decide what processing to do next. Since multiple signals to the computer on the same interrupt line might not be understood by the computer, a unique value must be specified for each device and its path to the computer. Prior to Plug-and Play (PnP) devices, users often had to set IRQ (interrupt request) values manually (or be aware of them) when adding a new device to a computer.

ISDN (Integrated Services Digital Network) (RNIS (réseau numérique à intégration de services)): This uses digital telephone lines to deliver voice and data services at 64,000 (64,000 bits per second) or 128,000 (128,000 bits per second) or in other words, in quite a speedy

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manner. However, ISDN is likely to be superseded in the coming years by ADSL and cable modems which can offer incredible high-speed Internet access and download times.

(ISO) International Organization for Standardization (ISO (Organisation internationale de normalisation)): A voluntary, non-treaty organization founded in 1946 which is responsible for creating international standards in many areas, including computers and communications. Its members are the national standards organizations of the 89 member countries.

ISO (Independent Service Organization) (OSI (organisation de services indépendante)): A firm or organization that offers to process online credit card transactions, usually in exchange for transaction fees or a percentage of sales. Merchants must generally establish a merchant account before contracting for ISO services, although some ISOs claim not to require separate merchant accounts. See also factoring.

ISO 9000: A set of standards for electrical and electronic products, formulated by the International Standards Organization.

ISO 14000: A series of standards that provides guidance for managing environmental impacts. The standards specify the framework for implementing and maintaining an effective environmental management system to help organizations meet their environmental obligations reliably and consistently.

ISOC (Internet Society): The Internet Society is a non-profit, professional membership organization which facilitates and supports the technical evolution of the Internet, stimulates interest in and educates the scientific and academic communities, industry and the public about the technology, uses and applications of the Internet, and promotes the development of new applications for the Internet. The Society provides a forum for discussion and collaboration in the operation and use of the global Internet infrastructure. The Internet Society publishes a quarterly newsletter, the Internet Society News, and holds an annual conference, INET. The development of Internet technical standards takes place under the auspices of the Internet Society with substantial support from the Corporation for National Research Initiatives under a co-operative agreement with the US Federal Government.

ISP (Internet Service Provider) (FAI (fournisseur d'accès Internet)): A firm that provides access to the Internet, including Web browsing and e-mail. ISPs often offer connections that can be accessed by dialling a telephone number through your computer's modem.

Issuing bank: The bank that maintains the consumer's credit card account and must pay out to the merchant's account in a credit card purchase. The issuing bank then bills the customer for the debt.

IT (Information Technology) (TI (technologie de l'information)): See IM/IT for definition.

IT Community Renewal (Renouveau de la collectivité de la TI): Name of a demographic analysis of the IM/IT community which is composed primarily of Computer Systems Administrators (CS); information management professionals including records managers, archivists, librarians and communicators; and IM/IT managers and executives. The Organizational Readiness Division of the Chief Information Officer Branch at the Treasury Board of Canada Secretariat (TBS) provides demographic data on the IM/IT Community in support of recruitment and retention initiatives.

IT Procurement Reform (Refonte du processus d'acquisition de la TI): Name of a steering committee and working group which oversees procurement reform and supports Treasury Board's procurement reform initiatives. Key issues are to propose dispute resolution mechanism to be

used for IT contracts in the Canada Customs and Revenue Agency and the impact of new procurement policies on IT projects.

J

JAD (Joint Application Development) (EAC (élaboration d'application en collaboration)): An effective process for ensuring high levels of functional quality, since it requires participation of the prospective end user. It is especially effective in developing graphical user interface (GUI) requirements.

Java: Java is a network-oriented programming language invented by Sun Microsystems that is specifically designed for writing programs that can be safely downloaded to your computer through the Internet and immediately run without fear of viruses or other harm to your computer or files. Using small Java programs (called "Applets"), Web pages can include functions such as animations, calculators, and other fancy tricks. We can expect to see a huge variety of features added to the Web using Java, since you can write a Java program to do almost anything a regular computer program can do, and then include that Java program in a Web page.
See Also: Applet

JavaScript: JavaScript is a programming language that is mostly used in web pages, usually to add features that make the web page more interactive. When JavaScript is included in an HTML file it relies upon the browser to interpret the JavaScript. When JavaScript is combined with Cascading Style Sheets (CSS), and later versions of HTML (4.0 and later) the result is often called DHTML.

JavaScript was invented by Netscape and was going to be called "LiveScript", but the name was changed to JavaScript to cash in on the popularity of Java. JavaScript and Java are two different programming languages.

See Also: HTML, Java

Joystick (Manette de jeu): A pointing device used mostly for computer games, but also used occasionally for CAD/CAM systems and other applications. A joystick is similar to a mouse, except that with a mouse the cursor stops moving as soon as you stop moving the mouse. With a joystick, the pointer continues moving in the direction the joystick is pointing.

JPEG (or JPG) (JPEG (ou JPG)): A file format used for storing graphic images, usually photographs. JPEG files are larger than GIFs of the same image but offer better colour control and clarity. See also GIF.

K

Kbps (Kbauds/s): Kilo bauds per second. This refers to the speed of the modem.

Keyboard (Clavier): The unit used for typing in information in the computer.

Key Program or Service (Programme ou service clé): Within the context of Government Online, this means a program or service, which are fundamental to the mandate of the department or agency, meet the pre-determined selection criteria, and are appropriate for on-line delivery.

Keyword (Mot clé): A word or phrase used in a search engine query, for example, to find Web documents relating to a particular subject.

Kilobyte (Kilo-octet): (k, KB, Kb; also Kbyte or K-byte). One thousand bytes (103) or 1024 (210) bytes. A unit of measurement used for computer file sizes.

Knowledge (Connaissance): Knowledge is the very human activity of looking at information and determining «the rules». It looks at multiple information sources and finds correlations, causes and effects that stand up to independent testing. A published research paper is knowledge. Knowledge can be used to predict how one set of data will change if another is modified. Some examples include:

- Toronto temperature rises are well correlated with increased global green house gases. We have shown that the relationship between these events is so strong that one is causing the other. If GHG emissions continue to increase, temperatures will continue to rise.
- The average age of employees in Environment Canada is rising even though the average age of the workforce in Canada is declining. We have determined this is due to insufficient hiring of young staff. We predict a serious lack of qualified staff in 4 years.
- Geese in this area are declining to a decrease in habitat. However, populations in other areas, notably urban areas, are increasing rapidly. Hence we are dealing with a distribution issue more than a species at risk.

Knowledge Based Economy (Économie du savoir): The concept that knowledge will increasingly become a strategic asset for economic growth. Abundant opportunities abound for all businesses and workers if we can tap the new ideas, innovations and technologies that proliferate in a knowledge-based economy. This emphasizes the need to develop knowledge-driven industries which underpin the knowledge-based economy.

L

LAN (Local Area Network) (RL (réseau local)): A computer network limited to the immediate area, usually the same building or floor of a building.
See Also: Ethernet

Language (Langage): The syntax and semantics in which computer programs are written. The definition of a particular language consists of both syntax (how the various symbols of the language may be combined) and semantics (the meaning of the language constructs). Examples of languages are: Basic; Access; C++; Cobol; Powerhouse, etc.

Laptop (Ordinateur portable): A laptop computer, usually called a *notebook computer* by manufacturers, is a battery-powered personal computer generally smaller than a briefcase that can easily be transported and conveniently used in temporary spaces such as on airplanes, in libraries, temporary offices, and at meetings. A laptop typically weighs less than 5 pounds and is 3 inches or less in thickness. Among the best-known makers of laptop computers are IBM, NEC, Dell, Toshiba, and Hewlett-Packard.

Laptop computers generally cost more than desktop computers with the same capabilities because they are more difficult to design and manufacture. A laptop can effectively be turned into a desktop computer with a docking station, a hardware frame that supplies connections for peripheral input/output devices such as a printer or larger monitor. The less capable *port replicator* allows you to connect a laptop to a number of peripherals through a single plug.

LCD (liquid crystal display) (ACL (afficheur à cristaux liquides)): is the technology used for displays in notebook and other smaller computers. Like light-emitting diode and gas-plasma technologies, LCDs allow displays to be much thinner than cathode ray tube (CRT) technology. LCDs consume much less power than LED and gas-display displays because they work on the principle of blocking light rather than emitting it.

An LCD is made with either a passive matrix or an active matrix display grid. The active matrix LCD is also known as a thin film transistor (TFT) display. The passive matrix LCD has a grid of

conductors with pixels located at each intersection in the grid. A current is sent across two conductors on the grid to control the light for any pixel. An active matrix has a transistor located at each pixel intersection, requiring less current to control the luminance of a pixel. For this reason, the current in an active matrix display can be switched on and off more frequently, improving the screen refresh time (your mouse will appear to move more smoothly across the screen, for example).

Some passive matrix LCD's have dual scanning, meaning that they scan the grid twice in the same time that it took for one scan in the original technology. However, active matrix is still a superior technology.

Lease¹ (Location): A contract by which an item's owner (the lessor) grants the use and possession of that item to another party (the lessee) for a specified and predetermined period of time. The lessee, in return, agrees to make an agreed-upon periodic payment.

Lease Term¹ (Durée de la location): The duration of a lease agreement, plus any required or expected renewals.

Leased Line (Ligne spécialisée): Refers to a phone line that is rented for exclusive 24-hour, 7-days-a-week use from your location to another location. The highest speed data connections require a leased line.

See Also: T-1, T-3, and DSL

LED (light-emitting diode) (DEL (diode électroluminescente)): pronounced by naming the three letters in succession, not as an acronym, is a semiconductor device that emits visible light when an electric current passes through it. The light is not particularly bright, but in most LEDs it is monochromatic, occurring at a single wavelength. The output from an LED can range from red (at a wavelength of approximately 700 nanometers) to blue-violet (about 400 nanometers). Some LEDs emit infrared (IR) energy (830 nanometers or longer); such a device is known as an *infrared-emitting diode* (IRED).

Benefits of LEDs and IREDs, compared with incandescent and fluorescent illuminating devices, include:

- Low power requirement: Most types can be operated with battery power supplies.
- High efficiency: Most of the power supplied to an LED or IRED is converted into radiation in the desired form, with minimal heat production.
- Long life: When properly installed, an LED or IRED can function for decades.

Typical applications include:

- Indicator lights: These can be two-state (i.e., on/off), bar-graph, or alphabetic-numeric readouts.
- LCD panel backlighting: Specialized white LEDs are used in flat-panel computer displays.

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- Fiber optic data transmission: Ease of modulation allows wide communications bandwidth with minimal noise, resulting in high speed and accuracy.
- Remote control: Most home-entertainment "remotes" use IREDS to transmit data to the main unit.
- Optoisolators: Stages in an electronic system can be connected together without unwanted interaction.

Legacy system (Ancien système): System deployed on obsolete technology but still performed critical functions within an organization. The cost of maintaining such systems increase dramatically over time because of difficult in finding replacement components and/or loss of informatics personnel trained in the older technology.

Lessee¹ (Locataire): The user of the equipment being leased.

Lessor¹ (Locateur): The party to a lease agreement who has legal or tax title to the item being leased, and who grants the lessee the use of the equipment for the lease term.

Leveraged Lease¹ (Location adossée): A lease in which an equity portion(usually 20 to 40 percent) of the equipment cost is borne by the lessor. The balance is provided by lenders, on a non-recourse debt basis. Tax benefits of ownership are received by the lessor.

LINUX: A freely-distributable open source implementation of UNIX that runs on a number of hardware platforms, including Intel and Motorola microprocessors. It was developed mainly by Linus Torvalds. Because it's free, and because it runs on many platforms, including PCs, Macintoshes and Amigas, Linux has become extremely popular over the last couple of years.

