

Butler Group ▶
a **Datamonitor** Company



Unified Communications and Collaboration

Laying the Foundations for Business
Process Flexibility and Innovation

April 2008

SECTION 10: Glossary

802.11

A standard for wireless access commonly referred to as Wi-Fi. There are a number of different sub-standards, indicated by a letter suffix.

802.11a – 24Mbps data rate in the 5GHz band.

802.11b – 11Mbps data rate in the 2.4GHz band.

802.11g – 54Mbps data rate in the 2.4GHz band

802.11n – promises fast Ethernet speed for WLANs.

ADSL (Asynchronous/Asymmetric Digital Subscriber Line)

A technology for transmitting digital information at a high bandwidth on existing phone lines with a continuously-available connection. The asymmetric feature refers to the dominance of downstream over upstream channel allocation.

API (Application Programming Interface)

An interface defined by a program that allows a programmer to make calls to that application.

Archive data

Usually a copy of data held on a non-volatile storage medium, e.g. microfilm and WORM discs.

ASP (Application Service Provider)

A company offering Internet access to applications and related services in contrast with applications residing on local computers. Also referred to as 'apps-on-tap'.

ATM (Asynchronous Transfer Mode)

A packet-based method for transmitting data across a network, based on same-sized, small packets.

Audit Trail

A trusted record or log showing who has accessed records or documents and what operations he or she has performed.

AV (Anti-Virus)

A solution designed to prevent the execution of unauthorised code.

B2B (Business-to-Business)

The exchange of products, services, or information between businesses using the Internet. Also referred to as e-Biz.

B2C (Business-to-Customer or Business-to-Consumer)

The retailing part of e-commerce on the Internet.

B2E (Business-to-Employee or Business-to-Enterprise)

The focus of a business on its employees, usually in the context of an organisation's portal, providing employee-centred services and information.

Backfile loading

The process of importing documents into the document management system.

BLOB (Binary Large Object)

Within a database, a special type of field used to store audio, image, and video, etc.

BPEL (Business Process Execution Language)

Enables formal specification of business processes and interactions.

BPM (Business Process Management)

The co-ordination of the tasks and resources that make up business processes, including managing automated processes, human workflow, and exception handling.

BPMN (Business Process Modelling Notation)

A standard for graphically representing business processes in a workflow.

BPO

Business Processing Outsourcing.

CAS (Content Addressed Storage)

An object-oriented system for storing data that is not intended to be changed once it has been stored; for example, medical images, sales invoices, and archived e-mail. CAS assigns a unique identifying logical address to the data record when it is stored, and that address is neither duplicated nor changed in order to ensure that the record always contains the exact same data as was originally stored. CAS relies on disk storage rather than removable media, such as tape.

CDMA (Code Division Multiple Access)

A means of allocating bandwidth using mathematical codes to separate multiple transmissions that are carried on the same line.

CIFS

Common Internet File System

Circuit-Switched

Type of network where a physical path between two end-points is acquired and devoted to a single connection.

CMIP**Common Management Information Protocol.**

COM (Component Object Model)

Microsoft's framework for developing and supporting program component objects. It provides the underlying services of interface negotiation, lifecycle management, licensing, and event services.

Compliance

The active process of addressing the relevant legislation and regulation.

Concept Tagging

A means of linking a research thread to one or more physical data resources such as content from a Web site, an e-mail message, or a document.

CORBA (Common Object Request Broker Architecture)

A software architecture for creating and distributing program objects across a network. It allows programs at different locations and is developed by different vendors to communicate in a network through an 'interface broker'.

CPIM

Common Presence and Instant Messaging.

CRM (Customer Relationship Management)

This is an information industry term for the methodologies, software, and usually Internet capabilities that help an organisation to manage customer relationships in an organised way.

CSV (Comma Separated Variable)

A standard for the storage and transmission of data.

DCOM

Distributed Component Object Model.

DHTML (Dynamic HTML)

Dynamic HTML is a collective term for a combination of new Hypertext Markup Language tags and options that will let you create Web pages that are more animated and more responsive to user interaction than previous versions of HTML. Dynamic HTML can allow Web documents to look and act like desktop applications or multimedia productions.

DNS

Domain Name System.

DoD

The US Department of Defense.

DOM (Document Object Model)

A major, standard, tree-based API for XML parsers. Most DOM programs start with a parser object reading an XML document from an input stream or other source. The entire document object is returned containing everything in the original XML document. Information is read from the document invoking methods on the document object or on the other objects that it contains.

