General Computer Terms:

Application Programming Interface (API): is a source code based specification intended to be used as an interface by software components to communicate with each other. An API may include specifications for routines, data structures, object classes, and variables.

An API specification can take many forms, including an International Standard such as Posix or vendor documentation such as the Microsoft Windows API, or the libraries of a programming language, e.g. Standard Template Library in C++ or Java API.

Byte: A unit of digital information in computing and telecommunications that most commonly consists of eight bits. Historically, a byte was the number of bits used to encode a single character of text in a computer and for this reason it is the basic addressable element in many computer architectures.

Cloud computing: The delivery of computing as a service rather than a product, whereby shared resources, software, and information are provided to computers and other devices as a utility (like the electricity grid) over a network (typically the Internet).

Customer relationship management: (CRM) is a widely implemented strategy for managing a company's interactions with customers, clients and sales prospects. It involves using technology to organize, automate, and synchronize business processes—principally sales activities, but also those for marketing, customer service, and technical support.

The overall goals are to find, attract, and win new clients, nurture and retain those the company already has, entice former clients back into the fold, and reduce the costs of marketing and client service.[2] Customer relationship management describes a company-wide business strategy including customer-interface departments as well as other departments.

Measuring and valuing customer relationships is critical to implementing this strategy.

Computer architecture: The practical art of selecting and interconnecting hardware components to create computers that meet functional, performance and cost goals and the formal modeling of those systems.

Enterprise software: Also known as enterprise application software (EAS), is software used in organizations, such as in a business or government, contrary to software chosen by individuals (for example, retail software). Enterprise software is an integral part of a (Computer Based) Information System.

Services provided by enterprise software are typically business-oriented tools such as online shopping and online payment processing, interactive product catalogue, automated billing systems, security, content management, IT service management, customer relationship management, resource planning, business intelligence, HR management, manufacturing, application integration, and forms automation.

Open Source: Practices in production and development that promote access to the end product's source materials. Opening the source code enabled a self-enhancing diversity of production models, communication paths, and interactive communities.[1] Subsequently, the new phrase "open-source

software" was born to describe the environment that the new copyright, licensing, domain, and consumer issues created

Operating system:(OS) is a set of programs that manage computer hardware resources and provide common services for application software. The operating system is the most important type of system software in a computer system. A user cannot run an application program on the computer without an operating system, unless the application program is self booting.

SOA: In software engineering, a **Service-Oriented Architecture** (**SOA**) is a set of principles and methodologies for designing and developing software in the form of interoperable services. These services are well-defined business functionalities that are built as software components (discrete pieces of code and/or data structures) that can be reused for different purposes. SOA design principles are used during the phases of systems development and integration.

Web 2.0: is associated with web applications that facilitate participatory information sharing, interoperability, user-centered design, and collaboration on the World Wide Web. A Web 2.0 site allows users to interact and collaborate with each other in a social media dialogue as creators (prosumers) of user-generated content in a virtual community, in contrast to websites where users (consumers) are limited to the passive viewing of content that was created for them.

Examples of Web 2.0 include social networking sites, blogs, wikis, video sharing sites, hosted services, web applications, mashups and folksonomies.