Listserv (Liste de diffusion): The most common kind of mailing list, "Listserv" is a registered trademark of L-Soft international, Inc. Listservs originated on BITNET but they are now common on the Internet.

See Also: BITNET , E-mail , and Maillist

Login (Connexion): Noun or a verb. Noun: The account name used to gain access to a computer system. Not a secret (contrast with Password).

Verb: The act of entering into a computer system, e.g. Login to the WELL and then go to the GBN conference.

See Also: Password

Loop (Boucle): See Also: Recursive method.

Low Power Processor (Processeur à faible consommation d'énergie): a low-power processor is a microprocessor that consumes less than five watts when running applications, and in cases where the processor does not need to be actively running, has a sleep mode that consumes less than 25 milliwatts of power per hour.

M

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Mailing List (Liste d'adresses électroniques): A (usually automated) system that allows people to send e-mail to one address, whereupon their message is copied and sent to all of the other subscribers to the mailing list. In this way, people who have many different kinds of e-mail access can participate in discussions together.

Mail Server (Serveur de courrier): A software program that distributes files or information in response to requests sent via email. Internet examples include Almanac and netlib. Mail servers have also been used in Bitnet to provide FTP-like services.

Mainframe (Ordinateur central): An industry term for a large computer, typically manufactured by a large company such as IBM for the commercial applications of Fortune 1000 businesses and other large-scale computing purposes. Historically, a mainframe is associated with centralized rather than distributed computing. Today, IBM refers to its larger processors as large servers and emphasizes that they can be used to serve distributed users and smaller servers in a computing network.

MAN (Metropolitan Area Network) (RM (réseau métropolitain)): a data network intended to serve an area approximating that of a large city. Such networks are being implemented by innovative techniques, such as running fibre cables through subway tunnels. A popular example of a MAN is SMDS.

MAP (merchant account provider) (MAP (fournisseur de comptes de commerçant)): A bank or other institution that hosts merchant accounts and processes online credit card transactions. The term is also often used broadly to include any credit card processing service, including ISOs.

Martian (Martien): A humorous term applied to packets that turn up unexpectedly on the wrong network because of bogus routing entries. Also used as a name for a packet which has an altogether bogus (non-registered or ill-formed) internet address.

(MEG) Megabyte (MEG (mégaoctet)): A million bytes. Actually, technically, 1024 kilobytes. See Also: Byte , Bit , and Kilobyte

Megahertz (Mégahertz): MHz is how fast the computer runs. The higher the Megahertz, the faster the computer runs. It is indicated after the DX or SX on a 486, and after Pentium on the pentium.

Memory (Mémoire): Also called main memory. The working space used by the computer to hold the program that is currently running, along with the data it needs, and to run programs and process data. The main memory is built from RAM chips. The amount of memory available determines the size of programs that can be run, and whether more than one program can be run at once. Main memory is temporary, and is lost when the computer is turned off. It is distinguished from more permanent internal memory (ROM) which contains the computer's essential programs, and storage (the disks and tapes which are used to store data).

Memory capacity (Capacité de mémoire): Number of units of storage that can be used for data.

Merchant account (Compte de commerçant): A bank account established by a merchant to receive the proceeds of credit card purchases. By establishing a merchant account, the merchant bank agrees to pay the merchant for valid credit card purchases in exchange for the right to collect on the debt owed by the consumer.

Merchant bank (Banque de commerçant): A bank that holds a merchant account. After a consumer buys a product using a credit card, the merchant bank places funds in a merchant

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account in exchange for the right to collect on the debt owed by a consumer. See also Merchant account.

Merchant services provider (Fournisseur de services de commerçant): A bank, ISO, or other firm that provides services for processing financial transactions, usually credit card sales. Many MSPs provide merchant accounts, while others require their clients to establish merchant accounts on their own. Some MSPs claim that they do not require merchant accounts; this may indicate factoring, which is illegal in many areas. See also holdback.

MERX: It is an on-line tendering service that advertises government contracting opportunities to potential bidders. It is owned and operated by Cebra Inc. which provides the service to the federal government under contract. Departments must use MERX for requirements subject to any of the trade agreements. Some are using it as well for other purchases. PWGSC also uses MERX to advertise requirements for printing services estimated at \$10,000 or above, most goods and services estimated at \$25,000 or above, and communications services worth \$50,000 or more. It advertises requirements estimated at \$60,000 or above for realty, leasing and maintenance services. It also advertises requirements estimated at \$80,900 or above for architectural and engineering consulting. More and more of the Government of Canada's requirements are advertised on MERX, about \$5 billion annually. MERX is accessible from any location in Canada. You have free access to view the notices of opportunities on the Internet and you pay a subscription fee for additional services.

Metadata (Métadonnées): It is the generic term for data that characterizes any kind of information. Packages have label metadata, people are characterized by biographical metadata, electronic data has attribute metadata, and many kinds of objects and artifacts have property metadata. In the case of a computer file, we can find metadata such as name, owner, creation date, and format. The metadata may be embedded within the file, as in a word processing document or a Web page with an embedded title. The metadata can also be maintained separately, as a library catalog record is separate from a book.

META Group: META Group is a research and consulting firm, focusing on information technology and business transformation strategies through structured methodologies.

Meta tag (Métabalise): A special HTML tag that provides information about a Web page. Unlike normal HTML tags, meta tags do not affect how the page is displayed. Instead, they provide information such as who created the page, how often it is updated, what the page is about, and which keywords represent the page.

Metrics (Unités métriques): Measurements used in comparative analysis of competing products.

Microcomputer (Micro-ordinateur): A synonym for the more common term, personal computer or PC, a computer designed for an individual. A microcomputer contains a microprocessor (a central processing unit on a microchip), memory in the form of ROM and RAM, I/O ports and a bus or system of interconnecting wires, housed in a unit that is usually called a motherboard.

Micropayment (Micro-paiement): Very small charges, perhaps even less than a penny, processed through e-commerce systems. Until this time, e-commerce has been largely limited to purchases of \$10 or more. With micropayments, however, e-commerce merchants can sell products for far lower prices, such as charging small fees for downloading documents or charging per click for online advertising. Micropayment systems are still largely experimental and not widely available.

Microprocessor (Microprocesseur): A computer processor on a microchip. It's sometimes called a *logic chip*. It is the "engine" that goes into motion when you turn your computer on. A microprocessor is designed to perform arithmetic and logic operations that make use of small number-holding areas called *registers*. Typical microprocessor operations include adding,

subtracting, comparing two numbers, and fetching numbers from one area to another. These operations are the result of a set of instructions that are part of the microprocessor design. When the computer is turned on, the microprocessor is designed to get the first instruction from the Basic Input/Output System (BIOS) that comes with the computer as part of its memory. After that, either the BIOS, or the operating system that BIOS loads into computer memory, or an application program is "driving" the microprocessor, giving it instructions to perform.

Microsoft: Microsoft Corporation is the largest and most influential company in the personal computer industry. In addition to developing the de facto standard operating systems - DOS and Windows - Microsoft has a strong presence in almost every area of computer software, from programming tools to end-user applications.

Microsoft SMS (Systems Management Server) (SMS de Microsoft (logiciel de gestion de systèmes)): Allows network and system administrators to centrally administer the entire network. This includes the administration of each computer on the network and the software on all computers. Specifically, SMS is designed to support the following:

- Hardware and software inventory management.
- Automated software installation and distribution (including updates).
- Remote system troubleshooting by enabling an administrator to control the keyboard, mouse, and screen of any computer on the network that is running MS-DOS or a Windows operating system.
- Network applications management.

Additional capabilities include:

- Users spend less time dealing with file incompatibilities because Microsoft SMS facilitates the automatic upgrade, and associated data conversion, of new software packages.
- Less time solving user problems because system administrators can "see" the problem occur directly on the user's desktop without having to leave the administrator's desk.
- Administrators save time and energy trying to keep up with curious users who are known to tinker with their configurations because Microsoft SMS tracks user configurations.

Microsoft Windows (Windows de Microsoft): Microsoft's version of a GUI operating environment and the best selling OS. Versions prior to Windows 95 ran on top of MS-DOS and made thousands of commands accessible through icons and pull-down menus. Most recent applications for IBM-compatible PCs cannot run unless some version of Windows is also running. See also: GUI.

Microsoft Windows CE and PalmPilot (Windows CE et PalmPilot de Microsoft): Two operating systems designed to run on smaller, hand-held or portable computers and personal organizers. Windows CE is another Microsoft OS which runs on a variety of hardware and PalmPilot is an OS that runs on the PalmPilot, a hand-held organizer-PC product of Palm Computing - a division of the 3Com Corporation. While software applications for these operating systems are currently limited, new products are being released frequently, including many that connect to and integrate with Windows and Macintosh desktop applications.

Microsoft Windows NT (Windows NT de Microsoft): An advanced Microsoft OS which is generally more powerful than Windows 95 or 98 and is targeted at advanced desktop applications, network servers, and high end business applications. It does, however, have the same user interface as Windows 95/98 and will run software designed for Windows 95/98 as well as most older Windows 3.1 and DOS programs. Certain high-end professional software is designed to run only on Windows NT.

MIME (Multipurpose Internet Mail Extensions) (Protocole MIME): The standard for attaching non-text files to standard Internet mail messages. Non-text files include graphics, spreadsheets, formatted word-processor documents, sound files, etc.

An email program is said to be MIME Compliant if it can both send and receive files using the MIME standard.

When non-text files are sent using the MIME standard they are converted (encoded) into text - although the resulting text is not really readable.

Generally speaking the MIME standard is a way of specifying both the type of file being sent (e.g. a QuickTime™ video file), and the method that should be used to turn it back into its original form.

Besides email software, the MIME standard is also universally used by Web Servers to identify the files they are sending to Web Clients, in this way new file formats can be accommodated simply by updating the Browsers' list of pairs of MIME-Types and appropriate software for handling each type.

See Also: Browser , Client , Server , and Binhex

Minicomputer (Mini-ordinateur): A term no longer much used, is a computer of a size intermediate between a microcomputer and a mainframe. Typically, minicomputers have been stand-alone computers (computer systems with attached terminals and other devices) sold to small and mid-size businesses for general business applications and to large enterprises for department-level operations. In recent years, the minicomputer has evolved into the "mid-range server" and is part of a network. IBM's AS/400e is a good example.

Minimum Service Level (Niveau de service minimal): The predetermined minimum level at which a critical business function must operate if it is to fulfil its mandate and legal obligations. The minimum service level is, in part, determined with reference to the Maximum Acceptable Downtime (e.g., what must be operational, by when?).

Mirror (Miroir): Generally speaking, «to mirror» is to maintain an exact copy of something. Probably the most common use of the term on the Internet refers to «mirror sites» which are web sites, or FTP sites that maintain exact copies of material originated at another location, usually in order to provide more widespread access to the resource.

Another common use of the term «mirror» refers to an arrangement where information is written to more than one hard disk simultaneously, so that if one disk fails, the computer keeps on working without losing anything.

See Also: FTP , Web

MIS (Management Information Systems) (SIG (systèmes d'information de gestion)): MIS (management information systems) is a general term for the computer systems in an enterprise that provide information about its business operations. It's also used to refer to the people who manage these systems. Typically, in a large corporation, "MIS" or the "MIS department" refers to a central or centrally-co-ordinated system of computer expertise and management, often including mainframe systems but also including, by extension, the corporation's entire network of computer resources.