DOMEA

German Record Management Standard.

DoS (Denial of Service)

The prevention of genuine users gaining access to the network and services by intentionally overloading resources.

DPA

Data Protection Act 1998, UK.

DRM (Digital Rights Management)

Systems that help protect the copyright of materials by defining how the content can be used.

DSL (Digital Subscriber Line)

Broadband technology using existing copper cable telephone lines. Typical speeds available range from 150Kbps to 2.4Mbps. Some versions of DSL can provide up to 6Mbps. The variants of DSL commonly found are Asymmetric Digital Subscriber Line (ADSL) and Symmetric Digital Subscriber Line (SDSL).

DTMF (Dual Tone Multi-Frequency)

Describing push button or Touchtone dialling.

EAI (Enterprise Application Integration)

A software framework that enables links between applications on an organisation-wide scale. Provides different types of interface, such as data integration, application integration, and process integration to cope with the requirements of different software packages.

EBCDIC (Extended Binary Coded Decimal Interchange Code)

EBCDIC is an 8-bit character encoding used primarily on IBM mainframe operating systems.

ECDL (European Computer Driving Licence)

The European Computer Driving Licence is an internationally-recognised qualification, which enables individuals to demonstrate their competence in basic and advanced IT skills.

ECM (Enterprise Content Management)

The management of all forms of enterprise content ranging from e-mail messages to Web pages.

EDGE (Enhanced Data GSM Environment)

A fast version of GSM for mobile, regarded as an evolution on the way towards UMTS.

EDM (Electronic Document Management)

Systems used to capture, catalogue, organise, and control computer generated data files. EDM systems are often integrated with scanning solutions and workflow technology – Integrated Document Management (IDM).

EDRM (Electronic Document and Records Management)

EDM integrated with Records Management (RM) technology.

e-GMS (e-Government Metadata Standard)

e-GMS, as its name suggests, is used by the public sector. It lists the elements and refinements required to create metadata for information resources. In addition, it gives guidance on the purpose and use of each element. It has been designed to ensure that metadata is consistent across government departments and to aid the public in the search for specific information.

EJB (Enterprise JavaBean)

Architecture for setting up program components in the Java environment. EJBs offer the advantage of being able to control change at the server rather than having to update each individual computer with a client whenever a new program component is changed or added, and have the advantage of being reusable in multiple applications. To deploy an EJB or component, it must be part of a specific application, which is called a container.

e-Learning

The use of Internet technologies for learning outside a physical classroom.

Enterprise [Class Organisation]

A generic description for organisations with 5,000+ members.

ERM (Electronic Records Management)

Systems used for the formal management of corporate records. Also simply referred to as Records Management (RM).

ERP (Enterprise Resource Planning)

A suite of software that aims to support all of the core functions of an organisation, including areas such as inventory control, accounting, production, logistics, and human resources.

ESB

Enterprise Service Bus.

Extranet

A private network that uses the Internet protocol and the public telecommunication system to securely share part of a business' information or operations with suppliers, vendors, partners, customers, or other businesses.

Fat-client

A term used to describe either a PC or software program. Binary applications running on Windows, Macintosh, and UNIX computers are examples of fat-client applications.

FCIP

Fibre Channel over IP.

Femtocell

A small cellular base station.

Fileplan

A logical and systematic arrangement of files into subject groups or other categories. Record Management systems make use of fileplans.

FMC

Fixed Mobile Convergence.

Frame Relay

Frame Relay can deliver bandwidth of up to 1.5Mbps, often used in the past by many companies to connect to the Internet.

FTP (File Transfer Protocol)

File Transfer Protocol (FTP), a standard Internet protocol, is the simplest way to exchange files between computers on the Internet.

Gatekeeper

The main processor handling routing and calling functionality.

GAN

Generic Access Network.

GIF (Graphics Interchange Format)

One of the most common file formats for graphic images found on the Web.

GPRS (General Packet Radio Service)

A packet-switched data service enhancement for GSM supporting X.25 and TCP/IP packet protocols.

Groupware

Software that provides a platform for group collaboration. Basic document management functionality is often at the core of groupware solutions.

GSM

Global System for Mobile Communications.

GUI (Graphical User Interface)

A GUI is a graphical (rather than purely textual) user interface to a computer.

H.323

Sets out the protocols for providing voice/audio and vision communication sessions on packet networks.

HTML (HyperText Markup Language)

A markup language designed to display material in a Web browser. Like XML, it consists of a series of tags, but unlike XML these contain markup information only, and do not describe the data itself.

