List of Key term

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| Access Point (AP) | A connection point in a network. A transceiver in a wireless local area network that connects a wired local area network to wireless devices or that connects wireless devices to each other.  (Definition taken from: Microsoft Encarta 2009. 1993-2008 Microsoft Corporation. All rights reserved. |
| administration | Administration is the process of managing user identities, the roles and credentials they are assigned, and the resources and services they use. |
| application | Computer program or system.  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| auditing and reporting | Auditing ensures that the activities associated with user access are logged. These logs can be monitored and so form the basis for a reporting structure. |
| authentication | Authentication is the process by which the system validates a user's logon information. A user's name and password are compared against an authorised list, and if the system detects a match, access to the system is granted.  Authentication can be used in conjunction with *Authorisation*, where a verified user is given individual access determined by a set of criteria based on their role in the organisation.  See also: [electronic directory services](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#electronic_directory_services). |
| authorisation | Authorisation is the process by which the system grants only verified users access to certain services. |
| authoritative system | A system responsible for creating and storing a person's master record (e.g.: Student system and HR system). An authoritative system is therefore the primary source of information about a person. Consumer systems then use the data stored in the authoritative systems, to provide various functions such as Network access, access to email, physical access, etc. |
| backscatter | Bounces are messages, officially called non-delivery reports (NDR) or delivery status notifications (DSN), that are generated by a mail server to report on the delivery status of an email message.  Problems arise with bounces if they are sent by a mail server to a non-local recipient. If a message did not originate locally, then a mail server cannot know for sure if the address it is sending the bounce to is forged or not. This quickly leads to unsolicited "backscatter"(or more rarely "outscatter"), sent to sites that never originated the email.  (Definition taken from: [http://spamlinks.net/prevent-secure-backscatter.htm)](http://spamlinks.net/prevent-secure-backscatter.htm) |
| bandwidth management | *Bandwidth Management* is concerned with monitoring and assigning the volume of internet traffic to individual users in order to provide better support for academic and administrative requirements and to align patterns of Internet use with UCT's [core business needs](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#core_business_needs). |
| binary | The binary number system is a system where each digit can have one of two possible values, 0 or 1. Thus the number 5 would be expressed as 101 in binary notation (i.e. 1x4 + 0x2 + 1x1)  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| blade servers | Blade servers are slim, independent [servers](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#server) with their own processors, memory, storage, network controllers, operating system and applications. They slide into a bay in a housing cabinet like CDs in a CD rack, plugging in to share power, fans, drives, switches and ports with other blade servers in the cabinet. |
| browser | This is the piece of software through which you are looking at this page now! Most commonly this is Microsoft Internet Explorer. Each version is numbered.  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| byte | A byte is a group of 8 bits. Bytes, Kilobytes, Megabytes and Gigabytes are common measures of file size, memory and disk capacity.  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| cache | See: [web cache](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#web_cache). |
| centralised services | The location of computer processing facilities, operations and services in a single (centralized) place. Contrast with: [decentralised services](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924" \l "decentralised_services). |
| client | A software application - installed on a computer - that relies on a [server](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#server) to perform some operations. (e.g. email relies on a server, so that the user can send and receive email). |
| consumer system | Consumer systems use the data stored in the authoritative systems to provide various functions such as network access, access to email, physical access, etc. See '[authoritative system](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#authoritative_system)' |
| cookie | A cookie is a small file, stored on a web-user's computer. Web servers use the data in the file to identify the user, enabling them to present personalised information, and avoid repeated entry of standard information such as email addresses, telephone numbers etc.  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| core business needs | UCT's core business areas are teaching, learning, research and administration. ICTS is aligned with the needs of these core business areas.  See: [Overview of core services](http://www.icts.uct.ac.za/images/Booklet_SLA_Oct2011.pdf). |
