

BCS LEVEL 3 Infrastructure Technician Glossary

The purpose of this glossary is to cover common acronyms and terminology associated with the published BCS Infrastructure Technician syllabuses.

Phrase	Definition
A Record	An A record maps a domain name to the IP address (IPv4) of the computer hosting the domain. Simply put, an A record is
	used to find the IP address of a computer connected to the internet from a name.
AAA (Cloud Security)	Authentication, authorization, and accounting (AAA) is a term for a framework for intelligently controlling access to
	computer resources, enforcing policies, auditing usage, and providing the information necessary to bill for services.
AAAA Record	Much like the A record is to the IPv4 address space, the AAAA record (also known as a quad-A record) is to the IPv6
	address space. An easy way to remember this is IPv4 addresses are 32 bits, and IPv6 addresses are 128 bits, so if an A record is 32 bits, 4xA (or AAAA) is 128 bits.
Access Management Policies	Access management is the process of granting authorised users the right to use a service, while preventing access to non-
	authorised users Access management is, therefore, the execution of policies and actions defined in information
	security and availability management.
ACL	An access control list (ACL), with respect to a computer file system, is a list of permissions attached to an object. An ACL
	specifies which users or system processes are granted access to objects, as well as what operations are allowed on given objects.
AD (Active Directory)	Active Directory (AD) is a directory service that Microsoft developed for Windows domain networks. It is included in most
	Windows Server operating systems as a set of processes and services. Initially, Active Directory was only in charge of
	centralized domain management.
Ad-hoc	Created or done for a particular purpose as necessary.
Ajax	Is a set of Web development techniques using many Web technologies on the client side to create asynchronous Web applications.
Algorithm	A process or set of rules to be followed in calculations or other problem-solving operations, especially by a computer.
ALM	Application lifecycle management (ALM) is the product lifecycle management (governance, development, and
	maintenance) of computer programs.
Alphanumeric	
	Consisting of or using both letters and numerals.

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APIPA	(Automatic Private IP Addressing) The Windows function that provides DHCP autoconfiguration addressing. APIPA assigns a class B IP address from 169.254.0.0 to 169.254.255.255 to the client when a DHCP server is either permanently
	or temporarily unavailable.
APN	Access point name.
Array	An array is a data structure that contains a group of elements. Typically, these elements are all of the same data type, such as an integer or string. Arrays are commonly used in computer programs to organize data so that a related set of values can be easily sorted or searched.
ASCII	Abbreviated from American Standard Code for Information Interchange.
ASHRAE	ASHRAE (American Society of Heating, Refrigerating, and Air-Conditioning Engineers) is an organization devoted to the advancement of indoor-environment-control technology in the heating, ventilation, and air conditioning (HVAC) industry.
Asset Management	IT asset management (ITAM) is the set of business practices that join financial, contractual and inventory functions to support life cycle management and strategic decision making for the IT environment. Assets include all elements of software and hardware that are found in the business environment.
Attrib	Command-line options to matching files in the current directory.
BCDR	Business Continuity and Disaster Recovery.
ВСР	A Business Continuity Please (BCP) is the preparation and testing of measures that protect business operations and also provide the means for the recovery of technologies in the event of any loss, damage or failure of facilities.
Bcrypt	Is a password hashing function designed by Niels Provos and David Mazières,
BIA	Business impact analysis.
Big Endian/Little Endian	Big-endian and little-endian are terms that describe the order in which a sequence of bytes are stored in computer memory. Big-endian is an order in which the "big end" (most significant value in the sequence) is stored first (at the lowest storage address).
Binary	Binary (or "base-2") a numeric system that only uses two digits — 0 and 1. Computers operate in binary, meaning they store data and perform calculations using only zeros and ones.
Bits	A bit (short for "binary digit") is the smallest unit of measurement used to quantify computer data. It contains a single binary value of 0 or 1.
Black Box Testing	Black-box testing is a method of software testing that examines the functionality of an application without peering into its internal structures or workings. This method of test can be applied virtually to every level of software testing: unit, integration, system and acceptance.

Blade Server	A server architecture that houses multiple server modules ("blades") in a single chassis. It is widely used in datacentres to save space and improve system management. Either self-standing or rack mounted, the chassis provides the power supply, and each blade has its own CPU, RAM and storage.
Broadcast Domain	A broadcast domain is a logical division of a computer network, in which all nodes can reach each other by broadcast at the data link layer. A broadcast domain can be within the same LAN segment or it can be bridged to other LAN segments. Routers and other higher-layer devices form boundaries between broadcast domains.
Buffer Overflow	In computer security and programming, a buffer overflow, or buffer overrun, is an anomaly where a program, while writing data to a buffer, overruns the buffer's boundary and overwrites adjacent memory locations.
BYOD	Bring your own device.
C++	C++ is a high-level programming language developed by Bjarne Stroustrup at Bell Labs. C++ adds object-oriented features to its predecessor, C. C++ is one of the most popular programming language for graphical applications, such as those that run in Windows and Macintosh environments.
CAT5e Cable	Category 5 cable, commonly referred to as Cat 5, is a twisted pair cable for carrying signals. This type of cable is used in structured cabling for computer networks such as Ethernet.
CEO	Chief Executive Officer.
CFO	Chief Financial Officer.
Checksums	A digit representing the sum of the correct digits in a piece of stored or transmitted digital data, against which later comparisons can be made to detect errors in the data.
Chkdsk	Is a Windows utility that can check the integrity of your hard disk and can fix various file system errors.
CHMOD	In Unix-like operating systems, chmod is the command and system call which may change the access permissions to file system objects (files and directories). It may also alter special mode flags. The request is filtered by the umask. The name is an abbreviation of change mode.
CIA	Confidentiality, integrity and availability.
CIDR	CIDR (Classless Inter-Domain Routing, sometimes called super netting) is a way to allow more flexible allocation of Internet Protocol (IP) addresses than was possible with the original system of IP address.
CIO	Chief Information Officer.
CLI	A CLI (command line interface) is a user interface to a computer's operating system or an application in which the user responds to a visual prompt by typing in a command on a specified line, receives a response back from the system, and then enters another command, and so forth.

