

## ICT definitions and other explanations

**Information and communications technology (ICT)** is equipment and programme (software and hardware) for data communication. The means through which the information are being exchanged are: radio, TV, satellite dish, fixed telephone and mobile phone, personal computer, Internet, e-mail. Computers include: personal computers, portable computers, tablets, other portable devices such as smartphones.

**ICT Specialists** are employees who have the capability to specify, design, develop, install and maintain ICT and ICT systems, and for whom ICT is the main job.

**Internet (World Wide Web)** - World wide open computer mediated system (network) available to the public based on a standardized Internet protocol (IP) that enables the users from various places to communicate and exchange audio-visual information.

**Web site** - Location on the World Wide Web identified by a Web address. Collection of Web files on a particular subject, including a starting entry page called a home page.

**Extranet** - A secure extension of an Intranet that allows the external users to access some parts of the enterprise's Intranet.

**ISDN (Integrated Services Digital Network)** - Temporary connection to the Internet, designed to enable digital transmission of voice, picture and data, via usual telephone copper wire, that is with greater quality and speed (up to 128 Kbit/s) than the analogous one.

**DSL (Digital Subscriber Line)** technologies as: ADSL, HDSL, SDSL, VDSL etc, designed to increase bandwidth available over standard copper telephone wires.

**UMTS (Universal Mobile Telecommunications System)** - UMTS is a third technological generation of wireless telecommunications. It supports a speed of data transmission up to 2Mbps and can transmit voice, text and video data. UMTS is a broadband technology using packages commuting.

**GSM - Global System for Mobile Communication** - Globally accepted standard for digital cellular communication

**Broadband access to the Internet** - implies rapid transmission of data (e.g. films, games, video-conferences) over an Internet network, enabled by technologies or connections such as: xDSL (ADSL, VDSL), cable connection, optical connection, leased lines, UMTS.

**Mobile broadband** (Mobile connection to the Internet) is the name used to describe various types of wireless high-speed Internet access through a portable modem, telephone or other device, using at least 3G technology (e.g. UMTS, CDMA2000 1xEVDO, HSDPA).

**Electronic transmission of data suitable for automatic processing** means: sending and/or receiving of messages (e.g. orders, invoices, payment transactions, product descriptions, transport documents, tax declarations) in an agreed or standard format which allows their automatic processing (e.g. EDI, EDIFACT, ODETTE, TRADACOMS, XML, xCBL, cXML, ebXML), to or from other enterprises, public authorities or financial institutions, via any computer network, without the individual message being typed manually.

**Automatic share of information within the enterprise-** Sharing information electronically and automatically between different functions of the enterprise means any of the following: using one single software application to support the different functions of the enterprise, e.g. ERP (Enterprise Resource planning) software; data linking between the software applications that support the different functions of the enterprise; using a common database or data warehouse accessed by the software applications that support the different functions of the enterprise; within this enterprise, sending or receiving electronically information that can be processed automatically.

**EDI, EDI-type** - Electronic Data Interchange (EDI) refers to the structured transmission of data or documents between organizations or enterprises by electronic means (e.g: EDIFACT, UBL, XML). It also refers specifically to a family of standards (EDI-type) and EDI-type messages which can be automatically processed.

**E-commerce** - An e-commerce transaction is the sale or purchase of goods or services, conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The goods or services are ordered by those methods, but the payment and the ultimate delivery of the goods or services do not have to be conducted online. An e-commerce transaction can be between enterprises, households, individuals, governments, and other public or private organisations. E-commerce comprises orders made in Web pages, extranet or EDI and excludes orders made by telephone calls, facsimile, or manually typed e-mail. The type is defined by the method of making the order.

**Web sales** are sales made via an online store (web shop), via web forms on a website or extranet, or via "apps".

"**Apps**" is a short name for "web applications" - software applications designed for a specific purpose accessible over a website and run within a web browser, or installed on a device, e.g. smartphone, and run without going through a browser, but by using web protocols.

**EDI-type sales** are sales made via EDI-type messages (EDI: Electronic Data interchange) meaning, in an agreed or standard format suitable for automated processing (e.g. (EDI (e.g. EDIFACT), XML (e.g. UBL), without the individual messages being typed manually.

**e-Commerce purchases** are purchases made via an online store (web shop) or via web forms on a website or an extranet of another enterprise, via "apps", or via EDI-type messages (e.g. EDIFACT, XML , UBL) without the individual messages being typed manually.

**ICT security means:** Measures, controls and procedures applied on ICT systems in order to ensure integrity, authenticity, availability and confidentiality of data and systems.

**E-Government** - electronic government, i.e. use of information and communication technologies in the public administration and public institutions, which contributes to better fulfilment of citizens' and enterprises' requirements (contacts via e-mails are excluded).

**E-tendering** is a stage of eProcurement that deals with the preparation and submission of tenders or offers online. This includes offers that are submitted through the Internet either via open, restricted, or negotiated procedures, as well as framework agreements and Dynamic Purchasing System (DPS). Offers submitted over e-mails are excluded.

**ERP (Enterprise Resource Planning)** - consists of one or of a set of software applications that integrate information and processes across the several business functions of the enterprise, such as planning, procurement, sales, marketing, customer relationship, finance and human resources.

**CRM (Customer Relationship Management)** - use of information technologies to collect, integrate, process and analyse information related to the customers.

**Radio Frequency identification technologies (RFID) means:** an automatic identification method to store and remotely retrieve data using RFID tags or transponders. A RFID tag is a device that can be applied to or incorporated into an object (product or person) and transmits data via radio waves.

**Cloud computing** refers to **ICT services** that are used over the Internet to access software, computing power, storage capacity, etc., where the services have all of the following characteristics:

- are delivered from servers of service providers,
- can be easily scaled up or down (e.g. number of users or change of storage capacity),
- can be used on-demand by the user, at least after the initial set up (without human interaction with the service provider),
- are paid for, either per user, by capacity used, or they are pre-paid.

Cloud computing may include connections via Virtual Private Networks (VPN).