| core services | The ICT Strategy defines core services as:   * Products and services that are part of the underlying ICT infrastructure at UCT * Products and services provided to the campus community as a whole * Software and applications that are global in nature and subject to enterprise wide licence agreements * Products and services that support UCT's strategic direction * Initiatives that position UCT to gain competitive advantage   See: [Overview of core services](http://www.icts.uct.ac.za/images/Booklet_SLA_Oct2011.pdf). |
| data backup | Data backup is the process of regularly copying files and folders (data) to another location or a network-connected disk storage in order to be able to retrieve that data if the first location becomes inaccessible for any reason or if one or more files is accidentally deleted or changed.  See:[Data Backup at UCT](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2569) |
| database | This is a specialised software system that is used for managing highly structured data. Databases range from simple desktop systems to huge, multi-machine implementations.  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| decentralised services | The location of computer processing facilities, operations and services in more than oÃ‚Â­ne location. Contrast with: [centralised services](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924" \l "centralised_services). |
| desktop services | The desktop is defined as an on-screen work area that uses icons and menus to simulate the top of a desk. A desktop is characteristic of Microsoft Windows and Apple Mac operating systems (OS). Its intent is to make a computer easier to use by enabling users to move pictures of objects and to start and stop tasks in much the same way as they would if they were working on a physical desktop. Technically a desktop is the appearance and interface of an OS. An OS may offer the user or organisation the opportunity to customize the desktop environment, or sometimes a choice between alternate desktop environments, with the OS underneath remaining the same. |
| domain name | Usually means the first part of a web address - e.g. [www.uct.ac.za](http://www.uct.ac.za/) . Domains also include private networks and email servers.  (Definition adapted from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| Domain Name Service (DNS) | The Internet Domain Name Service is a distributed application for the provision of mapping between names and IP addresses and vice versa.  (Definition taken from: <http://www.eduroam.org/index.php?p=faq/acronyms>) |
| download | Accessing files over networks involves "downloading" then to your computer, disc drive or a part of your network. Web pages and the images or other files they contain are downloaded to your browser over the Internet or intranet, where they can be viewed as temporary files or saved.   (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| Dynamic Host Configuration Protocol (DHCP) | Dynamic Host Configuration Protocol (DHCP) is a protocol for assigning dynamic IP addresses to devices on a network. With dynamic addressing, a device may get a different IP address every time it connects to the network.  (Definition taken from: <http://www.eduroam.org/index.php?p=faq/acronyms>) |
| Diginet line | A Diginet leased-line connection is a permanent data circuit rented from Telkom that carries data from one fixed point to another. |
| eduroam | eduroam stands for EDUcation ROAMing. It is an international roaming service that allows staff and students to log on to the Internet from any other university campus that is subscribed to eduroam.  For more details, see: [www.eduroam.org](http://www.eduroam.org/) |
| electronic directory services | An *electronic directory*is an index of names and pertinent information related to authorised users and network resources.  The EDS is a secure directory of bona fide users of the UCT network and the services each is entitled to use. This identity vault will store and synchronise identity data between systems on campus and improve the process of giving access to services to staff, students and third parties.  For more details, see: [Identity and Access Management at UCT](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=3825). |
| email services | Electronic mail services at UCT are provided at an organisational level for all networks on campus. The service includes gateways to other computer systems, enabling users to send electronic mail anywhere in the world. |
| Extensible Authentication Protocol (EAP) | The Extensible Authentication Protocol (EAP) is a PPP authentication protocol that allows the plug-in of specific authentication mechanisms. EAP is a data link layer protocol for the optional IEEE 802.1X wireless LAN security feature. An Access Point that supports 802.1X and EAP acts as the interface between a wireless client and an Authentication Service, such as a Remote Authentication Dial-In User Service (RADIUS) server, to which the access point communicates over the wired network. There are a number of EAP types available today, examples are EAP-TTLS, EAP-TLS, PEAP and EAP-SIM.  (Definition taken from: <http://www.eduroam.org/index.php?p=faq/acronyms>) |
| EZproxy | EZproxy is a web proxy server program used by libraries to give access from outside the library's computer network to restricted-access websites that authenticate users by IP address. This allows library patrons at home or elsewhere to log in through their library's EZproxy server and gain access to bibliographic databases and the like to which their library subscribes.  (Definition taken from: <http://en.wikipedia.org/wiki/EZproxy>) |
| fibre optic cable | A glass fibre cable which uses light to transmit network signals. Fibre optic cable, sometimes called 'optical fibre,' is more expensive than other cabling, but is not susceptible to electromagnetic interference, and is capable of higher data transfer rates. |
