IT OCCUPATIONS

BACKGROUND INFORMATION

The computer industry includes a wide variety of jobs; to research, design, manufacture, install, program and service the complex equipment involved. In this area job titles will vary to a considerable degree, but will mainly focus on several key occupations:

- ➤ IT/Telecoms Management
- ➤ Systems Design
- ➤ Systems Development
- ➤ Programming
- ➤ PC Support
- ➤ Technical Support
- ➤ Software Engineering
- ➤ Databases
- ➤ Networking
- ➤ Operations
- ➤ Internet

REQUIREMENTS TO DO THE JOB

The above key areas are broken down into many job descriptions, the main ones of which are given in Appendix A. A glossary of frequently used terms in the IT industry can be found in Appendix B.

REGISTRATION WITH A PROFESSIONAL BODY

There are no compulsory registration requirements for workers in the computer industry.

CASEWORKER TREATMENT

<u>B&C:</u> Jobs in this sector will meet the criteria where the duties outlined in the job description require:

- A UK degree level equivalent qualification; or
- An HND level computer qualification that is relevant to the post on offer; or
- An HND level qualification that is not relevant to the post on offer, **plus** 12 months work experience doing the type of job for which the permit is sought; or
- Specialist skills acquired through doing the type of job for which the permit is sought, with at least 3 years experience at NVQ level 3 or equivalent.

The job descriptions provided in Appendix A will meet the skills criteria unless there is specific cause for doubt on an individual application.

TWES Training: These occupations are not suitable for TWES Training.

TWES Work Experience: These occupations are suitable for TWES work experience provided the full TWES work experience criteria are met.

SALARY INFORMATION

All salary information is based on 37.5 hours per week and appears in Appendix A alongside the job description.

ADVERTISING

Internet job boards are used very extensively for IT occupations. Suitable websites include:

Jobserve (www.jobserve.com) – over 30,000 IT jobs at any one time

Jobsite (www.jobsite.co.uk) – over 12,000 IT jobs at any one time

CWJobs (www.cwjobs.co.uk) – over 30,000 IT jobs at any one time

Reed (www.reed.co.uk) – over 25,000 IT jobs at any one time

For other job boards, caseworkers should consider the number of IT vacancies carried by the website, and also the type of jobs. For example, Jobcentre Plus carries large numbers of IT vacancies, but these are mainly for lower-skilled, lower-paid positions than those described in Appendix A.

Specialist websites or publications may be appropriate where the job requires particular specialist skills. Caseworkers should seek a business case from the employer as to why they have used a particular specialist medium, and contact the Policy Team if further advice is required.

FURTHER INFORMATION

The British Computer Society, 1st Floor, Block D, North Star House, Swindon, Wiltshire SN2 1FA. 01793 417417. Website: www.bcs.org

e-skills UK, 1 Castle Lane, London SW1E 6DR. 020 7963 8920. Website: www.e-skills.com

The Institution of Analysts and Programmers, Charles House, 36 Culmington Road, London W13 9NH. 0208 567 2118. Website: www.iap.org.uk

The National Computing Centre (NCC), Oxford House, Oxford Road, Manchester M1 7ED. 0161 228 6333. Website: www.ncc.co.uk