Clickjacking	Clickjacking (User Interface redress attack, UI redress attack, UI redressing) is a malicious technique of tricking a Web user into clicking on something different from what the user perceives they are clicking on, thus potentially revealing confidential information or taking control of their computer while clicking on seemingly innocuous web pages.
Cloud	Virtualised platforms.
Cloud bursting	is an application deployment model in which an application runs in a private cloud or data centre and bursts into a public cloud when the demand for computing capacity spikes.
Cluster	A computer cluster consists of a set of loosely or tightly connected computers that work together so that, in many respects, they can be viewed as a single system. Unlike grid computers, computer clusters have each node set to perform the same task, controlled and scheduled by software.
CMD	CMD is commonly used to mean "command": CMD.EXE (Command Prompt), the command-line interpreter on Windows operating systems. Command (computing), an abbreviation commonly used in computing. Command key (\mathcal{H}), a modifier key present on Apple Keyboards.
cmdlet	A cmdlet is a lightweight command that is used in the Windows PowerShell environment. The Windows PowerShell runtime invokes these cmdlets within the context of automation scripts that are provided at the command line.
CNAME	A Canonical Name record (abbreviated as CNAME record) is a type of resource record in the Domain Name System (DNS) used to specify that a domain name is an alias for another domain, which is the "canonical" domain.
Co-ax	Coaxial.
Coding	Instructions written by a programmer in a programming language are often called source code. Instructions that have been converted into machine language that the computer understands are called machine code or executable code. See also programming language.
Configuration File	A file that contains data about a specific user, program, computer or file. Used for myriad reasons, configuration files are generally read at startup by the operating system as well as by applications in order to customize the environment for the user.
Cookies	A cookie is a small amount of data generated by a website and saved by your web browser. Its purpose is to remember information about you, similar to a preference file created by a software application.
COSHH	Control of Substances Hazardous to Health.
CPU	The CPU (Central Processing Unit) is the part of a computer system that is commonly referred to as the "brains" of a computer. The CPU is also known as the processor or microprocessor. The CPU is responsible for executing a sequence of stored instructions called a program.

crontab	crontab is a UNIX command that creates a table or list of commands, each of which is to be executed by the operating system at a specified time. crontab is used to create the crontab file (the list) and later used to change the previously created crontab file.
Cross-Site scripting	Cross-site scripting (XSS) is a type of computer security vulnerability typically found in web applications. XSS enables attackers to inject client-side scripts into web pages viewed by other users. A cross-site scripting vulnerability may be used by attackers to bypass access controls such as the same-origin policy.
Crystal Oscillator	A crystal oscillator is an electronic oscillator circuit that uses the mechanical resonance of a vibrating crystal of piezoelectric material to create an electrical signal with a precise frequency.
CSMA/CA	Carrier-sense multiple access with collision avoidance (CSMA/CA) in computer networking, is a network multiple access method in which carrier sensing is used, but nodes attempt to avoid collisions by transmitting only when the channel is sensed to be "idle".
CSP	Communications service provider.
CSS	Cascading style sheets.
CSV	A CSV is a comma separated values file which allows data to be saved in a table structured format. CSVs look like a garden-variety spreadsheet but with a .csv extension (Traditionally they take the form of a text file containing information separated by commas, hence the name).
СТО	Chief Technical Officer.
Data Formatting	The organization of information according to preset specifications (usually for computer processing).
Data Integrity Verification	The process of manually supervising data verification for internal consistency.
Data Retention	Data retention defines the policies of persistent data and records management for meeting legal and business data archival requirements; although sometimes interchangeable, not to be confused with the Data Protection Act 1998.
Data String	In computer science a string is any finite sequence of characters (i.e., letters, numerals, symbols and punctuation marks). An important characteristic of each string is its length, which is the number of characters in it. The length can be any natural number (i.e., zero or any positive integer).
Data Type	A particular kind of data item, as defined by the values it can take, the programming language used, or the operations that can be performed on it.
DDL	Data Definition Language (DDL) is a standard for commands that define the different structures in a database. DDL statements create, modify, and remove database objects such as tables, indexes, and users. Common DDL statements are CREATE, ALTER, and DROP.

Debug	Identify and remove errors from (computer hardware or software).
Denary Value	Denary, also known as "decimal" or "base 10," is the standard number system used around the world. It uses ten digits (0, 1, 2, 3, 4, 5, 6, 7, 8, and 9) to represent all numbers The first two letters in denary ("de") are an abbreviated version of "dec" which is a Latin prefix meaning "ten."
DHCP	Dynamic Host Configuration Protocol.
Differential Backup	A differential backup is a type of backup that copies all the data that has changed since the last full backup. For example, if a full backup is done on Sunday, Monday's differential backup backs up all the files changed or added since Sunday's full backup.
Dig Command Line Tool	Dig (domain information groper) is a network administration command-line tool for querying Domain Name System (DNS) servers. dig is useful for network troubleshooting and for educational purposes. dig can operate in interactive command line mode or in batch mode by reading requests from an operating system file.
DIR	(Digital Instrumentation Recorder) An earlier 19mm, helical-scan magnetic tape technology from Sony, earmarked end of life in 2004. Based on the D1 format, DIR was fast enough for sonar, radar and other high-speed data archiving. Cassettes came in 8.7GB, 43GB and 96GB capacities.
Disk Encryption	Disk encryption is a technology which protects information by converting it into unreadable code that cannot be deciphered easily by unauthorized people. Disk encryption uses disk encryption software or hardware to encrypt every bit of data that goes on a disk or disk volume.
Disk Failure	A hard disk drive failure occurs when a hard disk drive malfunctions and the stored information cannot be accessed with a properly configured computer.
DML	A data manipulation language (DML) is a family of syntax elements similar to a computer programming language used for selecting, inserting, deleting and updating data in a database. Performing read-only queries of data is sometimes also considered a component of DML.
DNS	Domain name service.
DOM	The Document Object Model (DOM) is an application programming interface (API) for valid HTML and well-formed XML documents. It defines the logical structure of documents and the way a document is accessed and manipulated The DOM is designed to be used with any programming language.
DOS-like	DOS (Disk Operating System) is an operating system that runs from a hard disk drive. The term can also refer to a particular family of disk operating systems, most commonly MS-DOS (Microsoft Disk Operating System).
DPA	Data protection act.