| Free Download Manager | Free Download Manager is a program that is used to download files from the Internet for storage.  See: [Free Download Manager](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=4227) |
| Free Space Optics (FSO) | FSO communications, also called Free Space Photonics (FSP) or Optical Wireless, refers to the transmission of modulated visible or infrared (IR) beams through the atmosphere to obtain optical communications. Like fibre, Free Space Optics (FSO) uses lasers to transmit data, but instead of enclosing the data stream in a glass fibre, it is transmitted through the air. Free Space Optics (FSO) works on the same basic principle as infrared television remote controls, wireless keyboards or wireless PalmÃ‚Â® devices. |
| File Transfer Protocol (FTP) | File Transfer Protocol is the [protocol](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#protocol) used to transfer files over the internet. It either transfers a file to a server (upload) over the internet or transfers the file from a server (download) over the internet. |
| Firewall | A firewall is a part of a computer system or network that is designed to block unauthorized access while permitting authorized communications. It is a device or set of devices that is configured to permit or deny network transmissions based upon a set of rules and other criteria.  (Definition taken from: <http://en.wikipedia.org/wiki/Firewall_(computing)>) |
| Gatekeeper | The Gatekeeper acts as a proxy server for all video conference devices on the UCT network. It ensures that special firewall rules do not have to be assigned for each device, and that devices can work with a dynamic (DHCP) IP address. It also dynamically manages bandwidth usage ensuring that each video conference gets the best throughput and quality possible at the time of the call.   See: [How to make or receive a video conference call for devices registered with Gatekeeper](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=5536). |
| HTTP and HTTPS | Short for *HyperText Transfer Protocol*, the underlying [protocol](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#protocol) used by the World Wide Web. HTTP defines how messages are formatted and transmitted, and what actions Web servers and browsers should take in response to various commands. For example, when you enter a URL in your browser, this actually sends an HTTP command to the Web server directing it to fetch and transmit the requested Web page.  HTTPS is a secure form of HTTP often used on secure websites e.g. banking sites or commercial sites where financial/ information sensitive transactions take place. |
| Information and Communication Technologies (ICT) | ICT (Information and Communication Technologies) is a key phrase to indicate the dynamism that can be achieved with the convergence of computing and telecommunications. Putting the "C" in the middle of "IT" emphasises that it is not just about "techie" matters, but is relevant to everyone whose job involves communication. ICT makes possible the fast and worldwide exchange of information, and has the capacity to revolutionise work processes, service delivery, etc.   (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| ICTS | The Information & Communication Technology Services department at UCT.  ICTS supports the work of the project streams, and the department will be closely involved in the project throughout. Resource planning has, however, taken careful account of the need to maintain day-to-day operational standards at the same time as service improvements are being sought through the project. |
| Identity and Access Management (IAM) | IAM is an application used to determine how you are granted/stipulated access to ICT services. IAM is based on a user lifecycle that starts when you join UCT, continues through any changes to your role or personal information and ends when you finally leave the organisation.  See: [Identity and Access Management at UCT](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=3825) |
| Identity Management | The process of creating, maintaining, asserting and destroying Electronic Identities. Identity Management is managed by an Identity Provider, such as IAM.  (Definition taken from: <http://www.eduroam.org/index.php?p=faq/acronyms>) |
| Internet | The Internet is a world-wide "network of networks" used for email, web publishing and increasingly for broadcast and telephony.  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| Internet access | The capability of a user to connect to the Internet. This is generally accomplished through one of two ways. The first is through dialling up an Internet service provider or an online information services provider via a modem connected to the user's computer. This method is the one used by the majority of home computer users. The second way is through a dedicated line that is connected to a local area network, to which, in turn, the user's computer is connected. The dedicated line solution is used by larger organizations, such as UCT.  See also [Bandwidth management](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#bandwidth)[.](http://www.supatsela.uct.ac.za/modules.php?name=News&file=article&sid=924#internet traffic) |
| Internet bandwidth | Bandwidth is the data transfer capacity, or speed of transmission, of a digital communications system as measured in bits per second. [Bandwidth management](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#bandwidth) is the analysis and control of traffic on WAN (wide area network) and Internet links to prioritize bandwidth and improve quality of service. |
