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a **Datamonitor** Company



Document Collaboration

Linking People, Process, and Content

December 2006

SECTION 10: Glossary

.NET

Microsoft's Web services initiative that includes development tools, a runtime platform, and Web-based services such as authentication, personalisation, and security.

.NET Framework

Microsoft's .NET Framework is a software extension to the Windows operation system. It provides the developer with a range of functions and facilities, and is comparable to J2SE and J2EE.

3G – 3rd Generation Wireless

Standard for wireless and mobile communication technology, offering high bandwidth.

Access Control Lists (ACLs)

These are tables that inform an OS what user privileges are allocated to each individual recognised by the system. The ACL is responsible for granting or revoking access to specific system objects, such as the file directory.

Active Server Page (ASP)

A HTML page that includes one or more small embedded programs, known as *scripts*, that are processed on a Microsoft Web server before the page is sent to the user. Scripts are typically written in VBScript or JScript.

Advanced Interactive eXecutive (AIX)

IBM's flavour of UNIX.

AJAX

Shorthand for Asynchronous JavaScript and XML, is a Web development technique for creating interactive Web applications. Applications developed using AJAX deliver a user experience similar to that of a traditional PC application because data is being exchanged 'behind the scenes'.

Anti-Virus (AV)

A solution designed to prevent the execution of unauthorised code.

Application Programming Interface (API)

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

Application Service Provider (ASP)

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'.

Archive data

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

Association for Information and Image Management (AIIM)

AIIM is primarily a trade organisation that represents Enterprise Content Management vendors. Represented in Europe by the UK-based AIIM Europe.

Asynchronous

Non simultaneous communication. For example, a self-paced course, or exchanging e-mail messages.

Asynchronous/Asymmetric Digital Subscriber Line (ADSL)

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.

Audit Trail

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

Aviation Industry Computer-based Training (CBT) Committee (AICC)

The international association of technology-based training professionals developing training guidelines for the aviation industry. Its standards apply to the development, delivery, and evaluation of training courses delivered using CBT.

Backfile loading

The process of importing documents into the document management system.

Binary Large Object (BLOB)

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

Business Process Execution Language (BPEL)

Enables formal specification of business processes and interactions.

Business Process Management (BPM)

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

Business Process Modelling Notation (BPMN)

A standard for graphically representing business processes in a workflow.

Business-to-Business (B2B)

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

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

The retailing part of e-commerce on the Internet.

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

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

Comma Separated Variable (CSV)

A standard for the storage and transmission of data.

Common Object Request Broker Architecture (CORBA)

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

Compliance

The active process of addressing the relevant legislation and regulation.

Component Object Model (COM)

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

Computer Output to Laser Disk (COLD)

A system for archiving data such as business records and reports to one or more optical disks in a compressed but easily retrievable format.

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.

Content Addressed Storage (CAS)

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.

Customer Relationship Management (CRM)

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

Digital Imaging Metadata Standard (DIG35)

DIG35 is deployed for the description and catalogue of images created by the Digital Imaging Group. The metadata is used for describing elements of an image. XML is the recommended encoding language, which makes it compatible with Web technologies, as well as ECM solutions, which support XML. The Digital Imaging Group (DIG), a consortium of leading image companies, including Adobe, Microsoft, Fuji Film, Eastman Kodak, and Canon, created the DIG35 standard.

Digital Rights Management (DRM)

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

DITA

Darwin Information Typing Architecture is an XML-based architecture for authoring, producing, and delivering technical information. Originally developed by IBM, DITA is now an OASIS standard.

DocBook

DocBook is a markup language used primarily in the production of technical documentation. One of the principal benefits of DocBook is that it enables its users to create document content in a presentation-neutral form that captures the logical structure of the content. This content can then be published in a variety of formats, such as HTML, PDF, etc.

Document Object Model (DOM)

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 it contains.

DoD

The US Department of Defense.

DOMEA

German Record Management Standard.

DPA

Data Protection Act 1998, UK.

Dublin Core

The Dublin Core Metadata Element Set is a common semantic building block of Web Metadata. It has 15 elements that provide broad categories for describing most information resources. Often, additional semantics are required to fully describe resources, and other pieces of metadata can be combined with it to create richer descriptions. Dublin Core metadata can reside in XML, HTML, or RDF.

Dynamic HTML (DHTML)

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.

e-Government Metadata Standard (e-GMS)

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.

e-Learning

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

eXtensible HyperText Markup Language (XHTML)

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

eXtensible Markup Language (XML)

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.

eXtensible Markup Language Paper Specification (XPS)

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

eXtensible Messaging and Presence Protocol (XMPP)

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

eXtended Service Provider (XSP)

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

eXtensible Stylesheet Language (XSL)

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.

eXtensible Stylesheet Language Transformation (XSLT)

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.

Electronic Document Management (EDM)

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).

Electronic Document and Records Management (EDRM)

EDM integrated with Records Management (RM) technology.