In the beginning, business computers were used for the practical business of computing the payroll and keeping track of accounts payable and receivable. As applications were developed that provided managers with information about sales, inventories, and other data that would help in managing the enterprise, the term "MIS" arose to describe these kinds of applications. Today, the term is used broadly in a number of contexts and includes (but is not limited to): decision support systems, resource and people management applications, project management, and database retrieval applications.

Mission Critical Function (Fonction critique de mission): Any "core" function of an organization considered critical to the public or to the survival of the enterprise itself, directly or indirectly. Mission critical functions are identified via the Business Function Prioritization process. By way of example, police services are "mission critical" from a societal perspective. From the perspective of an individual enterprise or a department of government, the ability to deliver committed orders, maintain future sales activities or supply key information to an external user may be mission critical. In general, the identification of mission critical functions responds to the question "what do we exist to do?"

Modem: (MOdulator, DEModulator) -- A device that you connect to your computer and to a phone line, that allows the computer to talk to other computers through the phone system. Basically, modems do for computers what a telephone does for humans.

Monthly minimum (Minimum mensuel): The minimum amount in fees and percentages charged by a merchant service provider in a given month. If account activity does not generate the monthly minimum, the account holder must make up the difference.

MOO (Mud, Object Oriented) (MOO (environnement multiusagers orienté objet)): One of several kinds of multi-user role-playing environments, so far only text-based.
See Also: MUD, MUSE

Mosaic: The first WWW browser that offered a common user interface for Macintosh, Windows, and UNIX computers. Mosaic really started the popularity of the Web. The source-code to Mosaic has been licensed by several companies and there are several other pieces of software as good or better than Mosaic, most notably, Netscape.
See Also: Browser , Client , and WWW

Motherboard (Carte mère): The large circuit board that contains the main electronic parts and chips needed to run your computer.

MOTO discount rate (mail order / telephone order discount rate) (Taux d'escompte de commande par correspondance / téléphone): The discount rate charged by the merchant account provider for credit card transactions in which the actual credit card was not available to the merchant. MOTO discount rates are generally higher than swipe discount rates to account for the increased chance of fraud or non-payment.

Mouse (Souris): A serial-bus I/O device used to point and select objects on a computer monitor screen. There are many manufacturers of mouse hardware and many variations. Some mice have fixer roller balls, some are used with the thumb, others with the forefinger. The 3 major types of mice interfaces are: USB, serial, and PS2. They are distinguishable by their connector interface.

MP3: A digital audio compression algorithm that achieves a compression factor of about 12 while preserving sound quality. It does this by optimizing the compression according to the range of sound that people can actually hear. MP3 is currently among the most powerful algorithms in a series of audio encoding standards developed under the sponsorship of the Motion Picture Experts Group (MPEG) and formalized by the International Organization for Standardization (ISO). MP3 files (filename extension ".mp3") can be downloaded from many Web sites and can be played using software available for most operating systems (also downloadable), e.g., Winamp for PC, MacAmp for Macintosh, and mpeg123 for Unix.

MPEG (Moving Picture Experts Group) (Normes MPEG): MPEG (pronounced EHM-pehg), the Moving Picture Experts Group, develops standards for digital video and digital audio compression. It operates under the auspices of the International Organization for Standardization (ISO). The MPEG standards are an evolving series, each designed for a different purpose.

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MPEG-1 is a standard for CD-ROM video and audio. MPEG-2 is a standard for full-screen, broadcast quality video. MPEG-4 is a standard for video telephony. There is no MPEG-3 in order to avoid confusion with MP3.

To use MPEG video files, you need a personal computer with sufficient processor speed, internal memory, and hard disk space to handle and play the typically large MPEG file (which has a file name suffix of .mpg). You also need an MPEG viewer or client software that plays MPEG files. (Note that .mp3 file suffixes indicate MP3 (MPEG-1 audio layer-3) files, not MPEG-3 standard files.) You can download shareware or commercial MPEG players from a number of sites on the Web.

MPP (Massively Parallel Processing) (Traitement massivement parallèle): Massively parallel processing, a type of computing that uses many separate CPUs running in parallel to execute a single program. MPP is similar to symmetric multi-processing (SMP), with the main difference being that in SMP systems all the CPUs share the same memory, whereas in MPP systems, each CPU has its own memory. MPP systems are therefore more difficult to program because the application must be divided in such a way that all the executing segments can communicate with each other. On the other hand, MPP don't suffer from the bottleneck problems inherent in Symmetric multi-processing systems when all the CPUs attempt to access the same memory at once.

MUD (Multi-User Dungeon or Dimension) (MUD (Multi-User Dungeon ou Dimension)): A (usually text-based) multi-user simulation environment. Some are purely for fun and flirting, others are used for serious software development, or education purposes and all that lies in between. A significant feature of most MUDs is that users can create things that stay after they leave and which other users can interact with in their absence, thus allowing a world to be built gradually and collectively.

See Also: MOO, MUSE

Multimedia (Multimédia): Multimedia is a communication style that uses any combination of different media, and may or may not involve computers. Multimedia may include text, spoken audio, music, images, animation and video. The large amounts of data required for computer multimedia files makes CD-ROM's a good option for storage; but there are other ways of receiving multimedia communications, such as the World Wide Web. Multimedia programs are often interactive, and include games, sales presentations, encyclopaedias, and more.

Multitasking (Fonctionnement multitâche): The ability of a computer to operate several programs at one time. The machine allows multi-tasking without the need to buy extra hardware. This software doesn't offer multi-tasking capability, but it does have easy-to-use graphics.

MUSE (Multi-User Simulated Environment) (Environnement MUSE): One kind of MUD - usually with little or no violence.

See Also: MOO, MUD

N

Netiquette (Nétiquette): **Network Etiquette**. The generally accepted rules of behaviour associated with sending E-mails and posting messages to newsgroups.

See Also: Internet

Netizen (Internaute): Derived from the term citizen, referring to a citizen of the Internet, or someone who uses networked resources. The term connotes civic responsibility and participation.

See Also: Internet

Net PC (Ordinateur de réseau): Net PC is really just a scaled-down PC since it is able to execute Windows applications locally. However, it also includes features to simplify connecting it to a network and to administer it remotely.

Netscape: A WWW Browser and the name of a company. The Netscape (tm) browser was originally based on the Mosaic program developed at the National Centre for Supercomputing Applications (NCSA). Netscape has grown in features rapidly and is widely recognized as being among the best and most popular web browsers. Netscape corporation also produces web server software.

Netscape provided major improvements in speed and interface over other browsers and has also engendered debate by creating new elements for the HTML language used by Web pages -- but the Netscape extensions to HTML are not universally supported.

See Also: Browser , Mosaic , Server , and WWW

Network (Réseau): A group of interconnected computers, including the hardware and software used to connect them. Any time you connect 2 or more computers together so that they can share resources, you have a computer network. Connect 2 or more networks together and you have an internet.

See Also: internet, Internet, and Intranet

Newsgroup (Groupe de nouvelles): The name for discussion groups on USENET.

See Also: USENET

NIC (Networked Information Centre) (NIC (centre d'information en réseau)): Generally, any office that handles information for a network. The most famous of these on the Internet is the InterNIC, which is where new domain names are registered.

Another definition: NIC also refers to Network Interface Card which plugs into a computer and adapts the network interface to the appropriate standard. ISA, PCI, and PCMCIA cards are all examples of NICs.

NNTP (Network News Transport Protocol) (Protocole NNTP): The protocol used by client and server software to carry USENET postings back and forth over a TCP/IP network. If you are using any of the more common software such as Netscape, Nuntius, Internet Explorer, etc. to participate in newsgroups then you are benefiting from an NNTP connection.

See Also: Newsgroup , TCP/IP , and USENET

Node (Nœud): Any single computer connected to a network.

See Also: Network , Internet , and internet

Non-Interlaced (Non entrelacé): Refers to monitors whose electron gun scans the entire screen without skipping any scan lines.

Non Repudiation (Non répudiation): The property of a receiver being able to prove that the sender of some data did in fact send the data even though the sender might later deny ever having sent it.

O

Office Suite (Suite bureautique): Microsoft's bundles of productivity tools. Different versions contain some or all of Microsoft Word, Microsoft Excel, Powerpoint, Outlook, Microsoft Access, Microsoft Publisher, Microsoft Front Page, Microsoft Team Manager, Microsoft Project, Microsoft Schedule+, Microsoft Internet Explorer, Small Business Financial Manager, Automap Streets Plus.

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On-Line (En ligne): Within the context of Government Online, this represents the situation when clients are connected to a Government of Canada service electronically. This includes access from personal computers, telephones, and kiosks.

Open Database Connectivity (ODBC) (Pilote ODBC): a standard or open application programming interface (API) for accessing a database. By using ODBC statements in a program, you can access files in a number of different databases, including Access, dBase, DB2, Excel, and Text. In addition to the ODBC software, a separate module or driver is needed for each database to be accessed. The main proponent and supplier of ODBC programming support is Microsoft.

ODBC is based on and closely aligned with the Open Group standard Structured Query Language (SQL) Call-Level Interface. It allows programs to use SQL requests that will access databases without having to know the proprietary interfaces to the databases. ODBC handles the SQL request and converts it into a request the individual database system understands.

ODBC was created by the SQL Access Group and first released in September, 1992. Although Microsoft Windows was the first to provide an ODBC product, versions now exist for UNIX, OS/2, and Macintosh platforms as well.

Open-End Lease¹ (Location de durée indéterminée): A lease containing a provision that requires the lessee to guarantee the lessor a minimum value from the leased asset's sale at the end of the lease.

Operating Systems (Systèmes d'exploitation): The main control program of a computer that schedules tasks, manages storage, and handles communication with peripherals. Its main part, called the kernel, is always present. The operating system presents a basic user interface when no applications are open, and all applications must communicate with the operating system. e.g. Windows.

Optical Character Recognition(OCR) (Reconnaissance optique de caractères(ROC)): The process by which an electronic device recognizes written letters or numbers.

Oracle: Oracle Corporation is the largest software company whose primary business is database products. Historically, Oracle has targeted high-end workstations and minicomputers as the server platforms to run its database systems. Its relational database was the first to support the Structured Query Language, which has since become the industry standard.

Outage (Interruption): The interruption of automated processing systems, support services or essential business operations which may result in the organisation's inability to provide service for some period of time.

Outsourcing (Impartition): Outsourcing is an arrangement in which one company provides services for another company that could also be or usually have been provided in-house. Outsourcing is a trend that is becoming more common in information technology and other industries for services that have usually been regarded as intrinsic to managing a business. In some cases, the entire information management of a company is outsourced, including planning and business analysis as well as the installation, management, and servicing of the network and workstations. Outsourcing can range from the large contract in which a company like IBM

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manages IT services for a company like Xerox to the practice of hiring contractors and temporary office workers on an individual basis.

P

Packet (Paquet): The unit of data sent across a network. «Packet» is a generic term used to describe the unit of data at all levels of the protocol stack, but it is most correctly used to describe application data units.

Packet Switching (Commutation de paquets): The method used to move data around on the Internet. In packet switching, all the data coming out of a machine is broken up into chunks, each chunk has the address of where it came from and where it is going. This enables chunks of data from many different sources to co-mingle on the same lines, and be sorted and directed to different routes by special machines along the way. This way many people can use the same lines at the same time.

Palmtop (Ordinateur de poche): (Or "pocket computer", "Hand-held Personal Computer", H/PC) A small general-purpose, programmable, battery-powered computer capable of handling both numbers and text (in contrast to most pocket calculators) which can be operated comfortably while held in one hand. A palmtop is usually loaded with an operating system such as Windows CE. Data can be transferred between the palmtop and a desktop PC.