| Intranet | An intranet is a network using Internet technologies for internal communication and work processes within an organisation. The great advantage, apart from dynamically sharing information, is that the browser can provide a common interface to all applications, allowing the linking together of many different systems  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| Internet Protocol (IP) | An Internet Protocol (IP) is commonly acknowledged as the key protocol behind the Internet. IP is only one of a number of protocols which made the Internet viable.  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| iPrint | Novell iPrint is a cross-platform, secure and stable web-based printing solution.  See: [Installing and using printers with iPrint](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=1261) |
| Internet Service Provider (ISP) | An Internet Service Provider (ISP) is an organisation that provides a user with access to the Internet, in return for a monthly fee or at no charge, and hosts web sites for other users to access  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| IT Helpdesk | The IT Helpdesk is run by [ICTS](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#ICTS) and deals with some 4000 calls per month. Members of the campus community may log a call with the IT Helpdesk if they have problems with hardware or software supported by [ICTS](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#ICTS). All calls are recorded on a database for analysis. |
| Java | Java is a programming language that creates program to run on a range of different computing platforms via a Java Virtual Machine (JVM).  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| Kbps | Kilobits per second: A measure of data transfer speed, where data is transmitted at one thousand bits per second.  See also: [Mbps](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#Mbps). |
| LDAP | Lightweight Directory Access Protocol (LDAP) is a directory service.  (Definition taken from: <http://www.eduroam.org/index.php?p=faq/acronyms>) |
| Local Area Network (LAN) | LAN or Local Area Network is an interconnection of computers that are in relatively close proximity to each other, such as within a building or office. It's a network on which all communication is delivered by way of a [MAC address](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#MAC_address).  (Definition taken from: <http://en.wiktionary.org/wiki/LAN>) |
| lynda.com | [lynda.com](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=15) is an online subscription library that teaches the latest software tools and skills through high-quality instructional videos taught by recognized industry experts. |
| Media Access Control address (MAC address) | Media Access Control address is also referred to as adapter or hardware address. It is a computer manufacturer's registered identification number also known as an *Ethernet hardware address* (EHA), *hardware address, burned-in address* or *physical address*of a computer.It is most often assigned by the manufacturer of a [network interface card (NIC)](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#network_interface_card)and stored on a computer's hardware, the card's read-only memory, or some other firmware mechanism.  It is a 48-bit or 64-bit interface address, often represented by a 12-digit (for 48-bit) or 16-digit (for 64-bit addresses) alphanumeric string, separated by dashes or colons into six (for 48-bit) or eight (for 64-bit) sets of two digits, that identifies every networking hardware device. For example, 00-20-78-A3-49-5E is a valid MAC address. Since network adapters exist that can be configured to change their MAC address to an arbitrary value, the identification provided by the MAC address cannot be considered globally unique and unforgeable.   (Definition taken and adapted from: <http://en.wiktionary.org/wiki/MAC_address> and<http://www.eduroam.org/index.php?p=faq/acronyms>) |
| mailing list | A mailing list is a web-based system where a subscribed member uses a single email address to send a message to a group of people. The mailing list contains the email addresses of all subscribed members.  See: [Introduction to mailing lists](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=3197) |
| MANs | Metropolitan Area Networks |
| Mbps | Megabits per second: A measure of data transfer speed, where data is transmitted at one million bits per second. Network transmissions are generally measured in Mbps. |
| milestone | A key project objective or deadline that is built in to the project plan and must be achieved by a particular date. |
| Multimedia | Broadly, it refers to the use of audio, video, animation and graphics alongside more traditional text based information.  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| MX record | An "MX record" or "Mail exchanger record" is a type of resource record in the [Domain Name System](http://en.wikipedia.org/wiki/Domain_Name_System) (DNS) specifying how [Internet](http://en.wikipedia.org/wiki/Internet) [email](http://en.wikipedia.org/wiki/E-mail) should be routed. MX records point to the servers that should receive an email, and their priority relative to each other.  (Definition taken from: [http://en.wikipedia.org/wiki/MX\_record)](http://en.wikipedia.org/wiki/MX_record) |
| NetStorage | NetStorage enables you to securely access your centrally stored network drives (e.g. F: and G: drives on the UCT cluster) from any off-campus location. With NetStorage, you can use a web browser to access your files and folders on the network without having to install any additional software on your PC.  See: [ICTS introduces NetStorage at UCT](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2470) |