Appendix A

IT/Telecoms Management

Job Title/Salary	Alternative Titles	Job Description
IT/IS Director £80,000 - £100,000	Head of Management Services	This board level function carries responsibility for all aspects of IT infrastructure, application & operation. Primarily covers appointments in large companies with a significant investment in IT plus internet based businesses where a Chief technical Officer at director level is required.
MIS/IT Manager £43,000 - £60,000	MIS manager, Management Services Manager, IS Manager, Chief Technical Officer, Head of IT, Data Processing Manager	Plans and co-ordinates the organisation's information technology services within agreed budget levels.
Systems Development Manager £42,000 - £60,000	Chief Systems Designer, Chief Systems Analyst, System & Programming Manager, Development Manager, Business Systems Manager, Head of Development, Implementation Manager, Applications Manager	Plans, organises and controls the development of new and revised systems and procedures.
Computer Services Manager £39,000 - £55,000	Data Centre Manager, IT Services Manager, Infrastructure Manager, IT Centre Manager, Architecture Manager	Responsible for operations, technical support and network services within medium to large installations.
Software/Programming Manager £40,000 - £55,000	Chief Programmer, Program Manager, Embedded Software Manager	Plans, organises and controls the writing of programmes (software) to defined standards. Provides programming resources to both operations (maintenance) and systems (development). This group also includes software manager engaged in defence and real time systems.
Operations Manager £38,000 - £50,000	Operations Controller, Field Operations Manager, Recovery Manager, Operations Analyst Manager, Head of IT Operations.	Responsible for the day-to-day operation of the computer installation together with associated functions such as data control and data preparation.
Technical Support Manager £35,000- £48,000	Technical Manager, Support Manager, Infrastructure Manager, Systems Manager	Responsible for all aspects of systems software, network and hardware configurations. Incorporates technical planning across these functions.
Communications/ Network Manager £37,000 - £50,000	Network Support Manager, Network Capacity Manager, Network Operations Manager, Transmission Manager, Network Sales Support Manager, Network Services Manager	Responsible for the installation and maintenance of all local and wide area networks. Advises on all technical aspects regarding communications.

Office Systems/ Helpdesk Manager £30,000 - £47,000	Desktop Manager, IT Office Administrator/ Manager, Helpdesk Services Manager	With substantial experience of network micro systems, the office systems manager would have responsibility for the operations, training, development and support of all office based systems such as word-processor, spreadsheets and data base applications. PC programmer technicians, support analysts and network technicians would normally report to this manager.

Systems Design

Job Title/Salary	Alternative Titles	Job Description
Management/ Systems Consultant £60,000 - £80,000	Design Consultant, Audit Consultant, SAP/Siebel/Peoplesoft/ JD Edwards Consultant, Business Consultant, Data warehousing Consultant	This position is applied to jobs predominantly advertised by management & major IT system consultancies. The main function is one of high level consultancy at board level & would cover the selection & assessment of business systems being employed by an organisation. Individual areas could include an auditing of systems, staffing structures, etc. Substantial experience of the relevant area is implied.
Projects Manager £40,000 - £50,000	Systems Audit Manager, Principle Systems Officer, Software Project Manager	Responsible for the design, development and implementation of systems covering one or more business functions. Would typically have budgetary control over the delivery of projects.
Project Leader/ Senior Systems Analyst £38,000 - £50,000	Project Leader, Senior quality Analyst, Senior Systems Officer, Project Co-ordinator, Senior Technical Analyst, Project Team Leader	Responsible for the design, development and maintenance of a significant part of a major system, or as a project leader with control of one project. For the duration of the project, may have analysts, programmers, developers or analyst programmers reporting to this function.
Systems Analyst £30,000 - £35,000	Systems Officer, Applications Engineer, IT Analyst, Application Analyst, Development Officer	Responsible for the technical design, functional processes and implementation of a system or part of a system. Some control of development and maintenance functions will be evident.
Senior Business Analyst £40,000 - £50,000	Head of Business Analyst, Chief Business Analyst.	Responsible for defining the commercial requirements and objectives for a significant part of the business system within an organisation. Liases with senior management and systems management to determine the effectiveness of systems.
Business Analyst £30,000 - £40,000	Financial Analyst, Billing Analyst, Actuarial analyst, Business Object Analyst	Responsible for defining the commercial objectives of computer systems. May action some prototyping within user services functions.
Senior Test Analyst £34,500 - £38,000	N/A	Responsible for testing the overall functionality of systems. Would liase with system and development groups to determine the business and technical functions that need to be tested. In order to achieve this it may be necessary to manage the setting up of business models, databases, volume input / output and simulated maximum transaction rates. It may also be necessary to simulate system failures in order to assess system resilience.
Test Analyst £28,000 - £34,000	N/A	Responsible for testing the functionality of systems. This would involve testing that the business and technical functions work as specified. In order to achieve this it may be necessary to set up business models, databases, volume input / output and simulated maximum transaction rates. It may also be necessary to simulate system failures in order to assess system resilience.
Systems Auditor £35,000 - £50,000	Security Analyst/ Consultant, Security Expert, Firewall Consultant, Security Administrator	Responsible for the implementation and verification of procedures designed to ensure that the integrity of access to computer systems and associated data is maintained. This includes assessing risk factors in relation to system modifications and the procedures used in using and operating the systems.