A palmtop is very similar to a Personal Digital Assistant though a palmtop may have a larger keyboard and more RAM and is possibly more general purpose in concept, if not in practise.

PAN(Personal Area Network) (RP (réseau personnel)):

1. A personal local area network which consists of a network of personal computer(s) and peripheral devices for supporting a single user.
2. Personal Area Network is an IBM technology that allows individuals to exchange data with a simple touch or grasp. A PAN user is equipped with a receiver and a transmitter, which constantly sends infinitesimal data-carrying currents -- in the 0.1-1 MHz band -- through the body and picks up currents when in very close range with another device or individual carrying a transmitter.

Parallel Port (Port parallèle): A socket on a computer for transmitting data in parallel, which means more than one bit at a time. There may be eight, 16, or 36 channels; each channel carries one bit of information, so eight channels would be used to transmit one eight-bit byte at a time. Not all the channels are used for data; some are used for control signals. A parallel port, also called a female connector, has 25 holes, and the cable that plugs into it has 25 pins. It is the kind of port used to connect tape drives, CD-ROMs, extra hard disks, and most printers. A parallel port transmits faster than a serial port, but cannot reliably send data more than 20 feet.

Password (Mot de passe): A code used to gain access to a locked system. Good passwords contain letters and non-letters and are not simple combinations such as virtue7.

Payment Gateway (Passerelle de paiement): The code that transmits a customer's order to and from a merchant's bank's transaction-authorizing agent — usually a MAP (merchant account provider). See also payment gateway provider.

Payment Gateway Provider: A company that provides code and/or software for an e-commerce site to enable it to transfer information from its shopping cart to the acquiring bank, and on through the rest of the credit card transaction. See also payment gateway.

PCI Bus: A hardware interface that connects a processor to user input/output devices (for example, graphics controller, USB controller, LANs, or modems). The Crusoe processor model TM3200 and Crusoe processor model TM5400 include on-chip PCI controllers.

PCO (Privy Council Office) (BCP (Bureau du Conseil privé)): It serves as the principal link between the Prime Minister and the Public Service of Canada, and is responsible to the Prime Minister for the institution's overall performance and its effective management. The head of this office is known the Clerk of the Privy Council, who reports directly to the Prime Minister. The Clerk of the Privy Council has 3 major roles:- Prime Minister's Deputy Minister, Secretary to the Cabinet, and Head of the Public Service of Canada. PCO supports Cabinet committees by managing the flow of documents through cabinet, by ensuring that established processes and protocols are followed before proposals go to cabinet and commenting on proposals coming from departments and agencies before they get to cabinet.

PCS (personal communications services) (SCP (services de communications personnelles)): a wireless phone service somewhat similar to cellular telephone service but emphasizing personal service and extended mobility. It's sometimes referred to as *digital cellular* (although cellular systems can also be digital). Like cellular, PCS is for mobile users and requires a number of antennas to blanket an area of coverage. As a user moves around, the user's phone signal is picked up by the nearest antenna and then forwarded to a base station that connects to the wired network. The phone itself is slightly smaller than a cellular phone. PCS is being introduced first in highly urban areas for large numbers of users.

The "personal" in PCS distinguishes this service from cellular by emphasizing that, unlike cellular, which was designed for car phone use with transmitters emphasizing coverage of highways and roads, PCS is designed for greater user mobility. It generally requires more cell transmitters for coverage, but has the advantage of fewer blind spots. Technically, cellular systems in the United States operate in the 824-849 megahertz (MHz) frequency bands; PCS operates in the 1850-1990 MHz bands.

PDA (Personal Digital Assistant) (ANP (assistant numérique personnel)): PDA (personal digital assistant) is a term for any small mobile hand-held device that provides computing and information storage and retrieval capabilities for personal or business use, often for keeping schedule calendars and address book information handy. The term handheld computer is a synonym. Many people use the name of one of the popular PDA products as a generic term. These include Hewlett-Packard's Palmtop and 3Com's PalmPilot.

Most PDAs have a small keyboard. Some PDAs have an electronically sensitive pad on which handwriting can be received. Typical uses include schedule and address book storage and retrieval and note-entering. However, many applications have been written for PDAs. Increasingly, PDAs are combined with telephones and paging systems.

PEM (Privacy Enhanced Mail) (PEM (courrier à confidentialité améliorée)): Internet email which provides confidentiality, authentication and message integrity using various encryption methods.

Peripheral (Périphérique): Any piece of hardware connected to a computer; any part of the computer outside the CPU and working memory. Some examples of peripherals are keyboards, mice, monitors, printers, scanners, disk and tape drives, microphones, speakers, joysticks, plotters, and cameras.

Personalization (Personnalisation): Within the context of Government Online, this is the ability that gives clients the option of adapting the service content to their individual needs and preferences. It includes giving the user the ability to customize a specific web page to their own circumstances and interests and facilitates push technology so that, at the citizen's request, e-mail reminders about services or new information can be sent as they become available.

PIN (personal identification number) (NIP (numéro d'identification personnelle)): An alphanumeric or numeric code used to verify the identity of an individual attempting to use a credit card, debit card, or other account.

PKI (Public Key Infrastructure) (ICP (infrastructure à clé publique)): The policies and procedures for establishing a secure method for exchanging information within an organization, an industry, a nation or world-wide. It includes the use of certification authorities (CAs) and digital signatures as well as all the hardware and software used to manage the process.

Plug-in (Plugiciel): A (usually small) piece of software that adds features to a larger piece of software. Common examples are plug-ins for the Netscape® browser and web server. Adobe PhotoShop® also uses plug-ins.

The idea behind plug-in's is that a small piece of software is loaded into memory by the larger program, adding a new feature, and that users need only install the few plug-ins that they need, out of a much larger pool of possibilities. Plug-ins are usually created by people other than the publishers of the software the plug-in works with.

PnP (Plug-and-Play) (PAT (prêt-à-tourner)): Is a standard that gives computer users the ability to plug a device into a computer and have the computer recognize that the device is there. The user doesn't have to tell the computer. While this is not a new capability, operating systems have traditionally needed to have any variable machine configuration (including the attachment of additional devices) defined to them by a user. Microsoft has made "Plug-and-Play" a selling point for its latest Windows operating systems. (A similar capability has long been built into Macintosh computers.)

Policy (Politique): It is a guiding principle for an organization or project to influence and determine decisions; usually found in the commitment to perform practices.

POP (Point of Presence, also Post Office Protocol) (POP (point d'occupation et, également, Post Office Protocol)): A Point of Presence usually means a city or location where a network can be connected to, often with dial up phone lines. So if an Internet company says they will soon have a POP in Belgrade, it means that they will soon have a local phone number in Belgrade and/or a place where leased lines can connect to their network. A second meaning, Post Office Protocol refers to the way e-mail software such as Eudora gets mail from a mail server. When you obtain a SLIP, PPP, or shell accounts you almost always get a POP account with it, and it is this POP account that you tell your e-mail software to use to get your mail.
See Also: SLIP, PPP.

Port: 3 meanings. First and most generally, a place where information goes into or out of a computer, or both. e.g. the serial port on a personal computer is where a modem would be connected. On the Internet port often refers to a number that is part of a URL, appearing after a colon (:) right after the domain name. Every service on an Internet server listens on a particular port number on that server. Most services have standard port numbers, e.g. Web servers normally listen on port 80. Services can also listen on non-standard ports, in which case the port number must be specified in a URL when accessing the server, so you might see a URL of the form:

`gopher://peg.cwis.uci.edu:7000/`

shows a gopher server running on a non-standard port (the standard gopher port is 70). Finally, port also refers to translating a piece of software to bring it from one type of computer system to another, e.g. to translate a Windows program so that it will run on a Macintosh.
See Also: Domain Name Server, URL

Portal (Portail): Usually used as a marketing term to describe a Web site that is or is intended to be the first place people see when using the Web. Typically a "Portal site" has a catalogue of web sites, a search engine, or both. A Portal site may also offer email and other services to entice people to use that site as their main "point of entry" (hence "portal") to the Web.

POS terminal (point of sale terminal) (Terminal POS (terminal de point de vente)): An electronic device used for verifying and processing credit card transactions. If the credit card is available, the merchant can swipe the card through the terminal.

Posting (Postage): A single message entered into a network communications system.

E.g. A single message posted to a newsgroup or message board.

See Also: Newsgroup

Postmaster (Maître de poste): The person responsible for taking care of electronic mail problems, answering queries about users, and other related work at a site.

POTS (Plain Old Telephone System) (STO (service téléphonique ordinaire)): POTS is a term sometimes used in discussion of new telephone technologies in which the question of whether and how existing voice transmission for ordinary phone communication can be accommodated. For example, ADSL and ISDN provide some part of their channels for "plain old telephone service" while providing most of their bandwidth for digital data transmission.

PPP (Point to Point Protocol) (PPP (protocole point à point)): Best known as a protocol that allows a computer to use a regular telephone line and a modem to make TCP/IP connections and thus be really and truly on the Internet.

See Also: IP Number , Internet , SLIP , TCP/IP

Program (Programme): Within the context of Government Online, this is a portfolio of services that together represent the administration of an entire domain. The Canada Customs and Revenue Agency is mandated to deliver the Personal Income Tax Program.

Program Integrity (Intégrité des programmes): In the federal government IM/IT context, Program Integrity is the initiative intended to renew obsolete or obsolescent elements of the federal IM/IT infrastructure that are jeopardizing departments' ability to meet their program obligations. Program Integrity funding has been set aside for specific departments by the government generally for the 2001/02 and 2002/03 fiscal years to address this.

Present Value¹ (Valeur actuelle): The current equivalent of payments or a series of payments to be made during the life of a lease.

Process Model (Modèle de processus): A representation (graphical or text based) of the steps required to deliver an output (e.g.: responding to client inquiries). The model includes information on inputs, controls, resources, outputs as well as their relationships.

Protocol (Protocole): A set of rules that regulate the way data is transmitted between computers. Protocols can describe low-level details of machine-to-machine interfaces (e.g., the order in which bits and bytes are sent across a wire) or high-level exchanges between allocation programs (e.g., the way in which two programs transfer a file across the internet).

Principles (Principes): They are statements derived from common business requirements in conjunction with relevant «best practices» of leading organizations.

Privacy Act (Loi sur la protection des renseignements personnels): The *Privacy Act* gives Canadian citizens and people present in Canada the right to have access to information that is

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held about them by the federal government. The Act also protects against unauthorized disclosure of personal information. In addition, it strictly controls how the government will collect, use, store, disclose and dispose of any personal information.

PSTN (Public Switched Telephone Network) (RTPC (réseau téléphonique public commuté)): The regular old-fashioned telephone system.

Public Domain Software (Publiciel): Software which has no copyright protection and can be used or copied by anyone free of charge. Sometimes programmers create software and donate it for the good of the general public.

Public Key Encryption (Chiffrement à clé publique): A method of encrypting electronic data. Developed to account for weaknesses in symmetric encryption, public key encryption does not require the transmission of decoding keys themselves.

Pull Technology (Technologie du tirer): The opposite of push technology; the user decides to visit a web page or to download software rather than signing up for a service that automatically brings it to the user's desktop.

Purchase Option¹ (Option d'achat): A clause that allows the lessee to purchase the leased item at the end of the lease term. The option may be a specified amount or a fair market value.

Push Technology (Technologie du pousser): Internet technology that allows information to be delivered or "pushed" directly to a user who subscribes to it, rather than the user having to go look for the information on an Internet site. For example, PointCast, Yahoo, and other services provide news to users who can customize their news reports, choosing from categories such as sports, world news, stock market, etc. and entering their preferences into a database.