HTTP (HyperText Transfer Protocol)

A protocol used for exchanging files over the World Wide Web. Files are requested from a HTTP server using a Uniform Resource Locator, and are then sent to the HTTP client, which typically is a Web browser such as Internet Explorer.

HTTPS (HTTP over SSL)

A Web protocol developed by Netscape, and implemented in its browser. It is, in effect, Netscape's implementation of SSL as a sub-layer under HTTP. It should not be confused with S-HTTP.

Hypertext link (Hyperlinks)

Connected associations between items of content, textual or otherwise, on Web pages, which facilitate navigation across pages.

iCal (iCalendar)

A standard for calendar data exchange.

IDE

Integrated Development Environment.

IETF

Internet Engineering Task Force.

IFCP

Internet Fibre Channel Protocol.

IM (Instant Messaging)

Instant Messaging is a form of real-time communication, which takes the form of typed text and involves two or more people. The text is communicated via computers using a network such as the Internet.

IMAP4 (Internet Message Access Protocol 4)

A protocol for retrieving e-mail messages that allows keywords to be checked whilst the message is on the server prior to download.

IMP

Internet Mobility Protocol.

IMS

IP Multimedia Subsystem.

Intranet

An Intranet is a private network that is contained within an organisation and can consist of many interlinked local area networks and can also use leased lines in the wide area network.

IP (Internet Protocol)

Used by computers connected to the Internet.

IP Gateway

Provides the physical interface and protocol conversion between the IP-based network and other formats, which is often used to convert traditional telephony to IP and vice versa.

IPSec

A security protocol, which provides authentication and encryption over the Internet, working at layer 3.

ISDN (Integrated Services Digital Network)

A set of CCITT/ITU standards for digital transmission, typically used over telephone wire and fibre optic media.

ISO

The International Organization for Standardization is an international standard-setting body composed of representatives from national standards bodies.

ISP (Internet Service Provider)

A company that provides access to the Internet, and may also offer Web site hosting and related services.

ISV (Independent Software Vendor)

A company that develops and markets proprietary software products for running under one or more computer operating systems.

IVR

Interactive Voice Response.

J2EE (Java 2, Enterprise Edition)

Defines the standard for developing multi-tier applications using Java. J2EE simplifies enterprise applications by basing them on standardised, modular components, by providing a complete set of services to those components, and by handling many details of application behaviour automatically, without complex programming.

J2ME

Java 2 Mobile Edition.

JavaBeans

An object-oriented programming interface from Sun Microsystems that lets you build re-useable applications or program building blocks.

Java Servlets

A small Java program that runs as part of a network service, such as a HTTP server and responds to requests from clients. Usually used to generate Web content dynamically.

JDBC (Java DataBase Connectivity)

An API specification for connecting programs written in Java to the data in popular databases.

JDK (Java Development Kit)

A Java development environment for writing applets and applications. Also known as the Java Software Development Kit (Java SDK).

JIT (Just In Time)

A manufacturing school of thought where goods are delivered just in time to meet demand using streamlined processes that minimise wastage.

Jitter

In VoIP, this usually refers to the variation in the arrival of packets at their destination.

JSP (JavaServer Pages)

A technology for controlling the content or appearance of Web pages through the use of small programs that are specified in the Web page and run on the Web server to modify the Web page before it is sent to the user who requested it.

Latency

Delay in a network, in other words an expression of the time that it takes for a packet to travel from one point to another. Excessive latency makes voice communication very difficult.

LDAP (Lightweight Directory Access Protocol)

A software protocol for enabling anyone to locate organisations, individuals, and other resources such as files and devices in a network, whether on the Internet or on a corporate Intranet.

LIF

Location Interoperability Forum.

LIN

Local Instance Networking.

MGCP

Media Gateway Control Protocol.

MIB

Management Information Base.

Middleware

A general term for any programming that serves to “glue together” or mediate between two separate and usually already existing programs. A common application of middleware is to allow programs written for access to a particular database to access other databases.

MIME (Multi-purpose Internet Mail Extensions)

An Internet standard for extended character set support in e-mail including non-text attachments, multi-part message bodies, and header information.

MIMO

Multiple Input, Multiple Output.

MNS

Managed Network Services.

MPLS (Multi-Protocol Label Switching)

Enables IP traffic to be steered through a network on a variety of routes, in order to avoid congestion, or to be able to guarantee a particular service level.

MSP

Managed Serviced Provider.