Training Officer/ Lecturer £25,000 - £50,000	Training Designer, Training Specialist, Technical Trainer, Training Consultant	Training functions cover both applications, software training and lecturers employed in both the private and public sector.
Technical Author £27,000 - £35,000	Technical Writer	Responsible for liasing with all areas of system design and development in order to collect information to produce user documentation. Users may be application or software users. This role also includes the generation of on line help forms.

Systems Development

Job Title/Salary	Alternative Titles	Job Description
Development Team Leader £42,500 - £55,000	Any job specifying a development software skill followed by 'Team Leader' is included in this job.	With in-depth experience of programming and development functions, this function would have overall control of the technical aspects of delivering the complete systems as defined by the business. Would normally have other developers, analyst programmers or programmers reporting to this position during the life of a project. A minimum of four years experience would normally be required.
Senior Systems Developer £35,000 - £50,000	Any job describing a Senior Analyst Programmer is also included within this title	This position requires in-depth expertise and experience in a combination of database design, programme structure and underlying system architecture in order to develop systems using software skills such as C/C++, Visual Basic, Oracle, Ingres, Sybase etc. Web developers require a similar background but with related software skills such as Java, Perl etc. Would normally be required to have minimum of three years experience as a developer.
Systems Developer £30,000 - £36,000		This position requires expertise in a combination of database design, programme structure and underlying system architecture in order to develop systems using software skills such as C/C++, Visual Basic, Oracle, Ingres, Sybase etc. Web developers require a similar background but with related software skills such as Java, Perl etc. Would normally be required to have minimum of two years related development experience.
Analyst Programmer £27,000 - £34,000		Responsible for the system design and programming of individual modules within a project. Detailed programming work would be evident at this level. In general this job refers to general legacy mainframe skills, but it is still used in a number of public sector organisations to encompass all development that involves a design and programming element. Would normally have a minimum of twelve months experience of a specific programming language.
Graduate Developer/ Analyst Programmer £20,000 - £28,000	**THIS POST DOES NOT MEET THE ICT CRITERIA AS LESS THAN SIX MONTHS EXPERIENCE IS REQUIRED.**	This job function is used to classify all programmers and developers who essentially have less than six months commercial experience of programming. This includes new graduates in IT or related technology degrees.

Programming

Job Title/Salary	Alternative Titles	Job Description
Senior Programmer £34,000 - £40,200	Senior Applications Programmer, Lead Programmer	Responsible for the detailed programming from specifications major modules within a project. Testing of the logical accuracy and correct interfaces to other modules is part of this process. Would have a detailed knowledge of at least one programming language and operating system. A minimum of three years experience as a programmer would be expected. May supervise other programmers as part of a project team.
Programmer £25,000 - £30,000	Applications Programmer, Software Programmer	Responsible for the detailed programming and testing of individual programmes or routines within an overall project. Would normally have a minimum of eighteen months experience.

Internal Caseworker Guidance

PC Support

Job Title/Salary	Alternative Titles	Job Description
Senior PC Support Analyst £25,000 - £30,000	Senior IT Support Analyst, PC Support Team Leader	Responsible for the implementation, training and development of PC configurations. Would have a detailed knowledge of software applications such as word processors, spreadsheets, databases and networks, particularly with regard to an organisation's use of these systems. May supervise other PC Support and PC support personnel. A minimum of two years experience as a support analyst would normally be required.
Senior PC Support £24,500 - £30,000	PC Support Supervisor, PC Support Co-ordinator, Senior PC Support Technician,	Responsible for the maintenance and support of PC configurations. This support function would include both hardware and software maintenance with support being provided for applications such as databases, spreadsheets, word processors and LANs. An in depth knowledge of various operating systems and PC based office systems would be expected. The level of expertise at this level would require someone with at least two years experience in PC support.

