



Term	Definition
Agency IT Asset Management (ITAM) Coordinator:	The agency staff member that is responsible for the collection, management and reporting of information related to an agency's IT Asset Inventory, and the central point of contact with DAS in matters relating to IT asset inventory and management.
Ancillary Charges	Those costs necessary to put a capital asset into use, such as freight and handling, insurance in transit, and assembly or installations costs. These costs are capitalized as part of the asset. (OAM Glossary: 65.00.00.RF; OAM Policy 15.60.10.PR)
Application:	A program or group of programs that perform specific task or functions.
Application Server:	Hardware and software platforms dedicated to a specific type of application processing, groupware systems, custom business applications or mail service. Also, See Server.
Bridge:	A network device that connects two separate networks.
Browser:	Software which accesses and displays documents located on the Internet or the Intranet.
Cabling:	The physical wire that connects components of a network.
Capital Asset:	Tangible or intangible assets used in agency operations that have initial estimated useful lives beyond a single year and an initial cost (inclusive of ancillary charges) of at least \$5,000. (OAM Glossary: 65.00.00.RF; OAM Policy 15.60.10.PO)
CD-ROM:	High-capacity read-only memory in the form of an optically read compact disk.
CDRW:	High Capacity Read/Write memory in the form of an optically recorded compact disk.
Central Processing Unit (CPU):	The part of a computer that includes the circuits that control the interpretation and execution of instructions. Also known as the processor or processing unit.
Client:	A client is the requesting program or user in a client/server relationship.
Client-Server:	A computing model where functionality is divided between software clients and software servers. Clients depend on the services provided by servers such as another application, component, or database to complete the intended function.
Computer	A computer is a machine or device that accepts and manipulates data based on a program or sequence of instructions on how the data is to be processed.
Controller:	A device that coordinates and controls the operation of one or more input/output devices, and synchronizes the operation of such devices with the system as a whole.
Data:	Factual information organized and used for transaction, analysis, and decision support.
Database Management System (DBMS)	Software and data storage facility which organizes and manages data storage, structure, access, and security.
Database Server:	Hardware and software platforms dedicated to database access. Also, See Server.
Database:	A collection of data with a given structure for accepting, storing, and providing, on demand, data.
Desktop Computer:	A computer designed to fit comfortably on top of a desk; two common types are the tower model and the table top model. Table top model computers are broad and low, tower model computers are narrow and tall. May also be referred to as a Personal Computer.
E-mail:	Electronic mail messages in the form of text, documents, images, and other electronic files.
Embedded Technology:	Microprocessors (that are not themselves computers) that are designed into other products and equipment.
Enterprise Server:	Typically a large, scalable computer with multiple processors and client-server communications architecture.
File Server:	See Server
Firewall:	One or more computer systems placed between trusted and non-trusted networks in order to prevent unauthorized access to networks and systems.
Gateway:	Hardware or software that handles communication between two dissimilar protocols.
Groupware:	Software that provides the infrastructure to work collaboratively and share information electronically, regardless of where they are geographically located.



Hardware:	The physical, touchable, material parts of a computer or other system
Hub:	A hub joins multiple computers (or other network devices) together to form a single network segment.
Information Technology (IT):	Includes, but is not limited to, all present and future forms of computer hardware, software and related services for data processing, office automation, and telecommunications but does not include Embedded Technologies.
IT Assets:	All present and future forms of computer hardware, software and related items used for business data management and office automation that have the ability to connect to the state's Wide Area Network (WAN), either directly or through a Local Area Network (LAN), except devices with embedded technology. Note: Voice over IP telephones are excluded from the definition at this time. Examples of related items include (but are not limited to): mobile devices, printers, plotters, and monitors.
IT Asset Disposal:	A process that ensures that IT assets are disposed of systematically, timely and accurately to ensure proper accountability.
IT Asset Inventory:	The process of discovering and verifying information about an organization's information technology assets (e.g. hardware, software, applications, data, etc.) through manual and/or automated means
IT Asset Management Program:	General Definition: A system of integrated management processes, strategies and technologies that enables an enterprise to manage its assets throughout their lifecycle. For the purposes of the Statewide IT Asset Management Policy - 107-004-010, an IT Asset Management Program means the processes, procedures and technologies agencies put in place to track the acquisition, deployment, management, and disposition of all IT assets under their control.
IT Asset Repository:	A repository which contains information on the physical, financial and contract information associated with an organization's IT assets. <ul style="list-style-type: none"> • The physical data may include information about inventory management, version control, software distribution, license tracking, usage monitoring and retirement. • The financial component may cover procurement, budget, cost and charge-backs. • The contractual component may cover license compliance, contract maintenance, supplier management.
IT Asset Retirement:	The process of identifying and removing dormant IT assets from the IT environment that accrue costs without providing benefits.
IT Asset Tracking:	Once IT asset data is obtained through auto-discovery and/or a physical inventory, asset tracking involves the process of recording all future installs, moves, adds and changes to ensure that the asset repository remains accurate and up to date.
IT Auto-Discovery:	The process by which tools/programs find and inventory IT Assets that are connected to the network.
Intranet:	A web site or group of web sites available internally to an organization, but not to the public at large.
Laptop:	A small, portable computer sometimes referred to as a notebook computer, typically with display unit built in – small enough that it can sit on your lap.
Lifecycle:	The series of stages in form and functional activity through which something passes during its lifetime. Typically IT asset lifecycle involves at least four stages: acquisition, deployment, management/support, retirement/disposal.
Lifecycle Management:	The practice of managing an organization's IT assets through the lifecycle of Acquisition, Deployment, Management/Support, Retirement
Local Area Network (LAN):	A geographically limited communication network that connects users within a defined area.
Mainframe:	A powerful computer, used in a multipurpose environment at the corporate or major divisional level. A mainframe is a large-scale computer typically containing a large quantity of main memory and disk storage and is able to support thousands of simultaneous users.
Metropolitan Area Network (MAN):	A data network designed for a town or city. In terms of geographic breadth, MANs are larger than local-area networks (LANs), but smaller than wide-area networks (WANs).
Midrange:	A large computer, smaller than a mainframe with communications architecture like a mainframe but which is substantially smaller in computing capacity.
Monitor:	A monitor is a computer output surface and projecting mechanism that shows text and often graphic images to the computer user, using a cathode ray tube (CRT), liquid crystal display (LCD), light-emitting diode, gas plasma, or other image projection technology. May also be referred to as a display.