DR	Disaster recovery.
DR strategy	Disaster recovery strategy.
Duodecimal	The duodecimal system (also known as base 12 or dozenal) is a positional notation numeral system using twelve as its base.
Elasticity	In cloud computing, elasticity is defined as "the degree to which a system is able to adapt to workload changes by provisioning and de-provisioning resources in an autonomic manner, such that at each point in time the available resources match the current demand as closely as possible".[1][2] Elasticity is a defining characteristic that differentiates cloud computing from previously proposed computing paradigms, such as grid computing. The dynamic adaptation of capacity, e.g., by altering the use of computing resources, to meet a varying workload is called "elastic computing".
Encryption	The translation of data into a secret code. Encryption is the most effective way to achieve data security. To read an encrypted file, you must have access to a secret key or password that enables you to decrypt it. Unencrypted data is called plain text; encrypted data is referred to as cipher text.
Encryption Keys	An encryption key is a random string of bits created explicitly for scrambling and unscrambling data. Encryption keys are designed with algorithms intended to ensure that every key is unpredictable and unique. The longer the key built in this manner, the harder it is to crack the encryption code. An encryption key is used to encrypt, decrypt, or carry out both functions, based on the sort of encryption software used.
Enforced Password History	This security policy reference topic for the IT professional describes the best practices, location, values, policy management, and security considerations for this policy setting.
EULA	End user license agreement.
Expansion Card	A circuit board that can be inserted in a computer to give extra facilities or memory.
Fault Log	Fault logs are used to record incidents and errors on a system, these faults can then be used in the future if the problem occurs again so the technician can resolve the problem quickly without having to troubleshoot it again.
Fault Tolerance	Fault tolerance is the property that enables a system to continue operating properly in the event of the failure of (or one or more faults within) some of its components.
F-Connection	A two-wire (signal and ground) coaxial cable connector used to connect antennas and set-top boxes to TVs, VCRs and DVDs. F connector cables typically carry analog NTSC TV signals, and the plug's socket is easily identified by its threads.
FIFO	First in, first out.

File Compression	File compression is a data compression method in which the logical size of a file is reduced to save disk space for easier and faster transmission over a network or the Internet. It enables the creation of a version of one or more files with the same data at a size substantially smaller than the original file.
Firewall	A firewall is a network security system designed to prevent unauthorized access to or from a private network. Firewalls can be implemented in both hardware and software, or a combination of both.
Firewire	A standard high-performance serial bus for connecting digital devices together or to a computer.
Flash Memory Chip	Flash memory is a type of non-volatile memory that erases data in units called blocks. A block stored on a flash memory chip must be erased before data can be written, or programmed, to the microchip.
Floating Point	The term floating point is derived from the fact that there is no fixed number of digits before and after the decimal point; that is, the decimal point can float. There are also representations in which the number of digits before and after the decimal point is set, called fixed-point representations.
FoIA	The Freedom of Information Act (FOIA) is a United States federal law that grants the public access to information possessed by government agencies. Upon written request, U.S. government agencies are required to release information unless it falls under one of nine exemptions listed in the Act.
FQDN	Fully qualified domain name (FQDN) is the complete domain name for a specific computer, or host, on the Internet. The FQDN consists of two parts: the hostname and the domain name. For example, an FQDN for a hypothetical mail server might be mymail.somecollege.edu.
FTP	File Transfer Protocol.
GPL	General Public Licence.
GPRS	General Packet Radio Service.
Grep	Is a command-line utility for searching plain-text data sets for lines that match a regular expression.
GSM	Global System for Mobile communication.
GUI	Graphic user interface.
GZIP	GZIP is a file format and a software application used for file compression and decompression. The program was created by Jean-loup Gailly and Mark Adler as a free software replacement for the compress program used in early Unix systems, and intended for use by GNU (the "g" is from "GNU").
Hashing	Is the transformation of a string of characters into a usually shorter fixed-length value or key that represents the original string.
HDD	Hard disk drive.

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Hexadecinal	Is a positional numeral system with a radix, or base, of 16.
Hosting	A network host is a computer or other device connected to a computer network. A network host may offer information resources, services, and applications to users or other nodes on the network. A network host is a network node that is assigned a network layer host address.
Hostname	In computer networking, a hostname (archaically nodename) is a label that is assigned to a device connected to a computer network and that is used to identify the device in various forms of electronic communication, such as the World Wide Web.
HSWA	Health and Safety at Work Act.
HTML	Hypertext Markup Language, a standardized system for tagging text files to achieve font, colour, graphic, and hyperlink effects on World Wide Web pages.
HTML5	Hypertext Markup Language revision 5 (HTML5) is markup language for the structure and presentation of World Wide Web contents. HTML5 supports the traditional HTML and XHTML-style syntax and other new features in its markup, New APIs, XHTML and error handling.
НТТР	The Hypertext Transfer Protocol is an application protocol for distributed, collaborative, and hypermedia information systems. HTTP is the foundation of data communication for the World Wide Web.
Hypervisor	Or virtual machine monitor (VMM) is computer software, firmware, or hardware, that creates and runs virtual machines.
laaS	Infrastructure as a service.
ICAAN	The Internet Corporation for Assigned Names and Numbers (ICANN, /ˈaɪkæn/ EYE-kan) is a non-profit organization responsible for coordinating the maintenance and procedures of several databases related to the namespaces of the Internet, ensuring the network's stable and secure operation.
ICO	The Information Commissioner's Office (ICO) is an independent authority in the UK that promotes openness of official information and protection of private information The ICO oversees: The Data Protection Act. The Freedom of Information Act.
IDE	Integrated development environment.
IDS	An intrusion detection system.
IEEE	The Institute of Electrical and Electronic Engineers (IEEE) is a global association and organization of professionals working toward the development, implementation and maintenance of technology-centred products and services. IEEE is a non-profit organization founded in 1963.