Electronic Records Management (ERM)

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

Enterprise Application Integration (EAI)

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.

Enterprise [Class Organisation]

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

Enterprise Content Management (ECM)

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

Enterprise JavaBean (EJB)

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.

Enterprise Resource Planning (ERP)

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

European Computer Driving Licence (ECDL)

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

Extended Binary Coded Decimal Interchange Code (EBCDIC)

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

Extranet

A private network that uses the Internet protocol and the public telecommunication system to securely share part of a business's 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.

Fileplan

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

File Transfer Protocol (FTP)

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

Folder

A common unit used in Records Management systems.

Freedom Of Information (FOI)

The UK Freedom of Information Act 2000 gives a general right of public access to all types of information held by public authorities.

Full Text Search (FTS)

An indexing and search system in which documents are indexed based on the words contained within them.

GEVER

Swiss Record Management Standard.

Graphical User Interface (GUI)

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

Graphics Interchange Format (GIF)

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

Groupware

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

H.323

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

HTTP over SSL (HTTPS)

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.

Hyperlinks (Hypertext link)

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

HyperText Markup Language (HTML)

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.

HyperText Transfer Protocol (HTTP)

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.

iCalendar (iCal)

A standard for calendar data exchange.

Independent Software Vendor (ISV)

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

Information and Content Exchange (ICE)

Defines the roles and responsibilities of subscribers and syndicators. The format and method of content exchange is also defined and the management and the control of syndicated relationships are supported.

Information Rights Management (IRM)

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

Instant Messaging (IM)

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.

Instructor-Led Training (ILT)

Direction of learners either in a physical or virtual classroom.

Integrated Services Digital Network (ISDN)

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

Intelligent Capture Recognition

The computer translation of manually-entered text characters into machine-readable characters.

International Organization for Standardization (ISO)

The worldwide federation of national standards bodies, which fosters Open Systems Interconnection (OSI) a universal reference model for communication protocols.

Internet Message Access Protocol (IMAP)

IMAP is a method of accessing electronic mail or bulletin board messages.

Internet Service Provider (ISP)

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

Intranet

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

ISO

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

ISO 15489

Internationally-recognised Records Management guidelines.

Java 2, Enterprise Edition (J2EE)

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.

Java Authentication and Authorization Service (JAAS)

A framework that augments the Java 2 security architecture with support for enforcing access controls based on who runs the code. Previously, Java 2 provided only access controls based on where the code originated from and who signed the code. Now an integral part of the Java 2 Software Development Kit (SDK) v1.4.

JavaBeans

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

Java DataBase Connectivity (JDBC)

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

Java Development Kit (JDK)

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

JavaServer Pages (JSP)

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.

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.

Just In Time (JIT)

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

Learning Content Management System (LCMS)

An environment for the creation, storage, reuse, management, and delivery of learning content from a central object repository, usually a database.

Learning Management System (LMS)

An application that automates the administration of training events: registration, management of course catalogues, creation of a record of data from learners, and provision of management reports.

Lightweight Directory Access Protocol (LDAP)

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.

Metadata

Information that describes or defines another piece of data. An XML schema is an example of metadata, as it describes the structure of an XML document.

Metadata Encoding and Transmitting Standard (METS)

METS is a standard for encoding descriptive, administrative, and structural metadata for objects within a digital library, expressed using XML. It is an initiative of the Digital Library Federation, and is maintained by the Network Development and MARC Standards Office of the Library of Congress. It has a very simple format with only four major components, which are: descriptive metadata, administrative metadata, file inventory, and structural map. Of these only the last two are mandatory.

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.

MoReq

The MoReq Specification is a model specification of requirements for Electronic Records Management Systems (ERMS) and is designed to be easily used, and to be applicable throughout Europe.

Multi-purpose Internet Mail Extensions (MIME)

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

Network News Transfer Protocol (NNTP)

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

Object Database

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

Open DataBase Connectivity (ODBC)

An open standard API for accessing a database.

[The] OpenDocument Format (ODF)

ODF addresses the issues of file format standardisation, and gives owners greater long-term control over their documents.

Open Document Management API (ODMA)

ODMA makes it easier to integrate applications with document management systems. Using ODMA, desktop applications are able to seamlessly access and manipulate documents stored in document management repositories.

OpenOffice.org

OpenOffice.org is a free multilingual office suite application that runs on multiple platforms and which is also an open-source project. The product is compatible with all other major office suites, and is free to download, use, and distribute. It supports the OpenDocument standard for data interchange.

Open XML

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

Organization for the Advancement of Structured Information Standards (OASIS)

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

Optical Character Recognition (OCR)

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.

Patient Administration System (PAS)

Patient Administration Systems are used for the management and automation of administration tasks related to patient care.

Peer-to-Peer (P2P)

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

Personal Digital Assistant (PDA)

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.