Technical Support

Job Title/Salary	Alternative Titles	Job Description
Systems Architect – Planner £40,000 - £55,000	Chief Systems Programmer, Performance Manager	Responsible for the detailed design and sizing of the installation architecture with regards to hardware, software and networks. Would have knowledge of design methods and be capable of directing system programmers. Would be expected to have several years in depth experience of specific operating systems, databases and network. Would normally have a minimum of two years experience
Systems Programmer £30,000 - £36,000		With a detailed knowledge of specified software products, would provide support and technical expertise to systems, programming and operations groups. Would be responsible for system performance within designated areas. In general this job title applies to mainframe operating systems and related database and network software. Would normally have twelve months to two years experience of associated system software.
Senior Systems Administrator £37,000 - £45,000		Responsible for the overall management of operating systems, network and database software. Would be expected to have a major impact on how best the resources can be used for optimum performance and access. Assists management in hardware planning and the maintenance of systems upgrades and corrections and the setting of agreed service level agreements. Would have an in depth knowledge of products such as Unix, Windows, network and database software. Would normally have a minimum of three years experience as a Systems Administrator
Systems Administrator £27,500 - £34,000		Responsible for the administration of operating systems, network and database software. Maintains access to the systems for both users and development personnel. Carries out updates and corrections to the software as required in order to maintain agreed levels of service. Would have experience of products such as Unix, VMS, Lans, Wans and database products. Would normally have a minimum of one to two years experience of related software products
Technical Pre-Post Sales Support £42,000 - £45,000	Presales Support, Post-Sales Support, Customer Support	Covers all aspects of pre and post sales support. This may be for a specific software product or in the case of a consultancy application support. Would provide expertise in the technical design of systems and advise sales personnel accordingly. May be required to assist sales by presenting solutions to clients. This classification

		is intended to cover systems and software support but not account management.

Software Engineering

Job Title/Salary	Alternative Titles	Job Description
Senior Software Engineer £36,450 - £45,000	Software Leader	With an in depth knowledge of real time or embedded software and associated hardware this position would be responsible for the design and programming of related operating software. Would liaise with Electronic Design Engineers to ensure that the functionality met specifications. Employed mainly in the electronics, computer, aviation and defence industries. May be responsible for other Software Engineers within a project team. Would typically have expertise in software such as Ada, C/C++, Pascal etc., with a minimum of three years experience as a Software Engineer.
Software Engineer £30,000 - £37,000		With experience of real time or embedded software and associated hardware this position would be responsible for the design and programming of related operating software. Would liaise with Electronic Design Engineers to ensure that the functionality met specifications. Employed mainly in the electronics, computer, aviation and defence industries. May be responsible for other Software Engineers within a project team. Would typically have expertise in software such as Ada, C/C++, Pascal etc., with a minimum of two years experience in these areas.
Software Communications Engineer £28,000 - £35,000		With an in depth knowledge of real time embedded software and communications hardware this position would be responsible for the design and programming of related operating software. Would liaise with communication Design Engineers to ensure that the functionality met specifications. Employed predominantly in the communications industry. Would have a minimum of two years experience in software engineering.
Software Test Engineer £25,200 - £31,000		With a full understanding of specific operating systems, application software and network configurations, this position is responsible for ensuring adequate testing of software products or services prior to release for general use. Would document and agree any deviations from originally agreed specifications.

