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ELECTRONIC E&O TERMINOLOGY

1. Data Processing and Entry means those activities usual to the processing of data or records of others.
2. Custom Software Development means the design of computer software or programming on a one-time basis by special order. Examples include accounting software development specifically for one company.
3. Packaged Software Development means the design, manufacture and sale of computer software via mass distribution. Examples include computer games, Microsoft products, etc.
4. Consulting means determining a suitability of a software package or identifying hardware needed for a specific performance. Examples include determining which imaging system should be used.
5. Systems installation means the installation of both software and hardware. Examples include the installation of upgrades such as Windows 95.
6. Training means the explanation/demonstration of how to use a software or hardware product. Examples include training for Lotus Notes.
7. Systems Maintenance means the continual maintenance of a customer's equipment on a regularly scheduled maintenance plan.
8. Commercial Online Service is an internet access provider which also offers its' subscribers priority online features including forums on various topics of interest, and e-mail address, chat and conference rooms, and files for download.
9. Forum/Content Channel on a Commercial Online Service are proprietary areas on the commercial online service dedicated to a certain topic. Features available include files for download, chat and conference rooms and limited e-mail capabilities for posting e-mail to other subscribers of the forum/content channel.
10. Electronic BBS, BBS is shorthand for a bulletin board service. A BBS is similar to a forum/contact channel in that it normally offers the same features i.e. files for download, chat and conference rooms, and limited e-mail capabilities for posting e-mail to other users of the BBS. Unlike a forum which is accessible through a commercial online service, a BBS usually requires the user to dial it directly via it's main phone number instead of an internet address.
11. FTP Site is a site on the internet accessible by file transfer protocol. Features generally only include files for download.
12. Internet Access Provider is a provider of internet access, but without the priority online services offered by a larger commercial online services. Features typically include internet access and e-mail address.
13. Internet Presence Provider is an entity which creates web pages for others or rents server space to others.
14. Web Page is a site on the World Wide Web through which a company, association or individual offers documents, graphics, sound and/or full motion video presentations about itself, it's products or newsworthy events. Features include files for download and e-mail capabilities to the entity managing the web.
15. Forum Manager is typically an independent contractor hired by a Commercial On-line Services to manage various forums. Most forums will have two or three forum managers.