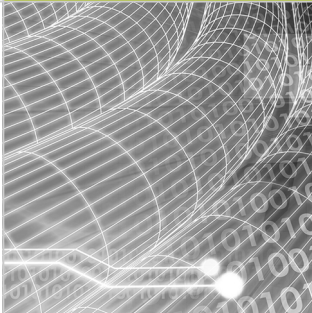# 16 TECHNICAL TERMS

EVERY FM SHOULD KNOW

*i*office®

01 API

An abbreviation of the term Application Program Interface, a source coded library comprised of routines, protocols and tools for building software.

?

WHY YOU NEED TO KNOW

API's allow data to be easily shared between different software systems in real time. Which is critical to maximize use of installed systems.
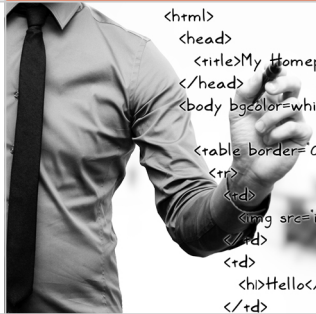
02 SINGLE SIGN ON

Also known as SSO, single sign-on is an authentication process in which the user enters one name and password to access multiple related applications.

WHY YOU NEED TO KNOW

Having multiple log-in credentials for different applications is frustrating! Single Sign-On allows employees to log-in once and have immediate access to all their critical applications.

03 HTML5

HTML5 refers to the latest version of HTML and related technologies used to write web pages and applications.

```
<html>
<head>
    <title>My Homep
</head>
<body bgcolor=whi

<table border=0
    <tr>
        <td>
            <img src=i
        </td>
        <td>
            <h1>Hello</
        </td>
```

?

WHY YOU NEED TO KNOW

Any solution based on HTML5 will be faster, more responsive and more feature rich. In order for this platform to be successful your organization will need to support IE 10 or higher.

04 PUSH

Push is synonymous for Real Time in the application world.

WHY YOU NEED TO KNOW

You will most frequently see "push" notifications in mobile apps. The user has the option of turning this feature on or off, but it is helpful in circumstances when the user needs real-time updates in order to effectively fulfill a service.

05 APPLICATION INTERFACE VS. APPLICATION INTEGRATION

Application interface when two or more separate software products communicate, with data stored in multiple locations.
Integration when two or more products work closely together as one product.

?

WHY YOU NEED TO KNOW

Typically, systems in the facility management arena only have the need to receive or send data between systems.

06 VIRTUAL

It distinguishes the difference between something that is physical vs. something that is purely conceptual. Like virtual memory- an imaginary location in which data is stored.

? WHY YOU NEED TO KNOW

Hosted applications are accessible via the internet through a virtual cloud, and the technical architecture that supports the application is maintained by the host facility.

07 HOSTED

A host provides the infrastructure for a computer service.

? WHY YOU NEED TO KNOW

Hosted applications are accessible via the internet through a virtual cloud, and the technical architecture that supports the application is maintained by the host facility.

08 CRM

CRM is short for Customer Relationship Management, which is a system that tracks marketing campaigns and sales across multiple networks.

WHY YOU NEED TO KNOW

?

It is a term to be understood. Examples of CRM systems include Salesforce and Netsuite.

09 ERP

Enterprise resource planning (ERP) is business management software that typically includes a suite of integrated applications.

? WHY YOU NEED TO KNOW

Organizations have these applications in place to manage core business functionality. Some ERP systems handle asset management and service desk management.

10 NATIVE MOBILE APPLICATIONS

A native mobile application is a smartphone app coded in a specific programming that provides a higher degree of reliability and faster performance.

? WHY YOU NEED TO KNOW

Mobility is critical to the future direction of how the workspace is managed. When considering technology tools for managing the workspace, the ability to use the tools in a mobile fashion is critical. It is important to understand how an IWMS mobile app is designed.

11 QR CODE

Also known as quick response code, QR is a code designed to be read by smartphones.

?

WHY YOU NEED TO KNOW

QR Codes, and RFID are systems for conveying large amounts of data in a small format. They offer speed, labor savings and cost savings, among other benefits.

12 RFID

RFID is short for Radio Frequency Identification which refers to technologies that use wireless communication between an object and interrogating device to track and identify.

? WHY YOU NEED TO KNOW

QR Codes, and RFID are systems for conveying large amounts of data in a small format. They offer speed, labor savings and cost savings, among other benefits.

13 SFTP

A secure version of File Transfer Protocol (FTP) that allows for secure data transfer. Password and other sensitive information are encrypted to avoid theft.

?

WHY YOU NEED TO KNOW

The bottom line is, security of data is critical to the integration of any technology platform into your organization.

14 TLS

Transport Layer Security, supplies secure communication of data between client and server applications over the Internet.

? WHY YOU NEED TO KNOW

The bottom line is, security of data is critical to the integration of any technology platform into your organization.

15

UI

User Interface is a very broad term for any system that provides users connectivity with a given technology.
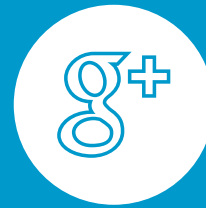
WHY YOU NEED TO KNOW

?

These are important elements to consider for any technology when you are attempting to engage the workforce. How the workforce uses, views and experiences the technology will determine its success.

16 UX

Short for user experience and represents the actual process of using the application.
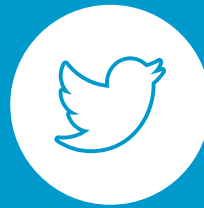
? WHY YOU NEED TO KNOW

These are important elements to consider for any technology when you are attempting to engage the workforce. How the workforce uses, views and experiences the technology will determine its success.

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