Personalisation

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

Portable Document Format (PDF)

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.

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.

Product Data Management (PDM)

Product Data Management is an information system that provides functionality to manage the data for a product as it passes from design to manufacturing.

Product Information Management (PIM)

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

Public Key Infrastructure (PKI)

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.

Public Records Office (PRO)

See The National Archives (TNA).

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.

RDF Site Summary (RSS)

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.

Really Simple Syndication (RSS)

RSS (also known as Really Simple Syndication or Rich Site Summary) is a method of alerting the user to news or an event of some kind with a summary statement. RSS is based on the notion of 'publish' and 'subscribe'.

Record

Information created, received, and maintained as evidence and pursuance of legal obligations or in the transaction of business (ISO 15485.1).

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.

Resource Description Framework (RDF)

A general framework for how to describe an Internet resource, such as a Web site, and its content. An RDF description can include the authors of the resource, date of creation or updating, the organisation of the pages on the site, information that describes content in terms of audience or content rating, key words for search engine data collection, subject categories, and so forth.

Return On Investment (ROI)

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

Rich Internet Applications (RIA)

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

Rich Text Format (RTF)

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.

S3

Amazon's Simple Storage System (S3) is an example of 'storage as a service'.

Secure Sockets Layer (SSL)

The encryption of the communication channel across the Internet.

Session Initiation Protocol (SIP)

A signalling protocol for Internet conferencing, telephony, presence, events notification, and Instant Messaging (IM).

Session Initiation Protocol for Instant Messaging and Presence Leveraging Extensions (SIMPLE)

A suite of protocols for Instant Messaging (IM) and presence based on Session Initiation Protocol (SIP). It is an open standard.

Shareable Courseware Object Reference Model (SCORM)

Specification for course content that enables the production of reusable learning objects.

Shared Wireless Access Protocol (SWAP)

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.

Simple Mail Transfer Protocol (SMTP)

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.

Simple Network Management Protocol (SNMP)

The standard operations and maintenance protocol used on the Internet.

Simple Object Access Protocol (SOAP)

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.

Single Sign-On (SSO)

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.

Small Office/Home Office (SOHO)

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

Small to Medium-sized Enterprise (SME)

A generic description of organisations of 50-499 members.

Software Development Kit (SDK)

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.

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'.

Standard Generalised Markup Language (SGML)

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.

Structured Query Language (SQL)

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

Supply Chain Management (SCM)

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.

Synchronous

When applied to e-Learning, 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.

The National Archives (TNA)

TNA looks after state and central court documents from the Domesday Book to the present.

Total Cost of Ownership (TCO)

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.

Transmission Control Protocol/Internet Protocol (TCP/IP)

Governs the routing and transport of data over the Internet.

U3

U3 is the name of a company formed through a joint venture between Sandisk and M-Systems. It is also the name of the platform designed for carrying software and data around on the same flash drive.

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." The UNICODE standard contains nearly 35,000 distinct coded characters. It supports 24 of the most popular written languages in the world.

Uniform Resource Locator (URL)

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

Universal Discovery, Description, and Integration (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.

Universal Serial Bus (USB)

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.

VERS

Australian Record Management Standard.

Virtual Private Network (VPN)

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

Voice over Internet Protocol (VoIP)

The sending of audio telephony across the Internet using packets of data.

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,

Web Accessibility Initiative (WAI)

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.

Web Content Management (WCM)

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

Web-based Distributed Authoring and Versioning (WebDAV)

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.

Web Services Choreography Interface (WSCI)

A W3C specified XML-based language for describing interfaces for the flow of messages at Web services level.

Web Services Description Language (WSDL)

An XML-based language used to describe the services a business offers and to provide a way for individuals and other businesses to access those services electronically.

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.

Wiki

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

Wireless Access Protocol (WAP)

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.

Wireless Markup Language (WML)

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

World Wide Web Consortium (W3C)

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.

World Wide Web Distributed Authoring and Versioning (WebDAV)

The Internet Engineering Task Force (IETF) standard for collaborative authoring on the Web, essentially extensions to the HyperText Transfer Protocol (HTTP).

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.

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.

This Report reveals:

- How investments in Document Collaboration solutions can deliver real business benefits and improve competitive advantage.
- Why organisations must extend the reach and range of their Document Collaboration capabilities.
- The strengths and weaknesses of different approaches to Document Collaboration.
- Why no single Document Collaboration product, solution, or vendor can satisfy every organisation's needs.
- Where Document Collaboration technologies should be positioned within the organisation's IT infrastructure framework.
- How Document Collaboration products can be used to enhance line-of-business applications.
- The key vendors, products, and technologies in the Document Collaboration market.
- Why Business Process Management and workflow are still important aspects of Document Collaboration.
- How peer-to-peer tools and technologies can solve business problems that centralised systems cannot.
- How Software as a Service (SaaS) will impact upon the traditional Document Collaboration market.

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