| network infrastructure | The network infrastructure at UCT refers to the physical, electronic computing environment. This encompasses all elements of the UCT network including the backbone, cabling, servers, hubs and switches. This system is geographically distributed across several campuses. Staff and students access services such as administrative systems and the Internet via workstations in offices and labs. |
| Network Interface Card (NIC) | A Network Interface Card (NIC) is a computer hardware component that allows computers to communicate over a computer network.  (Definition taken from: <http://en.wikipedia.org/wiki/Network_Interface_Card>) |
| open source | The practice of making the source code (program instructions) for a software product freely available, at no cost, to interested users and developers, even though they were not involved in creating the original product. The distributors of open source software expect and encourage users and outside programmers to examine the code in order to identify problems, and to modify the code with suggested improvements and enhancements. An example of a widely used open source product is the Linux operating system. |
| Operating System | This term applied to software that provides the majority of services when a computer is running - memory management, input (keyboard/mouse) handling, output (screen and printer) etc. Examples include Windows XP, Windows Vista, Mac-OS, etc.  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| Optical Fibre | Optical Fibre provides a high bandwidth alternative to copper wire for transmitting data. Information is translated in light pulses which can be transmitted over optical fibre with little to no signal loss. A number of optical fibre technologies exist - cheaper technologies provide high bandwidth over relatively short distances suitable for [LANs](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#LAN), campus networks and so called [MANs](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#MANs) while more expensive technologies are used by telecom network providers, over extremely long distances.   (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| patch | A patch (sometimes called a "fix") is a quick-repair job for a piece of programming. During a software product's beta test distribution or try-out period and later after the product is formally released, problems (called bugs) will almost invariably be found. A patch is the immediate solution that is provided to users; it can sometimes be downloaded from the software maker's website. The patch is not necessarily the best solution for the problem and the product developers often find a better solution to provide when they package the product for its next release.  (Definition taken from : [www.ask.com](http://www.ask.com/bar?q=define+patch&page=1&qsrc=2417&ab=5&title=What+is+patch%3F+-+Definition+from+Whatis.com&u=http%3A%2F%2Fsearchenterprisedesktop.techtarget.com%2FsDefinition%2F0%2C%2Csid192_gci212753%2C00.html&sg=M066vb1F0PxoY%2FZPrVkD%2BcodhFjGqJGEWBAzE8c1bzE%3D&tsp=1256306909301)) |
| Password Self-Service | Password Self-Service is an web-based application that allows you to securely reset your own password from any location that has access to the Internet.  See: [Password Self-Service](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=3100#manage_your_password) |
| PeopleSoft | A software tool for human resource administration. At UCT PeopleSoft is used specifically for enrolled students. |
| Personal Digital Assistant (PDA) | The Personal Digital Assistant (PDA) was originally a hand-held computing device that is increasingly now linked to or incorporated with a wireless communications device. In the future you might wear one on your arm, or strapped to your head like a Walkman once effective speech recognition is developed.  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| phishing | Phishing is an attempt to get you to hand over personal, confidential information to a criminal. The requests may seem legitimate and may be perpetrated by phone, email or via the Internet. The danger lies in the fact that these phishing attempts look legitimate, sometimes even carrying an official-looking logo, and con you into providing information to fraudsters that you would not normally give to anyone else.  See: [Protect yourself against phishing attempts](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2534) |
| physical tape library | A hi-tech operating device that can manage and store multiple magnetic tapes for backing up data on servers. Tapes are used only for backup and archiving because it is slow to access data from them. |
| portal | See: [web portal](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#web_portal). |
| pre-qualification request | This is an invitation to vendors to apply for pre-qualification for the supply and installation of systems, or equipment at UCT. The pre-qualification process provides a basis for the selection of suitable service provider(s) for future installation projects. Applicants are considered for closed, selected tenders.  See also:[Request for Proposal](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#request for proposal). |
| Private Automatic Branch Exchange (PABX) | Private Automatic Branch Exchange (PABX) - sometimes shortened to PBX (the days of the manual switchboard are all but over) - refers to private switchboards, providing internal telephony services to an organisation, and the interface with external telephone lines. PBXs often provide extra features, not available on a standard telephone, connected directly to the public telephone exchange.   (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| protocol | The protocol is the agreed-upon format for transmitting data between two devices. The protocol determines:   * what type of error checking will be used * how to indicate that the data has been sent by the sending device * how to indicate that the receiving device has received the data   There are a number of different protocols, but commonly used web protocols are [FTP](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#ftp),[HTTP](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924" \l "http)and[HTTPS](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#http). |