IETF	The IETF (Internet Engineering Task Force) is the body that defines standard Internet operating protocols such as TCP/IP.
	The IETF is supervised by the Internet Society Internet Architecture Board (IAB). IETF members are drawn from the
	Internet Society's individual and organization membership.
IMAP	Internet message access protocol.
IMEI	International Mobile Equipment Identity.
Incremental Backup	An incremental backup is one in which successive copies of the data contain only that portion that has changed since the
	preceding backup copy was made Incremental backups are often desirable as they reduce storage space usage, and
	are quicker to perform than differential backups.
Integer	A number which is not a fraction; a whole number.
Interoperability	Able to exchange and make use of information.
IOS	IPhone operating system.
lOstat	The iostat command is used for monitoring system input/output device loading by observing the time and devices are
	active in relation to their average transfer rates.
IoT	Internet of things.
IP	Internet Protocol.
IP address reservation	The assignment of a static (fixed) address to a device on a TCP/IP network.
Ipsec	Internet protocol security.
ISO	International Organization for Standardization. Note that ISO is not an acronym; instead, the name derives from the
	Greek word iso, which means equal. Founded in 1946, ISO is an international organization composed of national
	standards bodies from over 75 countries.
ISP	An Internet service provider (ISP) is a company that provides customers with Internet access. Data may be transmitted
	using several technologies, including dial-up, DSL, cable modem, wireless or dedicated high-speed interconnects.
ITAM	IT asset management (ITAM) is the set of business practices that join financial, contractual and inventory functions to
	support life cycle management and strategic decision making for the IT environment. Assets include all elements of
	software and hardware that are found in the business environment.
ITIL	ITIL, formally an acronym for Information Technology Infrastructure Library, is a set of detailed practices for IT service
	management (ITSM) that focuses on aligning IT services with the needs of business. It is used to demonstrate compliance
	and to measure improvement.
ITSM	IT service management.

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JSON	JavaScript Object Notation.
JSP	JavaServer Pages (JSP) is a technology used to develop interactive Web pages. JSP was developed by Sun Microsystems and is an improved version of Java servlets.
Kensington Lock	
	A Kensington Security Slot (also called a K-Slot or Kensington lock) is part of an anti-theft system designed and patented by Kryptonite in 1999-2000, assigned to Schlage in 2002, and since 2005 owned and marketed by Kensington Computer Products Group, a division of ACCO Brands.
Kernel	The kernel is the essential centre of a computer operating system, the core that provides basic services for all other parts of the operating system. A synonym is nucleus. A kernel can be contrasted with a shell, the outermost part of an operating system that interacts with user commands.
KPI	A Key Performance Indicator is a measurable value that demonstrates how effectively a company is achieving key business objectives. Organizations use KPIs at multiple levels to evaluate their success at reaching targets.
L2TP	Layer 2 tunnelling protocol.
LAMP Stack	LAMP is an open source Web development platform that uses Linux as the operating system, Apache as the Web server, MySQL as the relational database management system and PHP as the object-oriented scripting language. (Sometimes Perl or Python is used instead of PHP.)
LDAP	Lightweight Directory Access Protocol.
Legacy System	In computing, a legacy system is an old method, technology, computer system, or application program, "of, relating to, or being a previous or outdated computer system." Often a pejorative term, referencing a system as "legacy" means that it paved the way for the standards that would follow it.
LIFO	Last in, first out.
Link Aggregation	Link Aggregation is a nebulous term used to describe various implementations and underlying technologies. In general, link aggregation looks to combine (aggregate) multiple network connections in parallel to increase throughput and provide redundancy.
Linux	An open-source operating system modelled on UNIX.
Logic Gate	Logic gates perform basic logical functions and are the fundamental building blocks of digital integrated circuits. Most logic gates take an input of two binary values, and output a single value of a 1 or 0. Some circuits may have only a few logic gates, while others, such as microprocessors, may have millions of them.

LOOP	In computer programming, a loop is a sequence of instruction s that is continually repeated until a certain condition is
	reached. Typically, a certain process is done, such as getting an item of data and changing it, and then some condition is
	checked such as whether a counter has reached a prescribed number.
Lossless	(of data compression) Without loss of information.
Lossy	(of data compression) In which unnecessary information is discarded.
LTO	Linear Tape-Open (LTO) is an open-format tape storage technology created by Hewlett-Packard (HP), International
	Business Machines (IBM) and Seagate Technology. The term open format means users have access to multiple sources of
	storage media products that will be compatible.
LUN	A logical unit number (LUN) is a unique identifier for designating an individual or collection of physical or virtual storage
	devices that execute input/output (I/O) commands with a host computer, as defined by the Small System Computer
	Interface (SCSI) standard.
MAC	Media Access Control.
MAC filtering	MAC address filtering allows you to define a list of devices and only allow those devices on your Wi-Fi network.
Mass Storage Controller	A mass storage controller communicates between a mass storage device and a computer system.
MD	Managing Director.
MDM	Master Device Management.
MemTest	memory test software programs designed to test and stress test an x86 architecture computer's random access
	memory (RAM) for errors, by writing a series of test patterns to most memory addresses, then reading back the data
	written, and comparing for errors.
Middleware	Software that acts as a bridge between an operating system or database and applications, especially on a network.
MIME	Multipurpose Internet Mail Extensions.
МІМО	Multiple input, multiple output.
MMS	Multimedia messaging service.
MP3	MP3 (MPEG-1 Audio Layer-3) is a standard technology and format for compressing a sound sequence into a very small
	file (about one-twelfth the size of the original file) while preserving the original level of sound quality when it is played.
MSSQL	Microsoft Structured Query Language.
MSX	Is the name of a standardized home computer architecture.
MTBF	Mean time between failures is a measure of how reliable a hardware product or component is. For most components, the