Databases

Job Title/Salary	Alternative Titles	Job Description
Senior database Administrator/ Analyst £40,000 - £50,000	Database Manager	Responsible for the control and development of all corporate databases. This includes database design methods and operational implementation of new databases, together with maintaining operational efficiency of the databases. Responsibility for ensuring that proper recovery practices are observed in the event of failure. Controls security measures to ensure authorised access to databases is maintained. Liaises with System Administration and management to agree upgrades and changes. Within large installations may supervise and control other Database Administrators. Would normally have a minimum of three year's experience as a Database Administrator.
Database Administrator/Analyst	Database Controller	Responsible for the control and development of all corporate databases. This includes database design methods and

		operational implementation of new databases, together with maintaining operational efficiency of the databases. Responsibility for ensuring that proper recovery practices are observed in the event of failure. Controls security measures to ensure authorised access to databases is maintained. Actions agreed upgrades and changes. Would normally have a minimum of twelve months to two year's experience of database products such as Oracle, Sybase etc.
£30,000 - £35,000		

Networking

Job Title/Salary	Alternative Titles	Job Description
Network Pre-Post Sales Support Consultant £35,000 - £50,000		Covers all aspects of pre and post sales network support and consultancy. In a pre-sales role would advise companies on the selection, assessment and effectiveness of both data and voice communications. Would provide expertise in the technical design of overall networks and advise sales personnel accordingly. In a post sales role would include support for telecommunications equipment such as routers, switches, etc, together with related software. This classification is intended to cover the technical consultancy / support role and not account management.
Senior Network-Communications Analyst/Engineer £35,000 - £50,000		This job function covers high level design, planning and installation of networks including provision of hardware and software. Includes responsibility for upgrading and changing networks. Advises on overall security of corporate networks and associated operating and recovery procedures. Would normally have 3 years experience as a Network Analyst.
Network-Communications Analyst/Engineer £26,000 - £32,000		This job function covers the design, planning and installation of networks including provision of hardware and software. Advises on overall security of corporate networks and associated operating and recovery procedures. In large installations would report to a senior network analyst. In smaller installations may form part of the overall system administration/support function. Would normally have two year's experience of Networks.
Network Controller/ Administrator £23,800 - £32,000	Network Supervisor, Network Administrator	Responsible for the general operation and administration of communications within a company including both hardware and software elements. Monitors overall performance and directs recovery procedures. Would normally require two year's experience in networking.
Senior Network Support Engineer £29,000 - £35,000		With an in-depth knowledge of network hardware and associated cabling, this job function would cover the installation and maintenance of networks. Related operating and software expertise is also required in order to integrate networks into a system environment. May supervise other Network Engineers on larger projects. A minimum of two year's experience as a Network Engineer would normally be required.
Network Support Engineer £21,000 - £28,000		With experience of network hardware and associated cabling, this job function would cover the installation and maintenance of networks. Related operating and software expertise is also required in order to integrate networks into a system environment. A minimum of twelve months to two year's experience in networking would normally be required.

Operations

Job Title/Salary	Alternative Titles	Job Description
Operations Analyst		Responsible for defining and supporting operational procedures to ensure the correct operation and recovery of hardware/software

£27,500 - £33,000		systems. Liaises between operations and systems to define system testing and implementation procedures. Would normally have had experience as a senior operator within a specific hardware/software configuration. The jobs included in this grade cover all levels of Operations Analyst.
Hardware Engineer £20,000 - £25,000	Peripheral Engineer, Field Service Engineer, PC Engineer	This job function primarily covers personnel employed by hardware vendors and computer maintenance companies. Responsibilities include identification of hardware failures and subsequent correction by repair or replacement.

Internet

Job Title/Salary	Alternative Titles	Job Description
Web Master/ Administrator £25,877 - £30,000		Responsible for the updating and maintenance of the web service. This includes updating of content, access methods, operating software and network performance.
Web Designer £26,000 - £31,000		Responsible for the design and implementation of internet products. This would include page design, database design and software structure, together with the system processes involved for updating and maintaining the web content. Would normally have at least twelve months to two years service of structuring and designing web products with a background in development/programming of relevant object oriented software. Includes all levels of Web Designers.