Network:	A collection of computers and other computer related devices that are able to communicate with each other over some transmission media.
Network Operating System (NOS):	Software that is used to link files, computers, and other devices over a LAN or WAN.
Non-Capital Asset:	Any tangible or intangible property used in agency operations with an estimated useful lifespan longer than one year and an initial cost (including ancillary charges) of less than \$5,000. (OAM Glossary: 65.00.00.RF; OAM Policy 15.55.00.PO)
Operating System (OS):	Software that performs basic functions on a platform, such as accepting input from the keyboard, sending output to a screen, managing files and directories on disks, and controlling other devices such as printers.
Personal Digital Assistant (PDA):	A handheld device that combines computing, telephone/fax, Internet, networking and other features. A typical PDA can function as a cellular phone, fax sender, Web browser and personal organizer.
Peripheral:	A type of computer hardware that is added to the computer, in order to expand its abilities. More specifically the term is used to describe those devices that are optional in nature, as opposed to hardware that is either demanded, or always required in principle.
Personal Computer (PC):	A laptop or desktop computer plus components such as a monitor, keyboard, mouse, modem and other parts. A personal computer may be connected to a local are network or be a stand-alone workstation.
Physical Inventory:	Actual, visual verification of all items listed on agency inventory records. (OAM Glossary: 65.00.00.RF)
Printer:	A device which takes computer information and prints it on paper. An inkjet printer produces hard copy by spraying ink onto paper. An impact printer produces hard copy by banging a head or needle against an ink ribbon to make a mark on the paper. A laserjet printer uses laser and the electrophotographic method to print a full page at a time. The laser "paints" a charged drum with light, to which toner is applied and then transferred onto paper.
Print Server:	See Server.
Router:	The combination of hardware and software that links LANs and WANs together.
Security:	Measures and controls that ensure confidentiality, integrity, and availability of information system (IS) assets including hardware, software, firmware, and information being processed, stored and communicated. The application of hardware, firmware and software security features to a computer system in order to protect against, or prevent, the unauthorized disclosure, manipulation, deletion of information or denial of service.
Server:	A computer in a network that is used to provide services to other computers in the network. Such as, access to files, shared peripherals (e.g. printers), the internet (web services), applications, data/databases, the routing of e-mail. Also a computer program that provides services to other computer programs on the same or on other computers. A blade server is a server chassis housing multiple thin, modular electronic circuit boards, known as server blades
Service Level Agreement (SLA):	An agreement among two or more parties that establishes measurable levels of service and expectations for that service.
Software Distribution:	The process of propagating software installation, upgrades, and maintenance to each workstation that needs it.
Software Management Tools:	Tools which provide version control, configuration management, and software distribution services.
Software:	The detailed instructions given to operate a personal computer, mainframe or server.
Storage (Disk, Tape, Other)	A data storage device is a device for recording (storing) information (data). Disk storage is a general category of computer storage mechanisms, in which data is recorded on planar, round and rotating surfaces (disks or platters). A tape drive is a data storage device that reads and writes data stored on a magnetic tape. It is typically used for archival storage of data stored on hard drives.
Switch	In a telecommunications network, a switch is a device that channels incoming data from any of multiple input ports to the specific output port that will take the data toward its intended destination.
Tablet Personal Computer	A tablet PC is a wireless personal computer (PC) that allows a user to take notes using natural handwriting with a stylus or digital pen on a touch screen. Also, See Personal Computer.
Thin Client:	A two-tier client/server model for application design in which most of the computer code is executed on a server and the client process is limited to the software that provides the user



	presentation only.
Total Cost of Ownership:	A type of calculation designed to help consumers and enterprise managers assess both direct and indirect costs and benefits related to the purchase of any IT asset.
Vendor:	The provider of goods or services.
Version Control:	The process of controlling, maintaining, and documenting maintenance and updates to computer software programs.
Web:	An abbreviation for the Internet's World Wide Web. The World Wide Web is the universe of accessible information available on many computers spread through the world and attached to the Internet.
Web Server	See Server
Website:	Any machine on the internet that is running a Web Server to respond to requests from remote web browsers is a Web Site.
Wide Area Network (WAN):	Provides connectivity services across a large geographical area. A wide area network includes communications lines and equipment up to and including the router at a particular end user site, excluding local area networks (LANs).