



Communication

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The exchanging
of information

The internet

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A global network of
computers allowing the
transfer of data and
communication between
users

Information
Technology

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The processing
of data using
computers

Computer

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A device capable of
solving problems by
processing data inputs
to give a useful output





Operating System

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The low-level software that supports a computer's basic functions

Digital Technologies

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Technology that enables the processing, generating, storage of data and communication.

Information and Communications Technology (I.C.T.)

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Technology which enables communication such as computers and phones.

Hardware

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The physical components of a computer e.g. the monitor





Software

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The applications and operating systems which controls how the computer functions.

Database

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The system responsible for the storage of data on a computer.

Hacking

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The unsanctioned access of digital data from a computer or similar digital technology.

Customer Relationship Management (C.R.M.)

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Technology which manages interactions with customers and other potential customers. Customer data is collected, analysed and used by the company to strengthen the relationship with the customer.