Appendix 2 – Glossary of Terms

.NET	A platform developed by Microsoft including servers, services and software.
4GL (4th Generation Language)	A Programming Language designed to be close to natural language
ACCESS	A Database creation software application written by Microsoft
ACTIVE X	ActiveX is the name Microsoft has given to a set of object oriented programming tools and definitions
ADA	A programming language similar to Perl
ADBAS	Database Management System
ADO (Active Data Object)	An application program interface developed by Microsoft
AIX	An Operating System developed by IBM based on UNIX
ANTI VIRUS	Term used to describe software used to protect against computer viruses.
APACHE	Freely available Web Server Software
API (Application Program Interface)	A description within an Operating System/Application of how another application can make requests of this Operating System/Application
APPLETS	A program within a program (such as calculator) that carries out its own unique function.
ARCserve	Software for undertaking backups designed to operate across environments/platforms.
ASP (Application Service Provider)	A Company offering access to applications or services over the internet
ASSEMBLER	A program that combines computer instructions into bits that the processor can use to perform instructions.
ATL (Active Template Library)	A Microsoft program library for use in creating Active Server Pages (ASP)
BLUETOOTH	A specification describing how devices connect using a wireless connection

BORLAND	Software designer who specialise in programming related software
BUSINESS OBJECTS	An ActiveX™ component that retrieves and processes the data.
C	A structured, procedural programming language. Used for Operating System and Application Development
C#	An Object Orientated Programming language developed by Microsoft
C++	An object orientated programming language – a superset of the C programming language
CAD (Computer Aided Design)	Software that is used by architects, engineers, drafters, artists, and others to produce precision drawings or technical illustrations.
CGI (Common Gateway Interface)	A standard method for a web server to pass user requests onto an application and send the response back to the user
CICS (Customer Information Control System)	Is an online transaction processing program
CISCO	Manufacturer of networking related hardware (routers/switches etc)
CITRIX	A UNIX-type operating system
COBOL (Common Business Orientated Language)	A High Level Programming Language used for applications such as accounting
COLDFUSION	Cold Fusion is a set of products for building Web sites and serving pages to users.
CORBA (Common Object Request Broker Architecture)	A Specification for distributing program objects over a network
CRM (Customer Relationship Management)	The software and methods used to help manage customer relations
CRYSTAL REPORTS	Developed by Seagate Software to create reports from data sources
CTI (Computer Telephony Integration)	The use of computers/computer systems to manage telephone calls
DATA WAREHOUSE	A central store for all or a significant proportion of the data that an enterprise collects
DB2	A collection of Relational Database Management System products by IBM for a number of different Operating Systems
DCOM (Distributed Component Object Management)	is a set of Microsoft concepts and program interfaces in which client program objects can request services from server program objects on other computers in a network.
DELPHI	The Borland equivalent of Microsoft Visual Basic offering object orientated to application development.
DIRECTOR	A Product developed by Macromedia.
DREAMWEAVER	A Web Design program developed by Macromedia
DSP (Digital Signal Processing)	Methods of improving reliability/accuracy of digital communications
EJB (Enterprise Java Beans)	An architecture for setting up Java program components
EMBEDDED	An embedded system is some combination of computer hardware and software, either fixed or programmable, that is specifically designed for a particular kind of application device. Examples include operating systems/language platforms (e.g. Embedded Java and Windows XP Embedded) and mobile phones/PDAs.
EPOS	Electronic Point of Sale Software/System
ERP (Enterprise Resource Planning)	Software to help plan and organise a company's resources
ETHERNET	A widely used Local Area Network (LAN) standard
EXCHANGE	Microsoft Mail Server product
EXTRANET	A private network using IP and public telephone networks to share information
FIREWALL	A set of related programs located at a network gateway server protecting resources of a private network from other networks.
FIREWORKS	A program by Macromedia for producing web graphics and presentations
FLASH	A program used primarily for developing Web Based graphics by Macromedia