R

RAM (RAM (mémoire vive)): Random Access Memory is used by the computer as a temporary storage area for data it is manipulating during the course of a computing operation.

RDBMS (SGBDR): Relational Database Management System. A system for database management of a relational database. See relational database and database management system (DBMS).

RDIMS (SGDDI): Record Document Information Management System, which is a Canadian federal government shared system initiative to manage office documents. RDIMS provides functionality to capture, manage, store, preserve, protect, and make readily available document-based information until it no longer has value.

Read Only (Lecture seulement): Usually applied to a file or other kind of document. Means that the object cannot be written to, which means that you can't save any modifications you make to it.

Real-time processing (Traitement en temps réel): The verification and processing of credit card transactions immediately following a purchase. Real-time verification on the Web usually takes less than five minutes. Real-time verification is especially important for Web sites that sell products and services that consumers expect immediately, such as memberships to the site or software downloads.

Recovery (Reprise): Those decisions and measures undertaken to restore normal conditions so that business may be resumed following a crisis. The time frame for recovery begins as soon as a reduction in critical response activities permits the re-allocation of some resources to longer-term recovery activities. Recovery measures can begin within the Response element and extend over years and could include physical restoration and reconstruction, financial assistance programs, counselling, temporary housing or relocation assistance, health and safety programs, environmental clean-up and economic impact studies. The second element in Recovery is Resumption of normal business activity.

Recovery Process (Processus de reprise): That part of the Business Continuity Plan which includes the Response to the interruption or emergency and the Resumption of normal operations. Please see Recovery above.

Recurring fees (Frais périodiques): Regular, usually monthly, charges for maintaining a merchant account. Recurring fees include the discount rate, transaction fees, statement fee, and monthly minimum.

Recursive Method (Méthode récurrente): See Also: Loop.

Register (Registre): In a computer, a register is one of a small set of data holding places that are part of a computer microprocessor and that provide a place for passing data from one instruction to the next sequential instruction or to another program that the operating system has just given control to. A register must be large enough to hold an instruction - for example, in a 32-bit instruction computer, a register must be 32 bits in length. In some computer designs, there are smaller registers - for example, *half-registers* - for shorter instructions. Depending on the processor design and language rules, registers may be numbered or have arbitrary names.

Registry (Base de registre): 1) In the Microsoft Windows 95, Windows 98, and Windows NT operating systems, the Registry is a single place for keeping such information as what hardware is attached, what system options have been selected, how computer memory is set up, and what application programs are to be present when the operating system is started. The Registry is somewhat similar to and a replacement for the simpler INI (initialization) and configuration files used in earlier Windows systems. INI files are still supported, however, for compatibility with the 16-bit applications written for earlier systems. In general, the user updates the Registry indirectly using Control Panel tools, such as Tweak UI. When you install or uninstall application programs, they also update the Registry. In a network environment, Registry information can be kept on a server so that system policies for individuals and workgroups can be managed centrally. 2) The Internet Registry manages the Internet's domain name system. It is supervised by the Internet Architecture Board of the Internet Society.

Remote Login (Connexion à distance): Operating on a remote computer, using a protocol over a computer network, as though locally attached.

Renewal Option¹ (Option de renouvellement): A clause that allows the lease term to be extended, at the request of the lessee, for a period of time beyond the lease's original term.

Residual Value¹ (Valeur résiduelle): The leased item's value at the end of the lease term.

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Response time (Temps de réponse): The delay experienced in time sharing between request and answer, a delay which increases when the number of users on the system increases.

RFC (Request For Comments) (Document RFC (Request For Comments)): The name of the result and the process for creating a standard on the Internet. New standards are proposed and published on line, as a Request For Comments. The Internet Engineering Task Force is a consensus-building body that facilitates discussion, and eventually a new standard is established, but the reference number/name for the standard retains the acronym RFC, e.g. the official standard for e-mail is RFC 822.

RISC: A computer architecture that reduces chip complexity by using simpler instructions than a CISC (Complex Instruction Set Computer). An x86 processor is generally regarded as a CISC.

Risk Assessment & Management (Évaluation et gestion du risque): The product of an evaluation of the probability that an asset or dependency will fail(threat), combined with the impact failure would have on a business function(criticality).

Risk Reduction or Mitigation (Réduction ou atténuation du risque): The development, preparation and execution of action plans which by their very nature reduce risks.

Robot: A software application that automatically finds and retrieves information from the Web. Also called a "spider" or "crawler."

ROM (Mémoire ROM (mémoire morte)): Read-Only Memory. Memory that can be read but not changed. Read-only memory is non-volatile storage; it holds its contents even when the power is turned off. Data is placed in ROM only once, and stays there permanently. ROM chips are used for storage of the essential software of the computer, called firmware. Some kinds of ROM are PROM, EPROM, EEPROM, and CD-ROM.

Route: The path that network traffic takes from its source to its destination. Also, a possible path from a given host to another host or destination.

Router (Routeur): A special-purpose computer (or software package) that handles the connection between 2 or more networks. Routers spend all their time looking at the destination addresses of the packets passing through them and deciding which route to send them on.
See Also: Network , Packet Switching

Routing (Routage): The process of selecting the correct interface and next hop for a packet being forwarded.

RPC (Remote Procedure Call) (RPC (appel de procédure à distance)): An easy and popular paradigm for implementing the client-server model of distributed computing. In general, a request is sent to a remote system to execute a designated procedure, using arguments supplied, and the result returned to the caller. There are many variations and subtleties in various implementations, resulting in a variety of different (incompatible) RPC protocols.

Rust-out (Détérioration): It generally refers to an ongoing trend to under-fund the renewal of an organization's capital investments. In the IM/IT domain, rust-out has 3 major components - the first, technological rust-out refers to equipment that can no longer cope and is failing to meet program demands due to excessive age or increasing business volumes. The second, architectural rust-out, refers to equipment and processes which, though still operating satisfactorily, no longer correspond with accepted or defacto standards or practices. The third, people rust-out, refers to skill-set rust-out created by technological changes and very limited training investments. This latter component are often viewed as part of the infrastructure that needed to be renewed. All three types of rust-out jeopardize an organization's ability to sustain its operations and meet its objectives.

S

SAP: German software company, SAP AG. SAP's R/3 integrated suite of applications and its ABAP/4 Development Workbench became popular starting around 1993. Its current major products such as its Financial, Human Resources, Enterprise Resources Planning systems are widely used in medium to large organizations as well as in some government departments.

Scalability (Variabilité d'échelle): The ability to expand a computing solution to support large numbers of users without impacting performance.

Scanners (Numériseur à balayage): Like a photocopier, this device allows you to read images and text into your computer. Scanners use a variety of connection formats including Parallel Port, USB, and SCSI. USB is simple, SCSI is fast, and Parallel Port is extremely slow. A very useful tool for business and consumers.

Scope Creep (Glissement de portée): the expansion of identified and approved project requirements by small un-approved increments. The sum total of these small increments often results in significant changes and in jeopardizing the success of a project.

Search engine (Moteur de recherche): A remotely accessible program that lets you do keyword searches for information/sites on the Web.

Secure server (Serveur sécurisé): A Web server or other computer connected to the Internet that is capable of establishing encrypted communication with clients, generally using SSL or SET.

Security Architecture (Architecture de sécurité): It consists of principles which govern the effective and secure delivery of services. It defines a security baseline of system components and is supported by a policy outlining security procedures. A good security architecture addresses awareness, training, on-going assessment, physical security and enforcement.

Security Certificate (Certificat de sécurité): A chunk of information (often stored as a text file) that is used by the SSL protocol to establish a secure connection.

Security Certificates contain information about who it belongs to, who it was issued by, a unique serial number or other unique identification, valid dates, and an encrypted «fingerprint» that can be used to verify the contents of the certificate.

In order for an SSL connection to be created both sides must have a valid Security Certificate.
See Also: Certificate Authority , SSL

Self Service (Libre-service): Within the context of an *IM/IT Architecture Model*, this refers to the component of the architecture which provides a window into the organization, and which puts the functionality in the hands of clients, partners, and employees, with IM/IT solutions that broaden the organizational reach and capacity. Clients and partners are able to directly access these applications to obtain services and information and as a method of providing feedback and collaborating with Environment Canada. The Self Serve processes must be integrated with the Back Office to effectively manage the extended services and capabilities. Back Office Applications are required to support the integration, such as the transformation of information from the format of a Back Office application to meet the requirements of a Self Serve application. Self Serve applications will be delivered on Web, kiosk, telephone and wireless technologies. See also: Back Office, Front Office.

Serial Port (Port série): A socket on a computer which is usually used to connect a modem mouse, scanner, or serial printer. Sometimes two computers are connected together by their serial ports to send data between them. A serial port, also called a male connector, has 9 or 25 pins. A serial port sends information through a cable one bit at a time, whereas a parallel port

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sends eight bits at a time along parallel wires. A parallel port sends data faster but a serial port is more reliable for transmission over a longer distance.

Server (Serveur): A computer, or a software package, that provides a specific kind of service to client software running on other computers. The term can refer to a particular piece of software, such as a WWW server, or to the machine on which the software is running, e.g. Our mail server is down today, that's why e-mail isn't getting out. A single server machine could have several different server software packages running on it, thus providing many different services to clients on the network.

See Also: Client, Network.

Service: Within the context of Government Online, this is a collection of transactions that are organized to address a given set of client requirements. A service often supports a number of complementary transactions that are necessary in order to offer a complete service. The Canada Pension Plan is comprised of various services; one of the services is a yearly contribution statement.

Service Canada (Services Canada): The government's Electronic Service Delivery vision calls for allowing citizens to choose how they access government information and services – via mail, phone, personal visit, or through electronic service delivery gateways such as kiosks and the Internet – through a single window or by going directly to departments. The vision also calls for electronic services being readily available in all parts of the country and to all income groups, in both official languages, and respecting the special needs of persons with disabilities. This vision recognizes that Electronic Service Delivery channels must be easy to use and have a common look and feel, and that Canadians want to ensure that their interactions with government occur in a secure environment that protects their privacy and the confidentiality of information.

SET (Secure Electronic Transaction) (Protocole SET (secure electronic transaction)): A system for encrypting e-commerce transactions, such as online credit card purchases. Developed by Visa, MasterCard, Microsoft, and several major banks, SET combines 1,024-bit encryption with digital certificates to ensure security. SET is still in development.

Settlement (Règlement): A process of completing fund transfers so that all parties in a transaction are paid for their goods or services.

Set-up Fees (Frais d'établissement): Fees charged for establishing a merchant account, including application fees, software licensing fees, and equipment purchases.

Shopping Cart Program (Programme de chariot virtuel): A software package that runs as part of a Web site to collect and record purchasing decisions by a visitor. Shopping cart programs are stored on Web servers.

Signature: The three or four line message at the bottom of a piece of email or a Usenet article which identifies the sender.

SLIP (Serial Line Internet Protocol) (Protocole SLIP (protocole Internet de ligne en série)): A standard for using a regular telephone line (a serial line) and a modem to connect a computer as a real Internet site. SLIP is gradually being replaced by PPP.

See Also: Internet , PPP

Smart Card (Carte à puce): A plastic card containing a computer chip that can store electronic "money." Unlike a credit card, a smart card can only spend out the dollar amount its owner has already put into the card account. It's similar in function to a prepaid calling card but is available for all purchases.

Smart Cash (Liquidité disponible par carte à puce): see Smart Card

Smart Processor (Processeur intelligent): A microprocessor that is capable of learning about an application while it is running and is able to use that knowledge to improve behaviour. *Crusoe Processor*, from Transmeta Corporation, uses learning to both improve the performance and to lower the power of applications as they run.