Multicast

A communication between a single sender and many receiving parties over a network.

MWIF

Mobile Wireless Internet Forum.

NAT (Network Address Translation)

Translation of internal network addresses to external, global ones.

NFS

Network File System.

NNTP (Network News Transfer Protocol)

Enables reading and posting of Usenet articles over the Internet, and news transfer among news servers.

OASIS (Organization for the Advancement of Structured Information Standards)

OASIS is an international non-profit organisation that aims to further the development, convergence, and adoption of standards for e-business and Web service.

Object Database

An object database is a database system that supports the creation of data as objects.

OCR (Optical Character Recognition)

OCR is the recognition of printed or written text characters by a computer. This involves photo scanning of the text character-by-character, analysis of the scanned-in image, and then translation of the character image into character codes, such as ASCII, commonly used in data processing.

ODBC (Open DataBase Connectivity)

An open standard API for accessing a database.

OMA

Open Mobile Alliance.

OSA

Open Services Architecture.

OSI

Open Systems Interconnection.

Open XML

A file format developed by Microsoft to be used by Microsoft Office 2007.

P2P (Peer-to-Peer)

P2P describes a serverless computing model where all participating possess equal processing abilities and functionality.

Packet Loss

Impacts VoIP quality. Caused by network overloads, outages, or congestion.

Packet Switching

Where data is broken in to multiple small packets enabling multiple calls to exist on the same circuit.

PBX (Private Branch eXchange)

The name given to an internal switchboard.

PCA

Personal Communication Assistant.

PD

Powered Device.

PDA (Personal Digital Assistant)

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.

PDF (Portable Document Format)

A file format that has captured all the elements of a printed document as an electronic image that you can view, navigate, print, or forward to someone else.

Personalisation

The techniques of delivering Web-based content that is tailored to an individual user's preferences.

PFS

Proxy File Service.

Picocell

A small cellular base station.

PIM (Product Information Management)

Product Information Management solutions help companies enhance, aggregate, and manage product information for the entire product lifecycle.

PKI (Public Key Infrastructure)

Enables users of a basically insecure public network such as the Internet to securely and privately exchange data and money through the use of a public and a private cryptographic key pair that is obtained and stored through a trusted authority.

PoE

Power over Ethernet.

Portal

A term, generally synonymous with gateway, for a Web site that is, or proposes to be, a major starting site for users when they get connected to the Web or that users tend to visit as an anchor site

Portlets

Software components that deliver specific information into the portal environment.

PoS

Point of Sale.

Presence

The ability to determine if a person is actually available and therefore communicate directly with them – rather than just the ability to send an e-mail or phone them, and not be sure to reach them.

PSE

Power Sourcing Equipment.

PSTN

Public Switched Telephone Network.

Pure-Play

A term used to refer to the ownership in companies that focus on, and specialise in, a particular product or service area to the exclusion of other market opportunities in order to obtain a large market share and brand identity in one area.

QoS (Quality of Service)

QoS enables different types of network traffic to be prioritised.

RADIUS

Remote Authentication Dial-In User Service.

RAS

Remote Access Server.

RDF (Resource Description Framework)

A general framework for how to describe an Internet resource, such as a Web site, and its content.

Relational Database

A relational database is a collection of data items organised as a set of formally-described tables from which data can be accessed or reassembled in many different ways without having to reorganise the database tables.

Repository

In XML terms, a repository is a central location where schemas and vocabularies can be stored. The repository may be public, to allow any party to reference the information, or may be private, often restricted to a closed trading community. Also sometimes referred to as a Knowledge Base.

RIA (Rich Internet Applications)

Rich Internet applications are Web applications that have the features and functionality of traditional desktop programs.

ROI (Return On Investment)

A term to describe how much of a return, usually profit or cost saving, results from a completed business task.

RSS (RDF Site Summary)

An extensible metadata description and syndication format. RSS is an XML application which conforms to the W3C's RDF Specification and is extensible via XML-namespace and/or RDF-based modularisation.

RSVP

Resource Reservation Protocol.

RTF (Rich Text Format)

A proprietary format, RTF was developed by Microsoft in 1992 to facilitate the interchange of text and graphics, and is still widely supported by many desktop application programs today.

RTP (Real Time Protocol)

An Internet protocol for allowing programs to manage real-time multimedia transmissions over unicast or multicast network services.

RWA

Rich Web Applications.

SaaS

Software-as-a-Service.

SCM (Supply Chain Management)

SCM is the oversight of materials, information, and finances as they move in a process from supplier to manufacturer to wholesaler to retailer to consumer. SCM involves co-ordinating and integrating these flows both within and among companies.