FORTRAN	A third generation programming language designed for use by engineers, mathematicians, and other users/creators of scientific algorithms
FOXPRO	A relational database development program by Microsoft
FRAMERELAY	Frame relay is a telecommunications protocol for connecting LANs and WANS based on X.25 packet switching technology
GSM (Global System for Mobile Communications)	A digital telephone system used widely in Europe.
GUI (Graphical User Interface)	The alternative to a purely textual interface to computer system.
HP-UK (Hewlett Packard UK)	UK branch of the manufacturer of a range of hardware including printers, networking equipment and complete computer systems.
HTML (Hypertext Mark-up Language)	A set of codes used to display text/images on the Internet.
HTTP (Hypertext Transfer Protocol)	A set of rules for exchanging files on the World Wide Web
IIS (Internet Information Server)	A set of applications by Microsoft for building/administering web, search engine and databases
ILLUSTRATOR	An application developed by Macromedia
IMS (Information Management System)	A database system from IBM consisting of IMS/Data Base and IMS/Data Communications
INFORMIX	A relational database vendor
INGRESS	Database Management Software
INTRANET	Any network which provides similar services within an organisation to those provided by the Internet outside it but which is not necessarily connected to the Internet.
IPX (Internetwork Packet Exchange)	A networking protocol used by Novell
ISDN (Integrated Services Digital Network)	A set of standards for digital transmission over external copper telephone wire
IVR (Interactive Voice Response)	An application accepting telephone/keypad input and outputting voice/call-back/video response
JAVA	A Programming language developed specifically for the Internet – simpler than C++
JCL (Job Control Language)	Used for describing jobs being run on mainframe servers
JDBC (Java Database Connectivity)	An API for connecting Java programs to databases
JSCRIPT	A script language developed by Microsoft for use specifically within web pages.
JSP (Java Server Page)	A small program that runs on a web server modifying a web page before it is sent to the user
LAN (Local Area Network)	A group of computers/devices sharing a set of resources over a small geographical area
LINUX	A UNIX like Operating System that is freely available
LOTUS NOTES	The IBM produced time management and e-mail communications program
LOTUS PRODUCTS	The IBM produced suite of Office applications (including Word Processing, Spread Sheet, Database, time management and web page design)
MACROMEDIA	Producer of a range of web site related programs for producing and managing web sites.
MFC (Microsoft Foundation Class)	A library of generic definitions used in writing applications
MQSERVES	A series of IBM products used to link other applications together
MTS (Microsoft Transaction Server)	Software running on a server managing and manipulating database transactions
MVS (Multiple Virtual Storage)	An Operating System developed by IBM for mainframe/large servers
NAME OF SYSTEM	DESCRIPTION/NOTES
NAVISION	An integrated business solutions supplier providing a suite of products covering all company fields from financial management and CRM to manufacturing, logistics and e-commerce
NOVELL	Producer of a range of software