SMDS (Switched Multimegabit Data Service) (Service SMDS (Switched Multimegabit Data Service)): A new standard for very high-speed data transfer.

SMP(Symmetric Multi-Processing) (Multitraitement symétrique): A computer architecture in which more than 1 CPU is running and sharing memory simultaneously.

SMTP (Simple Mail Transfer Protocol) (Protocole SMTP (Simple Mail Transfer Protocol)): The main protocol used to send electronic mail on the Internet. SMTP consists of a set of rules for how a program sending mail and a program receiving mail should interact. Almost all Internet email is sent and received by clients and servers using SMTP, thus if one wanted to set up an email server on the Internet one would look for email server software that supports SMTP.
See Also: Client , Server

Snail Mail (Courrier escargot): A pejorative term referring to postal services.

SNMP (Simple Network Management Protocol) (Protocole SNMP (Simple Network Management Protocol)): A set of standards for communication with devices connected to a TCP/IP network. Examples of these devices include routers, hubs, and switches.

A device is said to be «SNMP compatible» if it can be monitored and/or controlled using SNMP messages. SNMP messages are known as «PDU's» - Protocol Data Units.

Devices that are SNMP compatible contain SNMP «agent» software to receive, send, and act upon SNMP messages.

Software for managing devices via SNMP are available for every kind of commonly used computer and are often bundled along with the device they are designed to manage. Some SNMP software is designed to handle a wide variety of devices.
See Also: Network , Router

Software (Logiciel): Software is a general term for the various kinds of programs used to operate computers and related devices. (The term hardware describes the physical aspects of computers and related devices). Software can be thought of as the variable part of a computer and hardware the invariable part. Software is often divided into application software (programs that do work users are directly interested in) and system software (which includes operating systems and any program that supports application software). The term middleware is sometimes used to describe programming that mediates between application and system software or between two different kinds of application software (for example, converting data from one file format to another file format).

Software Optimized Execution (Exécution optimisée grâce au logiciel): The ability to use software to improve the characteristics of a computer program while it is running.

SOP (Standard Operating Procedure) (PNE (Procédures normales d'exploitation)): A set of instructions having the force of a directive, covering those features of operations that lend themselves to a definite or standardized procedure. Standard operating procedures indicate in detail how a particular task will be carried out.

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Sound Blaster (Carte Sound Blaster): Popular PC sound cards from Creative Labs, Inc., Milpitas, CA.

Sound Card (Carte audio): An add-on expansion board that improves a computer's sound quality, and adds other sound capabilities. A sound card makes it possible to use speakers, a stereo, and a microphone to record and play sound; some sound cards also include MIDI capability for plugging in a digital musical instrument.

Source code (Code source): The form of a computer program just as the computer programmer has written it.

Sourcing (Localisation de sources d'approvisionnement): a generic term encompassing all possible alternative to obtaining a given service. Some of the alternatives are make, buy, outsource, and shared services.

Spam (or Spamming) (Polluposter (ou pollupostage)): An inappropriate attempt to use a mailing list, or USENET or other networked communications facility as if it was a broadcast medium (which it is not) by sending the same message to a large number of people who didn't ask for it. The term probably comes from a famous Monty Python skit which featured the word Spam repeated over and over. (Spam is a registered trademark of Hormel Corporation, for its processed meat product.)

Spamming has two common usages: 1) mass e-mailings by commercial sites to recipients who have not requested any contact, and 2) e-mail sent to intentionally annoy or harass the recipient, including crashing his or her computer by overloading its e-mail capacity.

Example: Mary spammed 50 USENET groups by posting the same message to each.

See Also: Mailing List , USENET

Spamdexing (Surutilisation de mots): Stuffing a Web page full of words in the hope of making it high on the list for search engine robots. Sometimes a Web page will have a list of many words, or the same word repeated many times, with the text in the same colour as the background. Spamdexed Web pages will be rejected by search engines.

Speech recognition (Reconnaissance de la parole): The ability of a computer to recognize spoken words. Speech recognition can be used to dictate text or to give commands to the computer, and is helpful for people who are unable to type. The way it works is that spoken words are converted into digital data and matched to words already in the computer's dictionary.

Spider (Araignée): See robot.

SQL (Structured Query Language) (Langage SQL (Structured Query Language)): A specialized programming language for sending queries to databases. Most industrial-strength and many smaller database applications can be addressed using SQL. Each specific application will have its own version of SQL implementing features unique to that application, but all SQL-capable databases support a common subset of SQL.

SRAM (Mémoire statique): Static Random Access Memory. A kind of random access memory that requires a constant supply of power in order to hold its content, but does not require refresh circuitry as dynamic random access memory (DRAM) does. Each static RAM bit is a flip-flop circuit made of cross-coupled inverters; the activation of transistors controls the flow of current from one side to the other. Unlike read-only memory (ROM), SRAM will lose its content when the power is switched off. Static RAM is usually faster than dynamic RAM, but takes up more space and uses more power. It is used for the parts of a computer that require highest speed, such as cache memory.

SSL (Secure Sockets Layer) (Protocole SSL (Secure Sockets Layer)): A protocol designed by Netscape Communications to enable encrypted, authenticated communications across the

Internet. SSL used mostly (but not exclusively) in communications between web browsers and web servers. URL's that begin with «http» indicate that an SSL connection will be used. SSL provides 3 important things: Privacy, Authentication, and Message Integrity. In an SSL connection each side of the connection must have a Security Certificate, which each side's software sends to the other. Each side then encrypts what it sends using information from both its own and the other side's Certificate, ensuring that only the intended recipient can de-crypt it, and that the other side can be sure the data came from the place it claims to have come from, and that the message has not been tampered with.

See Also: Browser , Server , Security Certificate , URL

Standards (Normes): They are mandatory requirements employed and enforced to prescribe a disciplined, uniform approach to technology decisions. Part of the architecture process involves the periodic review and modification of the standards, to ensure that they are meeting their intended purpose.

Standing Offer(SO) (Offre à commandes (OC)): An offer from a potential government to purchase frequently ordered commercially and non-commercially available goods and/or services directly from suppliers at prearranged prices, under set terms and conditions, when and if these are requested. No contract exists until the Crown issues a call-up against the SO. There is no commitment to purchase any of the goods and/or services contained in the SO until such time as a duly authorized call-up is made.

Subnet (Sous-réseau): A portion of a network, which may be a physically independent network segment, which shares a network address with other portions of the network and is distinguished by a subnet number. A subnet is to a network what a network is to an internet.

Supercomputer (Superordinateur): A computer that performs at or near the currently highest operational rate for computers. A supercomputer is typically used for scientific and engineering applications that must handle very large databases or do a great amount of computation (or both). At any given time, there are usually a few well-publicized supercomputers that operate at the very latest and always incredible speeds. The term is also sometimes applied to far slower (but still impressively fast) computers. Most supercomputers are really multiple computers that perform parallel processing. In general, there are two parallel processing approaches: symmetric multiprocessing (SMP) and massively parallel processing (MPP).

Superscalar (Superscalaire): A CPU architecture that can execute more than one instruction in one clock cycle. Unlike a VLIW(Very Long Instruction Word) processor, a superscalar processor must first analyze (at not insignificant hardware cost) all incoming instructions to decide whether they can indeed be logically executed in the same cycle.

See Also: VLIW.

Supply Chain Management (Gestion de la chaîne d'approvisionnement): Supply Chain Management could be defined as the practice of analyzing all aspects of acquiring, storing, moving, delivering, and handling materials from the time they are acquired through any conversion or production processes through to the time final products are used or sold.

SVGA Monitor (Moniteur SVGA (Super Video Graphics Array)): Super Video Graphics Array. A video display standard for colour monitors, defined by VESA. SVGA monitors display up to 16.7 million colours with resolutions up to 1,280 x 1,024 pixels, and are good for multimedia applications.

Swipe discount rate (Taux d'escompte pour lecteur à fente): The discount rate charged by a merchant account provider for transactions in which a credit card is available for inspection by the merchant. Swipe discount rates are generally lower than MOTO discount rates because the merchant can match signatures and perform other checks for fraud or misuse.

Synchronous Cache (Mémoire cache synchronisée): is synchronized with the processor and there is no delay between the cache and the processor.

Sysop (System Operator) (Opérateur de système): Anyone responsible for the physical operations of a computer system or network resource. A System Administrator decides how often backups and maintenance should be performed and the System Operator performs those tasks.

System (Système): A system is a collection of elements or components that are organized for a common purpose. The word sometimes describes the organization or plan itself (and is similar in meaning to *method*, as in "I have my own little system") and sometimes describes the parts in the system (as in "computer system"). A computer system consists of hardware components that have been carefully chosen so that they work well together and software components or programs that run in the computer. The main software component is itself an operating system that manages and provides services to other programs that can be run in the computer.

Systems approach (Approche systémique): Solving a problem from the «big picture» vantage point, not solving a bunch of little problems and then trying to put them all together.

T

T-1: A digital carrier facility used to transmit a formatted digital signal at an aggregate data rate of 1.544 MBPS. A T1 carrier uses multiplexing to transmit large volumes of information across great distances at high speeds at a (potentially) lower cost than that provided by traditional analog service. It consists of one 4 wire circuit providing 24 separate 64 KBPS logical channels. There is no T-2.

See Also: Bandwidth, Bit, Byte, Ethernet , T-3

T-3: A digital carrier facility used to transmit a formatted digital signal at an aggregate data rate of 45 MBPS. It is usually only in the Internet backbone or in large institutions. This is more than enough to do full-screen, full-motion video.

See Also: Bandwidth , Bit , Byte , Ethernet , T-1

Tag (Balise): A code within a data structure that gives instructions for formatting or other actions. HTML documents are set up using HTML tags, which serve various functions, such as controlling the styling of text and placement of graphic elements and providing links to interactive programs and scripts.

Tag line (Ligne balisée): A line of copy used in an ad that captures the theme of the advertisement or broader campaign and is placed prominently within it.

TCO (Total Cost of Ownership) (CTP (coût total de possession)): a very popular buzzword representing how much it actually costs to own a PC. The TCO includes:

- Original cost of the computer and software
- Hardware and software upgrades
- Maintenance
- Technical support
- Training

Most estimates place the TCO at about 3 to 4 times the actual purchase cost of the PC. The TCO has become a rallying cry for companies supporting network computers. They claim that not only are network computers less expensive to purchase, but the TCO is also much less because network computers can be centrally administered and upgraded. Backers of conventional PCs, especially Microsoft and Intel, have countered with Zero Administration for Windows (ZAW), which they claim will also significantly reduce TCO.

TCP/IP (Transmission Control Protocol/Internet Protocol) (Protocole TCP/IP (Transmission Control Protocol/Internet Protocol)): This is the suite of protocols that defines the Internet. Originally designed for the UNIX operating system, TCP/IP software is now available for every major kind of computer operating system. To be truly on the Internet, your computer must have TCP/IP software.

See Also: IP Number , Internet , UNIX

Technology Architecture (Architecture de technologie): It consists of principles which govern the acquisition and deployment of technology. It defines the major kinds of technologies that are needed in support of the information, applications and security architectures. The technology architecture provides a set of hardware and software product standards. A good technology architecture will be adaptive and responsive to changes in the business.

Telecommunications (Télécommunications): Any transmission, emission, or reception of signs, signals, writing, images and sounds or intelligence of any nature by wire, radio, optical or other electromagnetic systems.

