

Glossary

ADP:	Automated Data Processing
API:	Application Program Interface
ARPA:	Advanced Research Project Agency
ASP:	Application Service Provider
ATM:	Automated Teller Machine
BBN:	Bolt, Beranek, and Newman
BBN:	British Broadcasting Network
BEA:	Bill Coleman, Ed Scott, and Alfred Chauang (founders of BEA Systems)
BI:	Business Intelligence
BPR:	Businesss Processing Re-engineering
BSC:	Balanced Score Card
B-to-B:	Business-to-Business
CD:	Computer Desk
CEO:	ChiefExecutive Officer
CFO:	ChiefFinancial Officeer
COBIT:	Control Objectives for Information and Related Technology
COBOL:	Common Business-Oreiented Language

COSO:	Committee of Sponsoring Organizations of the Treadway Commission
CPU:	Central Processing Unit
CRM:	Customer Relationship Management
CSR:	Customer Service Representative
DBA:	Database Administrator
DMAIC:	Define, Measure, Analyze, Improve, and Control
DOI:	Diffusion of Innovation
E-BPP:	Electronic Bill Presentment and Payment
EDI:	Electronic Data Interchange
EDS:	Electronic Data Systems
EPM:	Enterprise Performance Manager
ERP:	Enterprise Resource Planning
GI:	Genetics Institute
GST:	General Systems Theory
HP:	Hewlett Packard
HTML:	Hypertext Markup Language
IBM:	International Business Machines
IBM/SNA:	International Business Machines Systems Network Architecture
IMP:	Information Message Processors
IP:	Internet Protocol
IP:	Intellectual Property
IQ:	Intelligence Quotient
ISDN:	Integrated Services Digital Network
ISO:	International Standards Organization
IT:	Information Technology
ITIL:	Information Technology Infrastructure Library
JAD:	Joint Application Development
KB:	Kilobytes
KM:	Knowledge Management
KPI:	Key Performance Indicator

LA:	Los Angeles
LAN:	Local Area Network
MIT:	Massachusetts Institute of Technology
MRD:	Marketing Requirements Document
MY SAM:	My Sprint Account Manager
NPV:	Net Present Value
NT:	New Technology
PARC:	Palo Alto Research Center
PC:	Personal Computer
PDP:	Peripheral Data Processor (Digital Equipment Corporation)
PKI:	Performance Key Indicators
POD:	Print on Demand
POS:	Point of Sale
PR:	Public Relations
PSC:	Progress Software Corporation
R&D:	Research & Development
RAD:	Rapid Application Development
ROI:	Return on Investment
SAP:	Systeme, Anwendungen Produkte In Der Datenverarbeitung
SCM:	Supply Chain Management
SDLC:	System Development Life Cycle
SEC:	Securities Exchange Commission
SFA:	Sales Force Automation
SIX SIGMA:	Quality Control Technique
SOAP:	Simple Object Access Protocol
SVP:	Senior Vice President
TAM:	Technology Adoption Model
TASC:	The Analytical Sciences Corporation
TCP:	Transmission Control Protocol
TRA:	Theory of Reasoned Action
UI:	User Interface

UK:	United Kingdom
VAR:	Value-Added-Reseller
VC:	Venture Capitalist
VP:	Vice President
XML:	Extended Markup Language
Y2K:	Year 2000