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MTPOD	Maximum tolerable period of disruption.
MTTF	Mean time to failure.
MTTR	
WITE	Mean time to repair is a basic measure of the maintainability of repairable items. It represents the average time required
BATIL	to repair a failed component or device.
MTU	Maximum transmission unit.
Multicast Data	It is a way of sending data to only those that are part of a Multicast Group. Protocols that use Multicasting are RTP –
	Real Time Transport Protocol and routing protocols such as OSPF and RIPv2
Multifactor Authentication	A method of computer access control in which a user is granted access only after successfully presenting several separate
	pieces of evidence to an authentication mechanism – typically at least two of the following categories: knowledge
	(something they know), possession (something they have), and inherence (something they are).
Multitenancy	A software architecture in which a single instance of software runs on a server and serves multiple tenants.
Multi-Tenant Information	Multi-tenancy is an architecture in which a single instance of a software application serves multiple customers. Each
	customer is called a tenant.
Multithreaded	Referring to computer architecture. The ability of a central processing unit (CPU) or a single core in a multi-core
	processor to execute multiple processes or threads concurrently, appropriately supported by the operating system.
MVC	Model-View-Controller.
MX Record	Mail exchanger record.
myData	A human centred approach in personal data management that combines industry need to data with digital human
	rights.
myfile	A file manager.
MySQL	An open-source relational database management system.
Nat translation	Network address translation.
Nbstat	Is a diagnostic tool for NetBIOS over TCP/IP. It is included in several versions of Microsoft Windows. Its primary design is
	to help troubleshoot NetBIOS name resolution problems.
Netstat	Network statistics.
Network Degradation	Network degradation refers to a decrease in connectivity and response speed throughout a given network. Analysis and
-	diagnosis of this kind of deterioration is often important for those maintaining data structures or other network-
	supported models, as well as for network functionality in general.
Network Packet	A formatted unit of data carried by a packet-switched network.

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Network Segmentation	The act or profession of splitting a computer network into subnetworks, each being a network segment.
Network Topology	The arrangement of a network, including its nodes and connecting lines.
NFC	Near-field communication.
NIC	Network interface card.
Nips	A network intrusion protection system.
NMS	Network management system.
Nodes	Either a redistribution point (e.g. data communications equipment), or a communication endpoint (e.g. data terminal equipment). The definition of a node depends on the network and protocol layer referred to.
Octal	Relating to or using a system of numerical notation that has 8 rather than 10 as a base.
OEM Operating System	Original equipment manufacturer operating system.
OLA	Operational-level agreement.
Open Port	In security parlance, the term open port is used to mean a TCP or UDP port number that is configured to accept packets. In contrast, a port which rejects connections or ignores all packets directed at it is called a closed port.
Optical Backing Storage Media	Media where data is recorded by making marks in a pattern that can be read back with the aid of light, usually a beam of laser light precisely focused on a spinning optical disc.
Optical Drive	A disk drive that uses laser light or electromagnetic waves within or near the visible light spectrum as part of the process of reading or writing data to or from optical discs.
Oracle JSP	JavaServer Pages. Technology that allows web content to be easily created that has both static and dynamic components.
OS	Operating system.
OSI Model	Open Systems Interconnection model. A conceptual model that characterizes and standardizes the communication functions of a telecommunication or computing system without regard to their underlying internal structure and technology.
OVA	Open virtualisation archive.
OVF	Open Virtualization Format.
OVF XML	Open virtualisation format extensible Markup Language.
PaaS	Platform as a service.

Packet Flooding	A simple computer network routing algorithm in which every incoming packet is sent through every outgoing link except the one it arrived on.
Parity Information	Redundant information associated with any block of information that provides fault tolerance. Parity information calculated from the block of data can be used to reconstruct the block of data in the event of data loss or failure.
PAT	Portable appliance testing and/or Port Address Translation.
Patching	A patch is a software update comprised code inserted (or patched) into the code of an executable program. Typically, a patch is installed into an existing software program. Patches are often temporary fixes between full releases of a software package. Patches may do any of the following: - Fix a software bug - Install new drivers - Address new security vulnerabilities - Address software stability issues
	- Upgrade the software
PDU	Protocol Data Unit.
Peer-to-peer network	Peers are equally privileged, equipotent participants in the application. They are said to form a peer-to-peer network of nodes.
Penetration Testing	The practice of testing a computer system, network or Web application to find vulnerabilities that an attacker could exploit.
Perfmon	Performance monitor is a system monitoring program introduced in Windows NT 3.1.
PERL	PERL is a script programming language that is similar in syntax to the C language and that includes a number of popular UNIX facilities such as sed, awk, and tr. Perl is an interpreted language that can optionally be compiled just before execution into either C code or cross-platform bytecode.
РНР	Is a server-side scripting language designed primarily for web development but also used as a general-purpose programming language.
Physical Security	Physical security is the protection of personnel, hardware, software, networks and data from physical actions and events that could cause serious loss or damage to an enterprise, agency or institution. This includes protection from fire, flood, natural disasters, burglary, theft, vandalism and terrorism.
PID	A temporary number assigned by the operating system to a process or service. (2) (Proportional-Integral-Derivative) The most common control methodology in process control.