Teleconference (Téléconférence): A teleconference is a telephone meeting among two or more participants involving technology more sophisticated than a simple two-way phone connection. At its simplest, a teleconference can be an audio conference with one or both ends of the conference sharing a speaker phone. With considerably more equipment and special arrangements, a teleconference can be a conference, called a videoconference, in which the participants can see still or motion video images of each other. Because of the high bandwidth of video and the opportunity for larger and multiple display screens, a videoconference requires special telecommunication arrangements and a special room at each end. As equipment and high-bandwidth cabling become more commonplace, it's possible that videoconferences can be held from your own computer or even in a mobile setting. One of the special projects of Internet2 is to explore the possibility of having teleconferences in which all participants actually appear to be in the same room together.

Today's audio teleconferences are sometimes arranged over dial-up phone lines using bridging services that provide the necessary equipment for the call. A special need for some teleconferences is to book and schedule the teleconference room and other resources.

Telephony (Téléphonie): Telephony is the technology associated with the electronic transmission of voice, fax, or other information between distant parties using systems historically associated with the telephone, a handheld device containing both a speaker or transmitter and a receiver. With the arrival of computers and the transmittal of digital information over telephone systems and the use of radio to transmit telephone signals, the distinction between *telephony* and *telecommunication* has become difficult to make. However, we believe that telephony does connote voice or spoken and heard information predominately and it usually assumes a point-to-point (rather than a broadcast) connection. It usually implies a temporarily dedicated connection (although delayed voice messages can obviously be sent as connectionless packets).

Internet telephony is the use of the Internet rather than the traditional telephone company infrastructure and rate structure to exchange spoken or other telephone information. Since access to the Internet is available at local phone connection rates, an international or other long-distance call could be much less expensive through the internet than through the traditional call arrangement.

On the Internet, three new services are now or will soon be available:

- The ability to make a normal voice phone call (whether or not the person called is immediately available; that is, the phone will ring at the location of the person called) through the Internet at the price of a local call
- The ability to send fax transmissions at very low cost (at local call prices) through a gateway point on the Internet in major cities

- The ability to send voice messages along with text e-mail

Some companies that make products that provide or plan to provide these capabilities include: IDT Corporation (Net2Phone), Netspeak, NetXchange, Rockwell International, VocalTec, and Voxspeak. Among uses planned for Internet phone services are phone calls to customer service people while viewing a product catalogue online at a Web site.

You can now add telephone capabilities to your computer by adding a telephony board, available for under \$300, that combines the functions of modem, sound board, speakerphone, and voicemail system. A telephony board is often integrated into new machines targeted for small business and home office users.

A telephony API (application program interface) is available from Microsoft and Intel that allows Windows client applications to access voice services on a server and that interconnects PC and phone systems. Netscape 4.0 plans to include support for voice e-mail.

Telnet (Protocole Telnet): The command and program used to login from one Internet site to another. The telnet command/program gets you to the login: prompt of another host.

Terabyte (Téraoctet): 1000 gigabytes.
See Also: Byte , Kilobyte

Terminal: An end-use device (usually with display monitor and keyboard) with little or no software of its own that relies on a mainframe or another computer (such as a PC server) for its "intelligence." A variation of this kind of terminal is being revived in the idea of the thin client or network computer. The term is sometimes used to mean any personal computer or user workstation that is hooked up to a network.

Terminal Emulator (Émulateur de terminal): A program that allows a computer to emulate a terminal. The workstation thus appears as a terminal to the remote host.

Terminal Server (Terminal serveur): A special purpose computer that has places to plug in many modems on one side, and a connection to a LAN or host machine on the other side. Thus the terminal server does the work of answering the calls and passes the connections on to the appropriate node. Most terminal servers can provide PPP or SLIP services if connected to the Internet.
See Also: LAN , Modem , Host , Node , PPP , SLIP

Thick Client (Client lourd): Clients are devices and software that require information. A client is a name for a PC on a local area network. It used to be called a workstation. Now it is the "client" of the server. Clients come in two varieties, Thick and Thin. Thick clients generally use the full PC platform, which is fully functional offline, but can still exploit a network connection.

Thin client (Client léger): "Thin client" is a synonym for the Net PC or the network computer (NC), personal computers for businesses that are designed to be centrally-managed, configured with only essential equipment, and devoid of CD-ROM players, diskette drives, and expansion slots (and therefore lower in cost). The term derives from the fact that small computers in networks tend to be clients of local area network and other servers. Since the idea is to limit the capabilities of these computers to only essential applications, they tend to be purchased and remain "thin" in terms of the client applications they include.

The term "thin client" seems to be used as a synonym for both the Net PC and the network computer (NC), which are somewhat different concepts. The Net PC is based on Intel microprocessors and Windows software (Intel was a leader in defining the Net PC specification).

The network computer (NC) is a concept backed by Oracle and Sun Microsystems that may or may not use Intel microprocessors and would use a Java-based operating system.

The thin client idea recognizes a corporate need for a lowest-cost PC dedicated to specific applications.

TIMS (Treasury Board Information Management Sub-Committee)) (SCGI (sous-comité du CCSCT sur la gestion de l'information)):

TIMS is a sub-committee of the Treasury Board Advisory Committee (TBSAC) Information Management Sub-committee. TIMS is mandated by TBSAC and the Secretary of the Treasury Board to assist in improving Information Management (IM) across government by:

- bringing a Deputy Minister/Deputy Head perspective to the management of information and related technologies in the government;
- ensuring that there is a common understanding of government-wide IM issues;
- fostering government-wide cohesion and positioning concerning the management of information and related technologies; and
- ensuring that the activities and recommendations of the sub-committee are complementary to government initiatives and consistent with the concept of Increased Ministerial Authority and Accountability.

The sub-committee operates under three major thrusts.

a) policy review, advice and support:

- provide on-going review of the IM policy framework in relation to the "business", i.e. program oriented, policy framework and existing legislation, and propose, as required, government-wide strategies concerning the positioning of the government with regard to IM from the technical, social, educational and institutional perspectives;
- promote at the senior management level the implementation of government policies and directions, and the work of inter-departmental forum on Information Management, in particular the Advisory Committee on Information Management (ACIM);
- act as a forum for the discussion, the vetting and disposition of IM-related issues, and bridge the gap between "best business practices" and "best IM practices" development.

b) leadership in the senior management ranks:

- define and highlight business implications and strategies related to IM;
- identify government-wide "windows of opportunity" for capitalizing on information technology advances;
- members are "early adopters" and promoters of "best IM practices" within their respective departments, in support of the TIMS work program;
- identify, advance and promote the co-ordination of cross-departmental IM initiatives;
- act as a focal point for IM-oriented research and pilot projects and for the dissemination of results.

c) communication and education:

- enunciate requirements for senior executives and managers IM education and communications programs;
- act as a "clearing house" for examples of "best IM practices" within government, and promote these through recognition, e.g. awards;
- act as a forum for the education of its members.

The sub-committee is comprised of Deputy Minister/Deputy Heads of Federal Government departments and agencies. Provision is made for members with observer status from the Privy

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Council Office, Treasury Board Secretariat, Canadian Centre for Management Development and other as appropriate. There is no provision for member alternates and substitutions at meetings.

The Chairperson is a Deputy Minister or Deputy Head who serves at the request of the Secretary of the Treasury Board.

See: IMB;ACIM

Tolerance threshold (Seuil de tolérance): The maximum period of time which a business can afford to be without a critical function or process.

Topology (Topologie): A network topology shows the computers and the links between them. A network layer must stay abreast of the current network topology to be able to route packets to their final destination.

Tower Case (Boîtier tour): The computer sits vertical. Takes up less room.

Traffic (Trafic): Traffic is the volume of accesses / hits that a Web site generates. An access or hit indicates that a file (graphic, sound, video or text) has been requested from the server.

Transaction: in computer programming, a transaction usually means a sequence of information exchange and related work (such as database updating) that is treated as a unit for the purposes of satisfying a request and for ensuring database integrity. For a transaction to be completed and database changes to made permanent, a transaction has to be completed in its entirety. A typical transaction is a catalogue merchandise order phoned in by a customer and entered into a computer by a customer representative. The order transaction involves checking an inventory database, confirming that the item is available, placing the order, and confirming that the order has been placed and the expected time of shipment. If we view this as a single transaction, then all of the steps must be completed before the transaction is successful and the database is actually changed to reflect the new order. If something happens before the transaction is successfully completed, any changes to the database must be kept track of so that they can be undone.

A program that manages or oversees the sequence of events that are part of a transaction is sometimes called a *transaction monitor*. Transactions are supported by SQL, the standard database user and programming interface. When a transaction completes successfully, database changes are said to be *committed*; when a transaction does not complete, changes are *rolled back*. In IBM's CICS product, a transaction is a unit of application data processing that results from a particular type of transaction request. In CICS, an instance of a particular transaction request by a computer operator or user is called a *task*.

Transaction fee (Frais de transaction): A charge for each credit card transaction, collected by the MAP (Merchant Account Provider) or ISO. Transaction fees usually fall between \$0.20 and \$1 (U.S.).

Trojan Horse (Cheval de Troie): A computer program which carries within itself a means to allow the creator of the program access to the system using it.

Turnkey (Clé en main): A business solution in which the provider assumes total responsibility from design through completion of the project. For example, you can have a turnkey Web site (a complete site built according to your specifications), a turnkey e-commerce solution (which would include all the software and merchant accounts required to enable an e-store to accept credit cards), or a turnkey search engine submission service (which writes your keywords and submits your site to search engines and directories for you). Many consulting firms refer to themselves as turnkey solution providers, meaning that they can assess your needs and do all the coding required to build an entire e-commerce capable Web site.

Turnkey application (Application clé en main): Software that requires little or no modification when inserted into a Web site. In e-commerce, many MAPs (Merchant Account Providers) and ISOs offer turnkey applications for processing credit card orders online.

Twisted Pair (Paire torsadée): A type of cable in which pairs of conductors are twisted together to produce certain electrical properties.

U

UNIX: A computer operating system (the basic software running on a computer, underneath things like word processors and spreadsheets). UNIX is designed to be used by many people at the same time (it is multi-user) and has TCP/IP built-in. It is the most common operating system for servers on the Internet. (Also see LINUX)

UPS (Système d'alimentation sans coupure (UPS)): Uninterruptible Power Supply. A backup power supply that works when electrical power to the computer is interrupted. A small UPS can supply battery power for a few minutes so files can be saved and the computer can be shut down properly; a larger UPS can supply power for much longer.

URL (Uniform Resource Locator) (Adresse URL): The standard way to give the address of any resource on the Internet that is part of the World Wide Web (WWW). A URL looks like this:

`http://www.matisse.net/seminars.html`
`telnet://well.sf.ca.us`
`news:new.newusers.questions`
etc.

The most common way to use a URL is to enter into a WWW browser program, such as Netscape, or Lynx.
See Also: Browser , WWW

USENET (Réseau USENET): A world-wide system of discussion groups, with comments passed among hundreds of thousands of machines. Not all USENET machines are on the Internet, maybe half. USENET is completely decentralized, with over 10,000 discussion areas, called newsgroups.
See Also: Newsgroup

User Interface (Interface utilisateur): The part of an application that the user works with. User interfaces can be text-driven, such as DOS, or graphical, such as Windows.

UTC (Universal Time Co-ordinated) (TUC (Temps Universel Coordonné)): This is Greenwich Mean Time.

V

Veronica (Very Easy Rodent Oriented Net-wide Index to Computerized Archives): Developed at the University of Nevada, Veronica is a constantly updated database of the names of almost every menu item on thousands of gopher servers. The Veronica database can be searched from most major gopher menus.
See Also: Gopher

Videoconference (Vidéoconférence): A videoconference is a live connection between people in separate locations for the purpose of communication, usually involving audio and often text as well as video. At its simplest, videoconferencing provides transmission of static images and text

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between two locations. At its most sophisticated, it provides transmission of full-motion video images and high-quality audio between multiple locations.