SDK (Software Development Kit)

A set of programs used by a programmer to write application programs. Typically an SDK will comprise (at a minimum) an editor, a compiler, a linker, and a Graphical User Interface (GUI) builder.

SFA

Sales Force Automation.

SGML (Standard Generalised Markup Language)

SGML is a standard for how to specify a document markup language or tag set. Such a specification is itself a Document Type Definition (DTD). SGML is not in itself a document language, but a description of how to specify one.

SIMPLE (Session Initiation Protocol for IM and Presence Leveraging Extensions)

Based on SIP-enabling presence. Currently a working group, and not a standard as yet.

SIP (Session Initiation Protocol)

A protocol for initiating an interactive session that may involve voice, video, chat, or other user-focused interactions.

SLA

Service Level Agreement.

SME (Small to Medium-sized Enterprise)

A generic description of organisations of 50-499 members.

SMS

Short Messaging Service.

SMTP (Simple Mail Transfer Protocol)

A TCP/IP protocol used in sending and receiving e-mail. Most commonly, SMTP is used for sending, and either POP3 or IMAP is used for receiving.

SNMP (Simple Network Management Protocol)

The standard operations and maintenance protocol used on the Internet.

SOA

Service Oriented Architecture.

SOAP (Simple Object Access Protocol)

A way for a program running in one operating system to communicate with a program in the same or another kind of operating system by using HTTP and XML as the mechanisms for information exchange.

SOHO (Small Office/Home Office)

A short-hand term for the small office or home office, for that type of environment and business culture.

Spidering

The activity performed by a 'robot', 'bot' or 'crawler', a program that automatically explores the World Wide Web by retrieving a document and recursively following links referenced within and retrieving some or all of those documents. Used by search engines to compile an index. Also referred to as 'Crawling'.

SQL (Structured Query Language)

A standard interactive and programming language for getting information from and updating a database.

SS7

Signalling System 7.

SSL (Secure Sockets Layer)

A protocol for managing security over the Internet.

SSO (Single Sign-On)

An authentication process for client-server systems that centralises a user logging on to a suite of applications with a single entry of name and password, valid for the duration of the session. Also applicable to Web-based systems.

SWAP (Shared Wireless Access Protocol)

HomeRF (Home Radio Frequency) uses the SWAP and provides an open standard for short-range transmission of digital voice and data between mobile devices, including laptops, PDAs, phones, and desktop devices.

Synchronous

When applied to e-Learning, it means that communication occurs at the same time between individuals and information is accessed instantly. For example, real-time chat and video/audio conferencing.

Taxonomy

The science of classification according to a pre-determined system, with the resulting catalogue used to provide a conceptual framework for discussion, analysis, or information retrieval. In Web portal design, taxonomies are often created to describe categories and subcategories of topics found on the Web site.

TCO (Total Cost of Ownership)

A type of calculation designed to help consumers and enterprise managers assess both direct and indirect costs and benefits related to the purchase of any IT component.

TCP/IP (Transmission Control Protocol/Internet Protocol)

Governs the routing and transport of data over the Internet.

TDM (Time-Division Multiplexing)

Enables multiple streams of data in one single signal, by splitting the signal into many short segments, and reassembling at the receiving end.

TFTP (Trivial File Transfer Protocol)

Often used on servers to load new software on diskless workstations or routers.

TKIP

Temporal Key Integrity Protocol.

TNM

Telephone Number Mapping.

UDDI

UDDI is a platform-agnostic initiative for describing and discovering the availability of Web services, along with details on how connections can be made.

UDP

User Datagram Protocol.

UM

Unified Messaging.

UMA

Unlicensed Mobile Access.

UMAN

Unlicensed Mobile Access Network.

UMC

UMA Network Controller.

UML

Unified Modelling Language.

UMTS (Universal Mobile Telecommunications Service)

A third-generation, packet-based transmission method, enables text, voice, video, and multimedia messaging.

Unicast

A communication between one sender and one receiver over a network.

UNICODE

UNICODE is officially called the UNICODE Worldwide Character Standard. It is a system for "the interchange, processing, and display of the written texts of the diverse languages of the modern world."

UPS

Uninterruptible Power Source.

URL (Uniform Resource Locator)

A URL is the address of a file (resource) accessible on the Internet.

USB (Universal Serial Bus)

USB is a serial bus standard to interface devices. It was originally designed for computers, such as PCs and the Apple Macintosh, but its popularity has prompted it to also become commonplace on many other consumer electronics devices.

