Chapter 10 Glossary of Key Terms

- Acceptance testing, 586
- Actors, 573
- Ad hoc report, 561
- Analysis phase, 571
- Application development tool, 578
- Application specifications, 581
- Application testing, 584
- Batch processing, 560
- BI, 569
- BPR, 569
- Business, 556
- CASE tool, 574
- Centralized processing, 577
- Change requests, 582
- Class diagram, 573
- Commit or rollback strategy, 560
- CRM, 569
- Data center, 592
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- Data flow diagram, 572
- Data store, 572
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- Decision query, 562
- Decision support system, 562
- Decision support worksheet, 579
- Design phase, 576
- Detail reports, 560
- Direct conversion, 586
- Disaster recovery plan, 594
- Distributed processing, 577
- EAI, 569
- EDI, 569
- Enterprise information system, 559
- ERP, 569
- Exception report, 561
- Executive information system, 562
- Expert system, 564
- Expert system shell, 564
- External entity, 572
- External information, 559
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- Fuzzy logic, 564
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- Implementation phase, 583
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- Information engineering methodology, 570
- Information system, 556
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- Joint application design, 567
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- Management information system, 561
- Managers, 557
- Mission, 557
- Mission statement, 557
- MRP, 569
- MTBF, 591
- Neural network, 565
- Nonprofit organization, 556
- Object-oriented methodology, 570
- OLTP system, 560
- Online processing, 560
- Operational planning, 558
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- PERT, 570
- Phased conversion, 586
- PIECES framework, 569
- Pilot conversion, 586
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- Quality of service, 587
- Quality-of-service metric, 587
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- Request for quotation, 580
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- WBS, 570
- Workers, 557