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Ping Speed	A fast ping means a more responsive connection, especially in applications where timing is everything (like video games). Ping is measured in milliseconds (ms). The download speed is how fast you can pull data from the server to you.
PKI	A public key infrastructure.
Plugin	In computing, a plug-in (or plugin, add-in, addin, add-on, addon, or extension) is a software component that adds a specific feature to an existing computer program. When a program supports plug-ins, it enables customization.
POP3	Post office protocol 3.
POST	When power is turned on, POST (Power-On Self-Test) is the diagnostic testing sequence that a computer's basic input/output system (or "starting program") runs to determine if the computer keyboard, random access memory, disk drives, and other hardware are working correctly.
Post Conditional Loop	In computer programming, conditional loops or repetitive control structures are a way for computer programs to repeat one or more various steps depending on conditions set either by the programmer initially or real-time by the actual program.
Postgre SQL	PostgreSQL (pronounced "post-gress-Q-L") is an open source relational database management system (DBMS) developed by a worldwide team of volunteers. PostgreSQL is not controlled by any corporation or other private entity and the source code is available free of charge.
POTS	Short for plain old telephone service, which refers to the standard telephone service that most homes use. In contrast, telephone services based on high-speed, digital communications lines, such as ISDN and FDDI, are not POTS. The main distinctions between POTS and non-POTS services are speed and bandwidth.
PowerShell	(including Windows PowerShell and PowerShellCore) is a task automation and configuration management framework from Microsoft, consisting of a command-line shell and associated scripting language built on the .NET Framework.
PPTP	Point-to-Point Tunnelling Protocol (PPTP) is a protocol (set of communication rules) that allows corporations to extend their own corporate network through private "tunnels" over the public Internet. Effectively, a corporation uses a widearea network as a single large local area network. A company no longer needs to lease its own lines for widearea communication but can securely use the public networks. This kind of interconnection is known as a virtual private network (VPN).
Procedural Programming	A procedural language is a type of computer programming language that specifies a series of well-structured steps and procedures within its programming context to compose a program. It contains a systematic order of statements, functions and commands to complete a computational task or program.

Processing Model	The term process model is used in various contexts. For example, in business process modelling the enterprise process
Frocessing widder	
D. P. C. C. C. C.	model is often referred to as the business process model.
Proliferation	Data proliferation refers to the prodigious amount of data, structured and unstructured, that businesses and
	governments continue to generate at an unprecedented rate and the usability problems that result from attempting to
	store and manage that data. While originally pertaining to problems associated with paper documentation, data
	proliferation has become a major problem in primary and secondary data storage on computers.
Promulgation	Is the formal proclamation or declaration that a new statutory or administrative law is enacted after its final approval. In
	some jurisdictions, this additional step is necessary before the law can take effect.
Propagation	He act or action of propagating: such as a : increase (as of a kind of organism) in numbers : the spreading of something
	(such as a belief) abroad or into new regions : enlargement or extension (as of a crack) in a solid body.
PTR Record	Pointer records are used to map a network interface (IP) to a host name. These are primarily used for reverse DNS.
Python Code	Has a design philosophy which emphasizes code readability (notably using whitespace indentation to delimit code blocks
	rather than curly braces or keywords), and a syntax which allows programmers to express concepts in fewer lines
	of code than possible in languages such as C++ or Java.
RAD	Rapid application development.
RAID	Originally, the term RAID was defined as redundant array of inexpensive disks, but now it usually refers to a redundant
	array of independent disks. RAID storage uses multiple disks in order to provide fault tolerance, to improve overall
	performance, and to increase storage capacity in a system.
RAM	Random access memory.
Rapid Elasticity	Is a cloud computing term for scalable provisioning, or the ability to provide scalable services.
RBG	Role Based Group.
RDP	Remote desktop protocol.
readme	A readme file, often named "READ ME" to get the user's attention, is a text file containing useful information about a
	software program. It often accompanies the program's installer or is installed with the program It may also include a
	list of recent updates made to the program.
Regedit	The Microsoft registry editor.
Regex	A regular expression, regex or regexp (sometimes called a rational expression) is, in theoretical computer science and
	formal language theory, a sequence of characters that define a search pattern.

Remote Desktop Protocol	Remote Desktop Protocol (RDP) is a proprietary protocol developed by Microsoft, which provides a user with a graphical
	interface to connect to another computer over a network connection.
Remote Servers	The remote access server allows users to gain access to files and print services on the LAN from a remote location. For example, a user who dials into a network from home using an analogue modem or an ISDN connection will dial into a remote access server.
Resiliency	In computer networking: resilience is the ability to provide and maintain an acceptable level of service in the face of faults and challenges to normal operation." Threats and challenges for services can range from simple misconfiguration over large scale natural disasters to targeted attacks.
RFC	Request For Change and/or Comments
RFID	Radio frequency identification.
RFID Badge	Refers to an identification badge or credit card that transfers its contents to the reader via RFID.
RGB	RGB. (Red Green Blue) The computer's native colour space and the system for capturing and displaying colour images electronically. All TV, computer and electronic display screens create colour by generating red, green and blue (RGB) lights.
RIPA	Regulation and Investigating Powers Act.
RITTec	Registered IT technician.
Roaming	To roam is to wander around, to go from place to place without a certain direction or purpose.[1] In the context of mobile phone networks the word is used when a mobile phone is used outside of the range of its home network and connects to another available cell network.
Rogue Process	In computing, a process is an instance of a computer program that is being executed. It contains the program code and its current activity. Depending on the operating system (OS), a process may be made up of multiple threads of execution that execute instructions concurrently.
RoHS	The Restriction of Hazardous Substances (RoHS) Directive is a set of criteria formulated by the European Union (EU) to regulate the use of toxic materials in electrical and electronic devices, systems, and toys. The Directive, also known as 2002/95/EC, is effective July 1, 2006.
ROI	Return on Investment (ROI) is the benefit to an investor resulting from an investment of some resource.
ROM	Read-only memory (ROM) is a type of non-volatile memory used in computers and other electronic devices.
Root Directory	In a computer file system, and primarily used in the Unix and Unix-like operating systems, the root directory is the first or top-most directory in a hierarchy.