| provisioning | Provisioning includes the process of delivering accurate staff and [third party](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#third_party) information from SAP R/3 (Human Resources) or the new UCT [Third Party system](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#third_party_system) to a central [identity vault](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#electronic_directory_services), which in turn feeds other connected systems. This enables these systems to create any required accounts automatically. |
| Proxy | A Proxy is an agent that sits between a Client and a Server. Clients are sometimes configured to use a Proxy, usually when accessing an HTTP server. The Client makes all of its requests to the Proxy Server, which then makes requests to the HTTP server and passes the result back to the Client. In this context also RADIUS servers that forward requests and responses on behalf of a Client or another RADIUS server is a Proxy.  (Definition taken from: <http://www.eduroam.org/index.php?p=faq/acronyms>) |
| proxy server | See [web cache or proxy](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#web_cache) |
| remote access | Remote access refers to the use of a remote computer. Remote access, for example to UCT's network, is handled via a remote access server enabling users to connect to the network over telephone lines. |
| request for proposal (RFP) | Vendors who are successful applicants to the [Pre-qualification Request](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#pre-qualification request) receive a Request for Proposal. These proposals are evaluated by the stream committee, after which contracts are drawn up with the successful vendor/s. |
| RightFax | RightFax is a Windows-based application that is used to send and receive faxes electronically to either physical fax machines or email systems.  See: [RightFax user documentation](http://www.icts.uct.ac.za/Images/RF_WindowsClient_QuickRef.pdf" \o "Opens in a new window to a .pdf file" \t "_blank) |
| role | Every user is assigned a role. A user's access to certain services is granted based on their role.  See:   * [UCT Role model: Staff](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2375) * [UCT Role model: Students](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2376) * [UCT Role model: Third Parties](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2377) |
| SAP HR | A software tool for human resource administration. At UCT, SAP HR is used specifically for staff. |
| SANReN | South African National Research and Education Network  Go to: <http://www.sanren.ac.za/> |
| server | A computer or device on a network that manages network resources or provides services and resources to users. (e.g. file servers store files for network users; Print servers manage network printers).  See also: [client](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#client). |
| Service Level Agreement (SLA) | Service level agreements (SLAs) are contracts specifying levels of service to be achieved and maintained. These agreements exist between UCT and external suppliers and are negotiated and managed by ICTS. There are also internal SLAs between ICTS and the campus community, for example all [core ICT services](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#core_services) are governed by SLAs. |
| Service Set IDentifier (SSID) | These are 1-32 octets that identify the wireless network. Your SSID must match the access points to associate with it. If you set an SSID of "Any" or "\_blank\_" it will associate to the first active mode access point it finds, or in other implementations the [AP](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#AP) with the best signal quality, regardless of its SSID.  (Definition taken from: <http://www.eduroam.org/index.php?p=faq/acronyms>) |
| Service Socket Layer (SSL) | A Secure Socket Layer is an application level security protocol that allows secure communications between users, providing privacy, data integrity and optional authentication.  (Definition taken from: <http://www.eduroam.org/index.php?p=faq/acronyms>) |
| single sign-on | A system enabling a user to enter oÃ‚Â­ne name and password to log on to different computer systems or Web sites. Single sign-on allows users with a domain account to log on to a network once, using a password or smart card, and thereby gain access to any computer or service in the domain.  See also: [authentication](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#authentication). |
| socially responsible computing | A shared approach to ICT on campus, to further the interests of the campus community. A socially responsible approach to computing by each user and each unit in the university will mean long-term benefits for all. Socially responsible computing is an important principle in the ICT Strategy. |
| social networking | Social Networking is the act of interacting and networking with others in a social online environment via the use of a website.  (Definition taken from: <http://www.hudsonhorizons.com/Our-Company/Internet-Glossary/SocialNetworking.htm>) |
| spam | Spam is unsolicited email, often of a commercial nature, sent indiscriminately to multiple mailing lists, individuals, or newsgroups. It is also known as junk email. Some spam can also include malware (malicious software) or viruses that are loaded onto your computer without your knowledge and run against your wishes.  See: [How UCT manages spam filtering](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=3534) |