OBJECT ORIENTED	Object Orientated Computing is a programming model in which a program is viewed as a collection of discrete objects that are self-contained collections of data structures and routines that interact with other objects.
OFFICE	The Microsoft produced suite of Office applications (including Word Processing, Spread Sheet, Database, time management and web page design)
OLAP (Online Analytical Processing)	A processing method allowing data to be viewed from different view points
OOD (Object Orientated Design)	One of the stages of object-oriented programming in which a system is modelled as a collection of cooperating objects
ORACLE	A relational database software product
OS/400	An IBM operating system for their series of AS/400 machines
OS390	An operating system used on IBM mainframe servers
OSPF (Open Shortest Path First)	A routing protocol using on an autonomous network system to route messages to the correct place
PASCAL	A Third Generation programming language
PERL	A script language widely used for CGI
PHOTOSHOP	A drawing/painting/photo manipulation tool developed by Adobe
PHP	A script language and tools for use on Linux web servers
PICK	A database management system based on a model of the organisation
POWERBUILDER	A program for building applications for distribution over a network
PRINCE (PRojects IN Controlled Environments)	PRINCE is a structured method for effective project management used extensively by the UK Government but widely recognised and used in the private sector, both in the UK and internationally
PROJECT	Resource/time management program produced by Microsoft
PROXY SERVER	A server acting between a workstation and the internet to enforce security rules.
PYTHON	An object orientated programming language similar to Perl
RACF (Resource Access Control Facility)	An IBM security management product
RAD (Rapid Application Development)	A concept/method of developing applications more quickly
RATIONAL ROSE	A UML software design tool
RDBMS (Relational Database Management System)	A Program allowing the development, update and administration of a relational database.
RPG400	Project Management Software
SAP (Systems, Applications and Products in Data Processing)	An ERP system linking a common corporate database to a comprehensive range of applications including financial/asset management, cost accounting, production operations and materials, personnel, plants, and archived documents.
SAS (Statistical Analysis System)	A statistical and matrix handling language with PL/I-like syntax
SDH (Synchronous Digital Hierarchy)	A technology for synchronous transfer on optical media
SMS (Short Message Service)	A service for sending messages to mobile phones using GSM
SMTP (Simple Mail Transfer Protocol)	A TCP/IP protocol used for transmitting E-mail
SNA	Systems Network Architecture
SOLARIS	An Operating System developed by Sun Microsystems for their own, as well as Intel based, systems.
SQL (Structured Query Language)	A programming language for updating and querying databases
SQL SERVER	A relational database management system (RDBMS) which is part of Microsoft's BackOffice family of servers. SQL Server was designed for client/server use and is accessed by applications using SQL. It runs on Windows NT version 3.5 or higher
SSADM (Structured Systems Analysis and Design	Splits application development into stages so that the project can be managed

Method)

SYBASE	Developer of Database Management System (DBMS) products.
TCP/IP (Transmission Control Protocol/Internet Protocol)	The basic communications language/protocol of the Internet. It can also be used on private networks (intranet/extranet)
TIVOLI	An IBM product allowing a business to manage it's computer environment
TSO	Timeshare Option (Former IBM operating system)
UML (Unified Modelling Language)	A Notation for modelling real world objects as part of object orientated design.
UNIX	A Freeware Operating System written in C
VBSCRIPT	An interpreted script language developed by Microsoft
VHDL (Very High Speed Integrated Circuit Hardware Description Language)	A large high-level VLSI design language with Ada-like syntax. The DoD standard for hardware description, now standardised as IEEE 1076
VISUAL BASIC	A Programming Software product allowing users to choose and modify pre-created code in Basic programming language via a Graphical User Interface
VME	Virtual Machine Environment (operating system)
VMS (Virtual Memory System)	An Operating System developed for older 32bit computer architecture by DEC
VOIP (Voice over Internet Protocol)	A method of delivering voice information via Internet Protocol
VPN (Virtual Private Network)	A method of using public telecommunication networks, such as the Internet, to provide secure remote access to individual users or offices.
VSAM (Virtual Storage Access Media)	A file management system developed by IBM for their Operating Systems
WAN (Wide Area Network)	A telecommunications network spread over a wide geographical area.
WAP (Wireless Application Protocol)	Communications Protocols for use with wireless devices to access the internet
WINDOWS	A range of Operating Systems developed by Microsoft. Widely used as the Operating System on Personal Computers
WINDOWS 2000	An Operating System developed by Microsoft based on Windows NT technology
WINDOWS NT	A Microsoft PC Operating System for both users and businesses.
WINRUNNER	Win Runner is an integrated, functional testing product operating across multiple applications and databases that captures, verifies and replays user interactions.
WML (Wireless Mark-up Language)	Allows text parts of web pages to be displayed on cellular phones
X.25	An ITU-T standard protocol suite for the DTE-DCE interface in a packet-switched network which defines the standard physical layer, data link layer and network layers (layers 1 through 3). It was developed to describe how data passes into and out of public data communications networks. X.25 networks are in use throughout the world.
XML (Extensible Mark-up Language)	A method of creating/sharing data/structures on the internet
XSL (Extensible Style Sheet Language)	A style sheet defining how data is sent using XML over the web