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RPC	Remote Procedure Call.
RPM	RPM is a measurement of how many revolutions a computer's hard drive makes in a single minute.
RTO	Recovery time objective.
SaaS	Software as a service.
SAN	Storage area network.
Sandboxing	Is a security mechanism for separating running programs.
Sandbox	In computer security, a sandbox is a security mechanism for separating running programs. It is often used to execute untested or untrusted programs or code, possibly from unverified or untrusted third parties, suppliers, users or websites, without risking harm to the host machine or operating system.
SATA	Is the faster serial version of the parallel ATA (PATA) interface.
SCOM	System Centre Operations Manager (SCOM) is a cross-platform data centre monitoring system for operating systems and hypervisors. It uses a single interface that shows state, health and performance information of computer systems.
SCP	Secure copy.
Scripting	A script or scripting language is a computer language with a series of commands within a file that is capable of being executed without being compiled. Good examples of server side scripting languages include Perl, PHP, and Python. The best example of a client side scripting language is JavaScript.
Scrum	Scrum is an iterative and incremental agile software development framework for managing product development.
SDD	Software design description.
SDLC	Software development lifecycle.
Seamless Windows	A seamless interface is the joining of two computer programs so that they appear to be one program with a single user interface.
Security Patches	A patch is a piece of software designed to update a computer program or its supporting data, to fix or improve it. This includes fixing security vulnerabilities and other bugs, with such patches usually called bugfixes or bug fixes, and improving the usability or performance.
Segmentation Fault	In computing, a segmentation fault (often shortened to segfault) or access violation is a fault, or failure condition, raised by hardware with memory protection, notifying an operating system (OS) the software has attempted to access a restricted area of memory (a memory access violation).

Serverside	Server-side refers to operations that are performed by the server in a client–server relationship in a computer network.
	Typically, a server is a computer program, such as a web server, that runs on a remote server, reachable from a user's
	local computer or workstation.
Session Hijacking	In computer science, session hijacking, sometimes also known as cookie hijacking is the exploitation of a valid computer
	session—sometimes also called a session key—to gain unauthorized access to information or services in a computer
	system.
Set	In computer science, a set is an abstract data type that can store certain values, without any particular order, and no
	repeated values. It is a computer implementation of the mathematical concept of a finite set.
SFTP	Secure file transfer protocol, a separate protocol packaged with SSH that works in a similar way over a secure
	connection.
Shoulder-surfing	The practice of spying on the user of an electronic device in order to obtain their personal identification number,
	password, etc.
SIGSEG	In computing, a segmentation fault (often shortened to segfault) or access violation is a fault, or failure condition, raised
	by hardware with memory protection, notifying an operating system (OS) the software has attempted to access a
	restricted area of memory (a memory access violation).
Simulating	A computer model is the algorithms and equations used to capture the behaviour of the system being modelled. By
	contrast, computer simulation is the actual running of the program that contains these equations or algorithms.
	Simulation, therefore, is the process of running a model.
SLA	Service level agreement.
SNMP	Simple network management protocol.
SOA	A service-oriented architecture (SOA) is a style of software design where services are provided to the other components
	by application components, through a communication protocol over a network. The basic principles of service oriented
	architecture are independent of vendors, products and technologies.
SOAP	SOAP (originally Simple Object Access Protocol) is a protocol specification for exchanging structured information in the
	implementation of web services in computer networks. SOAP allows processes running on disparate operating systems
	(such as Windows and Linux) to communicate using Extensible Markup Language (XML).
Spoofing	A technique used to gain unauthorized access to computers, whereby the intruder sends messages to a computer with an
	IP address indicating that the message is coming from a trusted host.
SQL	Structured Query Language (SQL) is a standard computer language for relational database management and data
	manipulation. SQL is used to query, insert, update and modify data.

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SRV record	Service record.
SSH	Secure Shell is a cryptographic network protocol for operating network services securely over an unsecured network.
SSID	Service Set Identifier - Is a case sensitive, 32 alphanumeric character unique identifier attached to the header of packets
	sent over a wireless local-area network.
SSL	Secure sockets layer.
SSMTP	Is a program which delivers email from a local computer to a configured mailhost (mailhub).
Stack	In computer science, a stack is an abstract data type that serves as a collection of elements, with two principal
	operations: push, which adds an element to the collection, and pop, which removes the most recently added element
STP	that was not yet removed. Shielded twisted pair.
String	In computer science, a string is any finite sequence of characters (i.e., letters, numerals, symbols and punctuation marks).
Subnet Mask	Subnet Mask. A subnet mask is a number that defines a range of IP addresses that can be used in a network. A common
	subnet mask for a Class C IP address is 255.255.255.0. Each section of the subnet mask can contain a number from 0 to
	255, just like an IP address.
Sudo	Is a program for Unix-like computer operating systems that allows users to run programs with the security privileges of
	another user, by default the superuser.
symlink	In computing, a symbolic link (also symlink or soft link) is the nickname for any file that contains a reference to another file or directory in the form of an absolute or relative path and that affects pathname resolution.
Syntax	In computer science, the syntax of a computer language is the set of rules that defines the combinations of symbols that
	are considered to be a correctly structured document or fragment in that language.
Sysmon	Sstem monitor is the network monitoring tool for system and network administrators.
Tape Rotation	A backup rotation scheme is a system of backing up data to computer media (such as tapes) that minimizes, by re-use,
	the number of media used. The scheme determines how and when each piece of removable storage is used for a backup
	job and how long it is retained once it has backup data stored on it.
TAR	In computing, tar is a computer software utility for collecting many files into one archive file, often referred to as a
	tarball, for distribution or backup purposes.
TCL	Tool Command Language (Tcl) is an interpreted script language developed by Dr. John Ousterhout at the University of
	California, Berkeley, and now developed and maintained by Scriptics.