| steering committee | A steering committee approves project plans and budgets within the overall Council-approved allocation. It receives project reports and monitors progress towards the achievement of goals. |
| synchronise | Updating information so that all locations contain the latest available information. |
| Teleconferencing | Teleconferencing is holding a "virtual" conference with participants in different locations, either via telephone (audioconferencing) or video (videoconferencing)  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| telephony | Telephony is the science of translating sound into electrical signals, transmitting them, and then converting them back to sound. The same principle applies to fax and voicemail. |
| third party | A third party is a person who is sponsored by a UCT department or faculty and needs access to UCT resources. A third party is neither a UCT employee (T1, T2 and T3 contract and permanent staff) nor an enrolled student.  See: [Definition of a third party](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2320#Definition_of_a_third_party) |
| Third Party System | The Third Party System replaces the forms that were presented to Access Control by the visitor or a sponsoring member of staff for a [third party](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#third_party) who requires access to UCT facilities. The Third Party system allows:   * An authorised staff member to record the third party's details and all of his or her access requirements online via the Third Party System. * The third party data and access requirements to be communicated from the Third Party System, via the [Identity Vault](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#electronic_directory_services), to all consumer systems (e.g. Access Control system, Traffic Control system).   See: [About the Third Party System](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2320) |
| Threat Management Gateway (TMG) | TMG is an application that provides Internet proxy services to the university. Certain bandwidth management functions are performed by this service.  See: [Access the Internet using the UCT Proxy Server](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2667); [Internet Proxy](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=1505#Configuring") and [bandwidth management](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#bandwidth). |
| tunnelling | Tunnelling is the creation of an encrypted/secured link over a public network. The secured link can support alternate protocols to the public network, although this is transparent to the user. Tunnelling is also used in the context of establishing a secure, open link through a corporate Firewall.  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| UCT Role Model | The UCT Role Model defines the various roles at UCT and the resources that the members of each role are entitled to. The purpose of the role model is to provide a set of principles and a framework for the delivery of identity information to the various stakeholders and for the automated provisioning of access rights, where applicable.  See:   * [UCT Role Model: Students](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2376) * [UCT Role Model: Staff](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2375) * [UCT Role Model: Third parties](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2377) |
| Unix | A well established operating system developed in the 70's by AT&T. Many competing Unix systems are now available from the likes of Sun, SCO and Hewlett-Packard. Unix's reliability and speed has ensured that it has retained a large market share in business critical systems - particularly for web applications and e-commerce  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| UICTC | University Information & Communication Technology Committee (UICTC). [ICTS](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#ICTS) is guided by facilitative standards and policies approved by this committee, which operates as a specialist arm of the University Strategy Committee and is responsible for formulating strategic planning proposals, for information and communication technology. UICTC is a joint committee of Senate and Council. |
| Videoconferencing | Videoconferencing uses a computer, camera, speakers, microphone, coder/decoder and network (such as the Internet) to conduct a live conference between two or more people. It uses audio and video telecommunication to bring people at different sites together for a meeting. This can be as simple as a conversation between two people in private offices (point-to-point) or involve several sites (multi-point) with more than one person in large rooms at different sites. Besides the audio and visual transmission of meeting activities, videoconferencing can be used to share documents, computer-displayed information and even whiteboards.   (Definition taken and adapted from: <http://en.wikipedia.org/wiki/Videoconferencing>) |
| virtual | The word "virtual" is used to describe a scenario where electronic means are used to simulate a traditional (physical) way of doing things, as in:   * *Virtual team:* where members of a team may be based in variety of locations, in one or several organisations, rarely meeting but working collaboratively using electronic networks. * *Virtual office:* takes the virtual team a stage further, so that the office does not exist in any particular location, but rather exists in the network.   (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| Virtual LAN (VLAN) | Virtual LAN (VLAN) is a group of devices on one or more [LANs](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#LAN) configured, using management software, to communicate as if attached to the same wire when in fact they are physically connected to different LAN segments. These logical connections are very flexible.  (Definition taken from: <http://www.eduroam.org/index.php?p=faq/acronyms>) |