Videoconferencing software is quickly becoming standard computer equipment. For example, Microsoft's NetMeeting is included in Windows 2000 and is also available for free download from the NetMeeting homepage. For personal use, free or inexpensive videoconference software and a digital camera afford the user easy - and cheap - live connections to distant friends and family. Although the audio and video quality of such a minimal set-up is not high, the combined benefits of a video link and long-distance savings may be quite persuasive.

The tangible benefits for businesses using videoconferencing include lower travel costs and profits gained from offering videoconferencing as an aspect of customer service. The intangible benefits include the facilitation of group work among geographically distant team-mates and a stronger sense of community among business contacts, both within and between companies. In terms of group work, users can chat, transfer files, share programs, send and receive graphic data, and operate computers from remote locations. On a more personal level, the face-to-face connection adds non-verbal communication to the exchange and allows participants to develop a stronger sense of familiarity with individuals they may never actually meet in the same place.

A videoconference can be thought of as a phone call with pictures - Microsoft refers to that aspect of its NetMeeting package as a "web phone" - and indications suggest that videoconferencing will some day become the primary mode of distance communication.

Virtual Reality (Réalité virtuelle): An artificial environment created with computer hardware and software and presented to the user in such a way that it appears and feels like a real environment. To "enter" a virtual reality, a user wears special gloves, earphones, and goggles, all of which receive their input from the computer system. In this way, at least three of the five senses are controlled by the computer. In addition to feeding sensory input to the user, the devices also monitor the user's actions. The goggles, for example, track how the eyes move and respond accordingly by sending new video input.

Virus: A program which replicates itself on computer systems by incorporating itself into other programs which are shared among computer systems.

Vital record (Enregistrement vital): A record that it is essential for preserving, continuing or reconstructing the operations of the organisation and protecting the rights of the organisation, its employees, its customers and its shareholders.

VLIW(Very Long Instruction Word) (VLIW (mot d'instruction très long)): Since 1986, the Very Long Instruction Word project by IBM has been focusing on hardware and compiler techniques for achieving a high degree of instruction-level parallelism. Prototypes appear in PowerPC superscalar processors, and third-generation parallelizing compilers.

Vortal (Vertical Industry Portal) (Vortal (portail vertical d'industrie)): On the Web, a vortal (vertical industry portal) is a Web site that provides a gateway or portal to information related to a particular industry, such as health care, environment, insurance, automobiles, or food manufacturing. (A vertical industry is one that is focused on a relatively narrow range of information goods and services, whereas a horizontal industry is one that aims to produce a wide range of goods and services. Because most industry tends to specialize, most industry tends to be vertical.) A term that might also be used is *interest community Web site* since any vertical industry brings together people sharing an interest in buying, selling, or exchanging information about that particular industry. Vortals are also seen as likely business-to-business communities - for example, small business people with home offices might be attracted to a comprehensive vortal that provided ideas and product information related to setting up and maintaining the home office.

By whatever name, Web sites that promise to give the user a single place to communicate with and about a single industry are predicted to become big businesses themselves. The Gartner Group estimates that 300 such sites already exist and predicts as many as 10,000 may be created within the next several years. An early leader is publicly-traded VerticalNet, a company that uses the same content format and design for a number of virtual sites.

VPN (Virtual Private Network) (RPV (réseau privé virtuel)): A private network of computers that's at least partially connected by public phone lines. A good example would be a private office LAN that allows users to log in remotely over the Internet (an open, public system). VPNs use encryption and secure protocols to ensure that data transmissions are not intercepted by unauthorized parties.

VRAM: Video Random Access Memory. A kind of high-speed memory used for the computer display. VRAM must be fast to keep up with the speed at which the screen is scanned. The VRAM in a PC is on a display adapter card. VRAM has two ports so it can send the data for text and images to memory and to the display at the same time.

VRML (Virtual Reality Modelling Language, or Virtual Reality Markup Language) (VRML (virtual reality modeling language ou virtual reality markup language)): A specification for displaying three-dimensional objects on the World Wide Web. You can think of it as the 3-D equivalent of HTML. It is used to create the illusion of three-dimensional objects for onscreen virtual reality environments. The computer shows an apparently three-dimensional object from a certain position, and then creates the illusion of movement by gradually changing the viewpoint. The objects can be programmed to respond to mouse clicks.

W

WAIS (Wide Area Information Servers) (WAIS (Wide Area Information Servers)): A commercial software package that allows the indexing of huge quantities of information, and then making those indices searchable across networks such as the Internet. A prominent feature of WAIS is that the search results are ranked (scored) according to how relevant the hits are, and that subsequent searches can find more stuff like that last batch and thus refine the search process.

WAN (Wide Area Network) (Réseau étendu): Any internet or network that covers an area larger than a single building or campus.
See Also: Internet , internet , LAN , Network

WAP(Wireless Application Protocol) (Protocole WAP (protocole d'application sans fil)): A global standard for developing applications over wireless communication networks. It was intended to allow access to Internet from WAP-enabled handheld, PDA or cell phone. The current major problems with WAP are: no graphics, no colour, just lines of text, requiring lots of scrolling and key tapping and lots of drilling down through menus, as well as long waiting times for information to come through.

Web (short for World Wide Web) (Web (pour désigner la partie Web d'Internet)): The entire collection of files written in HTML and similar mark-up languages available on the Internet. Clients on the Internet use their browsers to request these files from Web servers and then display them as Web pages. The Web is only a portion of the Internet; other parts include e-mail communication and FTP.
See also: WWW

Web host (Hôte Web): A Web hosting company (usually an ISP) leases server space and Web services to companies and individuals who wish to present a Web or e-commerce presence but do not wish to maintain their own servers. The servers are connected to the same fast Internet

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backbone as the ISP. Cost structures are determined by the amount and complexity of services offered, such as scripting tools, credit card processing, etc.

Webmaster (Webmestre): The alias or role of the person(s) responsible for the development and maintenance of one or more Web servers and/or some or all of the Web pages at a Web site. The term does not imply any particular level of skill or mastery. The Web master is often also the designer of some or all of the site's pages.

Web Portal (Portail Web): Web site or service that offers a broad array of resources and services, such as electronic mail, forums, search engines, and on-line shopping malls. Web portals always have a search capability as well as various services such as free electronic email, personalization abilities, and customizable content.

Web server (Serveur Web): A computer dedicated to storing the various files that make up Web pages and the protocols needed for communicating with other computers via the Internet.

Web Slate (Tablette Web): a type of Internet appliance that consists of a large LCD screen and a touchpad for user input.

White Pages (Pages blanches): The Internet supports several databases that contain basic information about users such as email addresses, telephone numbers, and postal addresses. These data bases can be searched to get information about particular individuals. Because they serve a function akin to the telephone book, these databases are often referred to as «white pages».

Windows: A family of operating systems for personal computers. Windows dominates the personal computer world, running, by some estimates, on 90% of all personal computers. The remaining 10% are mostly Macintosh computers. Like the Macintosh operating environment, Windows provides a graphical user interface (GUI), virtual memory management, multitasking, and support for many peripheral devices. This user interface is made up of a number of "views" which sit on top of each other - these are the Windows. Tasks are performed by using a mouse to click on an Icon, selecting an item from a menu or using the mouse to click on an item on a toolbar. In addition to Windows 3.x, Windows 95, Windows 98 and Windows 2000, which run on Intel -based machines, Microsoft also sells Windows NT, a more advanced operating system that runs on a variety of hardware platforms.

Wireless (Radiocommunication): Wireless refers to a communications, monitoring, or control system in which electromagnetic or acoustic waves carry a signal through atmospheric space rather than along a wire. In most wireless systems, radio-frequency (RF) or infrared (IR) waves are used. Some monitoring devices, such as intrusion alarms, employ acoustic waves at frequencies above the range of human hearing.

Early experimenters in electromagnetic physics dreamed of building a so-called *wireless telegraph*. The first wireless telegraph transmitters went on the air in the early years of the 20th century. Later, as amplitude modulation (AM) made it possible to transmit voices and music via wireless, the medium came to be called *radio*. With the advent of television, facsimile, data communication, and the effective use of a larger portion of the electromagnetic spectrum, the original term has been brought to life again.

Common examples of wireless equipment in use today include the Global Positioning System (GPS), cellular phones and pagers, cordless computer accessories (for example, the cordless mouse), home-entertainment-system control boxes, remote garage-door openers, two-way radios, and baby monitors. An increasing number of companies and organizations are using wireless local area networks (LANs). Wireless transceivers are available for connection to portable and notebook computers, allowing Internet access in selected cities without the need to locate a

telephone jack. Eventually, it will be possible to link any computer to the Internet via satellite, no matter where in the world the computer might be located.

Work Area Standby (Zone de travail de réserve): A permanent or transportable office environment, complete with appropriate office infrastructure.

Workflow (Flux de travail): The automatic routing of documents to the users responsible for working on them. Workflow is concerned with providing the information required to support each step of the business cycle. Automating workflow sets timers that ensure that documents move along at a prescribed pace and that the appropriate person processes them in the correct order.

Worm (Ver): A computer program which replicates itself and is self-propagating. Worms, as opposed to viruses, are meant to spawn in network environments. Network worms were first defined by Shoch & Hupp of Xerox in ACM Communications (March 1982). The Internet worm of November 1988 is perhaps the most famous; it successfully propagated itself on over 6,000 systems across the Internet.

WORM (Write Once Read Many) (Disque WORM): This is a type of drive/media that allows you to write to it permanently. However, you cannot erase what you've written. CD-R is a form of WORM drive.

WWW (World Wide Web): Frequently used (incorrectly) when referring to "The Internet", WWW has two major meanings - First, loosely used: the whole constellation of resources that can be accessed using Gopher, FTP, HTTP, telnet, USENET, WAIS and some other tools. Second, the universe of hypertext servers (HTTP servers) which are the servers that allow text, graphics, sound files, etc. to be mixed together.

See Also: Browser , FTP , Gopher , HTTP , Internet , Telnet , URL , WAIS

X

XHTML(Extensible HyperText Markup Language) (Langage XHTML): A family of current and future document types and modules that reproduce, subset, and extend HTML. XHTML family document types are XML based, and ultimately are designed to work in conjunction with XML-based user agents.

XML (extensible markup language) (Langage XML): A meta-language containing a set of rules for constructing other markup languages. With XML, people can make up their own tags, which expands the amount and kinds of information that can be provided about the data held in documents. It enables designers to create their own customized tags to provide functionality not available with HTML. For example, XML supports links that point to multiple documents, as opposed to HTML links, which can reference just one destination each.

Z

ZAW (Zero Administration for Windows) (ZAW (concept Zéro Administration de Windows)): A collection of utilities developed by Microsoft that enable administrators to centrally manage and update software on PCs connected to a LAN. ZAW was developed partly as a response to the emergence of Net PCs. One of the main selling points of Net PCs is that they enable software to be centralized, which greatly simplifies administration of applications. ZAW attempts to offer the same sort of administration ease while letting the applications remain on traditional desktop PCs. Available in Windows 2000.

Zip: See file compression.

Zip Drive (Lecteur zip): Similar to a floppy drive, but can hold various amounts of information up to 250MB. Used to backup important programs or files. This technology is useful where GB of information are not required to be stored.

ANNEX 1

This document was compiled from the following Web and government sources. Some of these sources are protected by copyright. In these cases, however, educational uses are permitted.

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