тсо	Total cost of ownership (TCO) is a financial estimate intended to help buyers and owners determine the direct and indirect costs of a product or system. It is a management accounting concept that can be used in full cost accounting or
	even ecological economics where it includes social costs.
TCP Syn flood	TCP SYN flood (a.k.a. SYN flood) is a type of Distributed Denial of Service (DDoS) attack that exploits part of the
	normal TCPthree-way handshake to consume resources on the targeted server and render it unresponsive.
TCP/IP	Transmission Control Protocol/Internet Protocol (TCP/IP) is the language a computer uses to access the Internet. It
	consists of a suite of protocols designed to establish a network of networks to provide a host with access to the Internet.
TCPdump	Is a common packet analyser that runs under the command line.
TDMA	TDMA (time division multiple access) is a technology used in digital cellular telephone communication that divides each cellular channel into three time slots in order to increase the amount of data that can be carried.
TDS	·
201	Tabular Data Stream is an application level protocol that describes the transmission of data between two computers. Session, presentation and application service elements are provided by TDS.
Telnet	A terminal emulation protocol used on the Internet and TCP/IP-based networks. A Telnet program allows a user at a
remet	terminal or PC to log in to a remote computer and run a program and execute other Unix commands.
TFTP	Trivial File Transfer Protocol.
TKIP	TKIP (Temporal Key Integrity Protocol) is an encryption protocol included as part of the IEEE 802.11i standard for wireless
TKII	LANs (WLANs). It was designed to provide more secure encryption than the notoriously weak Wired Equivalent Privacy
	(WEP), the original WLAN security protocol. TKIP is the encryption method used in Wi-Fi Protected Access (WPA), which
	replaced WEP in WLAN products.
TLS	Transport layer security.
Tracert	Trace route.
Translating	A translator is a computer program that performs the translation of a program written in a given programming language
	into a functionally equivalent program in a different ways computer language, without losing the functional or logical
	structure of the original code (the "essence" of each program).
Turn-key Solution	A type of solution that is easily or readily deployed into a current business, system or process by a third-party, which is
	able to be used immediately once installed or implemented. For example, a website, training program or billing system.
TWAIN API	TWAIN is an applications programming interface (API) and communications protocol that regulates communication
	between software and digital imaging devices, such as image scanners and digital cameras. TWAIN is not a hardware-
	level protocol; it requires a driver called Data Source for each device.

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TXT record	Text record.
UDP	User Datagram Protocol (UDP) is part of the Internet Protocol suite used by programs running on different computers on a network. UDP is used to send short messages called datagrams but overall, it is an unreliable, connectionless protocol. UDP is officially defined in RFC 768 and was formulated by David P. Reed.
Ubuntu Linux	Ubuntu (pronounced oo-BOON-too) is an open source Debian-based Linux distribution. Sponsored by Canonical Ltd., Ubuntu is considered a good distribution for beginners. The operating system was intended primarily for personal computers (PCs) but it can also be used on servers.
UNIX	Unix (/ˈjuː.nɪks/; trademarked as UNIX) is a family of multitasking, multiuser computer operating systems that derive from the original AT&T Unix, developed starting in the 1970s at the Bell Labs research centre by Ken Thompson, Dennis Ritchie, and others.
URL	It is the global address of documents and other resources on the World Wide Web. For example, www.webopedia.com is a URL. A URL is one type of Uniform Resource Identifier (URI); the generic term for all types of names and addresses that refer to objects on the World Wide Web.
USB	Short for "USB flash drive" or "USB port." (2) (Universal Serial Bus) The most widely used hardware interface for attaching peripherals to a computer. There are at least two USB ports on laptops and four on desktop computers, while USB "hubs" provide more connections (see below).
USB	Universal serial bus.
UTF	Short for Universal Transformation Format, a method of converting Unicode characters, which are 16 bits each, into 7- or 8-bit characters. UTF-7 converts Unicode into ASCII for transmission over 7-bit mail systems, and UTF-8 converts Unicode to 8-bit bytes.
UTP	Unshielded twisted pair.
UX testing	Usability testing is a technique used in user-centred interaction design to evaluate a product by testing it on users. This can be seen as an irreplaceable usability practice, since it gives direct input on how real users use the system.
VAR	A value-added reseller (VAR) is a company that adds features or services to an existing product, then resells it (usually to end-users) as an integrated product or complete "turn-key" solution.
VDI	Virtual desktop Infrastructure.
Virtual Cache	To store data locally to speed up subsequent retrievals.
VLAN	Virtual Local Area Network - A VLAN is a group of devices on one or more LANs that are configured to communicate as if they were attached to the same wire, when in fact they are located on a number of different LAN segments.

VM	Virtual machine.
VNC	Virtual network computing.
VNIC	(Virtual Network Interface Card) The emulation of a physical network adapter (NIC).
VPN	Virtual Private Network.
VTP	VLAN Trunking Protocol (VTP) is a Cisco proprietary protocol that propagates the definition of Virtual Local Area Networks (VLAN) on the whole local area network. To do this, VTP carries VLAN information to all the switches in a VTP domain.
W3C	The World Wide Web Consortium (W3C) is an international community where Member organizations, a full-time staff, and the public work together to develop Web standards.
WEEE	The Waste Electrical and Electronic Equipment Directive.
WEP	Wired Equivalent Privacy (WEP) is a security protocol, specified in the IEEE Wireless Fidelity (Wi-Fi) standard, 802.11b, that is designed to provide a wireless local area network (WLAN) with a level of security and privacy comparable to what is usually expected of a wired LAN.
Wget	A computer program that retrieves content from web servers.
Wi-Fi	Is a technology for wireless local area networking with devices based on the IEEE 802.11 standards.
WML	WML is a markup language for small, wireless computing devices. In WML, variables can be defined that store data in string format. In HTML, variables cannot be stored. WML uses WML script for client-side scripting, which is stored in a separate file.
WPA	Wi-Fi Protected Access (WPA) is a security standard for users of computing devices equipped with wireless internet connections, or Wi-Fi. It improved upon and replaced the original Wi-Fi security standard, Wired Equivalent Privacy (WEP).
WPA2	Short for Wi-Fi Protected Access 2 - Pre-Shared Key, and also called WPA or WPA2 Personal, it is a method of securing your network using WPA2 with the use of the optional Pre-Shared Key (PSK) authentication, which was designed for home users without an enterprise authentication server.
WSDL	Web services description language.
WSUS	Windows software update server.
XaaS	Anything as a service.

XML	
	In computing, Extensible Markup Language (XML) is a markup language that defines a set of rules for encoding
	documents in a format that is both human-readable and machine-readable.
Yagi	A Yagi–Uda antenna, commonly known as a Yagi antenna, is a directional antenna consisting of multiple parallel
	elements in a line, usually half-wave dipoles made of metal rods.