| Virtual Private Network (VPN) | Network access for remote users. A network that provides remote offices or users with secure access to their organization's network using the Internet or other public telecommunications system.   (Definition taken from: MicrosoftÂ® EncartaÂ® 2009. Â© 1993-2008 Microsoft Corporation. All rights reserved.) |
| virtual servers | A virtual server is a self-contained operating environment which works in conjunction with, but is independent of, the operating system and machine that is hosting it. Many virtual machines can operate on the same host machine at the same time. |
| Virtual tape library | A virtual tape library is created by using software to enable disk drives to be seen as tape libraries to the servers backing up or restoring data. |
| voicemail | Voicemail is a computerised system for answering and routing telephone calls; telephone messages can be recorded, stored and relayed.  (Definition taken from: <http://wordnetweb.princeton.edu/perl/webwn>) |
| Voice-over-IP (VoIP) | A Voice-over-IP is basically telephony over the Internet. It uses your computer and IP networks, so you can speak to others similarly connected.  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| Wide Area Network (WAN) | This is a network or individual links that connect smaller, localised networks and systems  (Definition taken from: <http://www.flexibility.co.uk/helpful/glossary.htm>) |
| web cache or proxy | A web cache, or proxy server (as it is also known) speeds up Internet access time by storing recently accessed web pages on a local server for a certain period of time. The next time that same page is accessed, it is collected from the local server rather than over the Internet. |
| web portal | A web site that serves as a gateway to the Internet and is designed to suit a particular user profile. A portal is a collection of links, content, and services designed to guide users to information they are likely to find interesting. |
| Windows Server Update Services (WSUS) | WSUS is a locally hosted service which enables the automatic deployment of the latest Microsoft product updates (including security patches) to supported Microsoft Operating Systems and applications.  See: [Windows Server Update Services](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=368) |
| Wide Area Network (WAN) | A Wide Area Network (WAN), as contrasted with a [Local Area Network (LAN)](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#LAN), is used to describe a computer network that covers a large geographic area, which can refer to several buildings in a city, or several cities. Can refer to a group of LANs connected by dedicated long-distance links.  (Definition taken from: <http://en.wiktionary.org/wiki/WAN>) |
| Wireless Fidelity (Wi-Fi) | Wireless Fidelity is meant to be used generically when referring to certain recent types of Wireless [LAN](http://www.icts.uct.ac.za/modules.php?name=news&file=article&sid=924#LAN) standards created by IEEE 802.11. Any products tested and approved as "Wi-Fi Certified" (a registered trademark) by the Wi-Fi Alliance are certified as interoperable with each other, even if they are from different manufacturers  (Definition taken from: <http://www.eduroam.org/index.php?p=faq/acronyms>) |
| wireless networking | Wireless networking is the use of radio waves and/or microwaves to maintain communication channels between computers or other network devices.  It is equipment, service or technology for transporting data or information without wires, but rather through air waves (frequencies) using radio or microwave technology. In short, wireless is a radio signal between a transmitter and a receiver access point.  See: [Wireless technology at UCT](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=1649) (Definition taken from: <http://www.eduroam.org/index.php?p=faq/acronyms>) |
| workflow application | A set of programs that aids in the tracking and management of all the activities in a project or task from start to finish. For example, a workflow application may send an automated email to others when a task has been completed, either for approval processing, or to keep a record, or to trigger the next task in a process. |
| ZENworks Asset Management (ZAM) | ZAM creates an inventory / asset register of the hardware and software resources of an organisation's computers. The ZAM agent is deployed to all the computers on the network, and automatically conducts a comprehensive inventory of software and hardware across the organisation.  See: [About ZENworks Asset Management](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=3673) |
| ZENworks System Management | The ZENworks Systems Management solution communicates to each device by means of an "agent" that runs on the computer or device. The agent periodically "listens"for instructions from the ZENworks server and executes them accordingly.  See: [ZENworks Desktop Management](http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=2061" \o "Opens to an existing article within ICTS) |
| ZENworks Desktop Management | ZENworks Desktop Management is a tool that automates various computer-related support tasks in an organisation. Troubleshooting, software installation, software patches, etc. is all done via the network; reducing the turnaround time for IT support, simplifying and improving management of computers in the organisation. |