Workplace Technology

Phone Systems
    single-user or multi-line systems which make it easy to talk to people anywhere in the world

Fax Machine
    telephones transmitting pieces of paper electronically through telephone lines; these machines aid in communication when paper copies are needed

E-mail
    enables people to send electronic messages with the click of a button; delivers messages in seconds rather than days; communicates faster than traditional postal delivery

Instant Messaging (Chatting)
    allows two parties to communicate instantly; requires both parties are logged into the same software

Intranet
    internal network in the form of a web page; not accessible from the Internet; keeps employees informed about new policies, products, benefits, positions available, etc.

E-Commerce
    any business activity using electronic communication when goods and services are exchanged

Copiers
    machines which allow people to make copies or duplicates of papers

Computers
    heart of the workplace technology; benefit the workplace by increasing productivity, decreasing mistakes, increasing profit margins and increasing professionalism

Computer Hardware
    physical components of a computer such as the monitor, hard drive and printer

Computer Software
    series of instructions telling computer hardware what to do

System Software
    consists of programs controlling the operations of a computer and its devices

Workplace Technology

Application Software
    consists of programs designed to perform specific tasks for users

Word Processing Software
    allows the creation of primarily text documents

Database Software
    filing system on a computer

Spreadsheet Software
    accountant's ledger on a computer

Desktop Publishing Software
    allows for the creation of programs, brochures and other graphic related materials

Integrated Software Packages
    combination of software programs sold at retail as one software package

Input
    data or commands entered into the memory of a computer

Output
    conveys the requested information created by the CPU to a user; occurs in the
    form of letters, numbers, graphics or any combination of the three

Storage
    holds data, information and instructions; differs from memory because it can hold
    items permanently

Networks
    number of computers connected together to share data, software and hardware

Local Area Network (LAN)
    small group of networked computers; located within a limited geographical area
    such as a school computer lab, business offices or adjacent buildings

Wide Area Network (WAN)
    two or more LANs networked together across a large area such as schools within
    a city or state

Workplace Technology

Metropolitan Area Network (MAN)
> network which accommodates a large area, such as an entire city or other geographic region such as the Internet

Internet
> world's largest network; worldwide collection of LANs and WANs; links together millions of businesses, governments, educational institutions and individuals

World Wide Web
> portion of the Internet consisting of computer sites containing billions of documents called web pages

Web Browser
> program used to view websites such as Microsoft® Internet Explorer or Google Chrome™

Videoconferencing
> conference involving two or more sites or meeting areas; ability to communicate via video and audio with videoconferencing equipment and the necessary phone lines

Webcasting
> videoconferencing which broadcasts through the Internet

Teleconferencing
> interactive communication between several people at different locations; allows employees from various long distance sites to participate in the same phone call at the same time

Telecommuting
> allows employees to work full- or part-time outside the traditional workplace by connecting to the workplace computers by Internet connection