VLAN

Virtual LANs.

VoIP (Voice over Internet Protocol)

The technology employed to transmit voice over a data network using IP.

VPN (Virtual Private Network)

A private data network that makes use of the public telecommunication infrastructure, whilst maintaining privacy through the use of procedures.

VUI

Voice User Interface.

vXML

VoiceXML.

W3C (World Wide Web Consortium)

The W3C is an industry consortium which seeks to promote standards for the evolution of the Web and interoperability between WWW products by producing specifications and reference software. Although industrial members fund W3C, it is vendor-neutral, and its products are freely available to all.

WAFS

Wide-Area File Services.

WAI (Web Accessibility Initiative)

WAI works in co-ordination with organisations around the world. It pursues the accessibility of the Web through five primary areas of work: technology, guidelines, tools, education and outreach, and research and development.

WAN

Wide Area Network.

WAP (Wireless Access Protocol)

Set of communication protocol standards, applicable to wireless devices, for accessing the Internet. Allows interoperability between compliant Web site services, e.g. e-mail and newsgroups, and accessing devices, such as mobile telephones.

WCM (Web Content Management)

WCM relates to the management of Web-centric content, such as that which is used to populate Web sites.

WDS

Wide-area Data Services.

Web 2.0

Web 2.0 is a term that refers to a second generation of Web-based services that are characterised by increased user interaction, information, sharing and collaboration, such as, wikis, blogs, and social networking sites. The phrase is attributed to O'Reilly Media.

WebDAV (Web-based Distributed Authoring and Versioning)

A set of extensions to the HTTP protocol for collaborative editing and file management on remote Web servers.

Weblog or blog

A Weblog or blog is a personal journal that is published on-line and is frequently updated.

Web Parts

Customisable, reusable components used to display specific information on a dashboard.

Web Services

An architecture where software is delivered as a set of Web-based services, which can be called from any application, without regards to the underlying platform or operating system.

WebTop

An area that represents the kinds of objects one might find on a real desktop: documents, phonebook, telephone, reference sources, writing tools, and project folders.

WEP

Wired Equivalent Privacy.

Wiki

A wiki is a type of Web site that allows individuals to add, remove, change, and edit content.

WLAN (Wireless Local Area Network)

A local communications network that uses radio frequency technology to transmit the network messages within a single location such as a factory or office.

WML (Wireless Markup Language)

A language that allows the text portions of Web pages to be presented on cellular telephones and personal digital assistants via wireless access.

Workflow

This is a term used to describe the tasks, procedural steps, organisations, or people involved, required input and output information, and tools needed for each step in a business process.

WPA

Wi-Fi Protected Access.

X.509

X.509 is the most widely-used standard for defining digital certificates. As yet it is only an International Telecommunication Union (ITU) recommendation, which means that it has not been standardised and vendors have implemented it in different ways.

XHTML (eXtensible HyperText Markup Language)

A W3C standard for reformulating HTML v4.0 as an application of XML. This makes XHTML a particular XML standard for displaying Web pages.

XML (eXtensible Markup Language)

A W3C standard that defines an extremely simple dialect of SGML, suitable for use on the Web. The result is a method for richly tagging data using a flexible format that combines data and metadata.

XMPP (eXtensible Messaging and Presence Protocol)

An open, XML-based protocol for near real-time extensible messaging and presence.

XPS (eXtensible Markup Language Paper Specification)

Microsoft's standard for document creation and viewing on its Windows operating system.

XSL (eXtensible Stylesheet Language)

A W3C standard, formerly 'Extensible Style Language', XSL is a language for creating style sheets that describe how an XML document sent over the Web is to be presented to the user.

XSLT (eXtensible Stylesheet Language Transformation)

A template that describes how one XML document should be transformed into another XML document (usually with a different vocabulary). Used as a data transformation technique when transferring data between different applications.

XSP (eXtended Service Provider)

A generic term for any kind of service provider on the Internet.

This Report reveals:

- The business issues driving the need for Unified Communications and Collaboration tools.
- How integrating communications capability with applications leads to business process improvement.
- Why organisations need the foundation of a single, IP-based infrastructure.
- The benefits and barriers identified by organisations evolving to a converged environment.
- How to plan and deploy a unified communications solution.
- The significance of adopting a layered architecture.
- Examples of successful unified communications deployments.
- The key trends within the marketplace.
- A comprehensive review of communication technology providers.

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