

Glossary

Administration to Administration

By administration to administration, or A2A, we understand relationships of information and exchange within the administration, e.g., between administrative units of one particular community level, or between administrative units of different levels.

Administration to Business

The alternative administration to business, or A2B, comprises all governmental services between a administrative unit and the companies. The European Union has determined eight service areas to count among them, like taxation, start-ups, statistical offices, customs declaration, environmental performance or public procurement.

Administration to Citizen

Administration to citizen, or A2C, are the governmental services between the governmental institution and the citizens. The twelve service areas proposed by the European Union comprise taxation, social facilities, employment service, social security, official IDs, schools and training, health services, etc. Additionally, electronic votes and elections count as A2C services.

Asymmetric encoding

see encoding

Auction

Electronic auctions are an instrument of dynamic pricing over the Internet, in order to determine prices flexibly in the interaction of supply and demand.

Authentication

The authentication checks the authenticity of a participant of the electronic market via digital signatures.

Barrier free Web access

By Web accessibility or barrier free Web access, we understand the capability of a Web site or a portal to be read and understood by all users; especially, it must be possible for the visually impaired, colorblind, hearing impaired or people with impaired motor skills to use the Web.

Call center

The call center is a direct contact point to process the citizens' concerns via telephone.

Certificate

A certificate is an electronic identification according to the ISO standard X.509 that is needed when using digital signatures.

Certification authority

see Public Key Infrastructure

Citizen relationship management

The citizen relationship management comprises the strategic, tactical–analytical and operative design of relationships and processes.

Communication center

By a communication center, we understand a central coordination office, which handles all incoming concerns (inbound) of the citizens, independent of the respective medium or contact channel.

Community

By community, we understand a collective on the Internet that is created by chats, portals or relationship programs.

Content management system

With the help of a content management system, digital information (text, graphics, images, audio or video) is processed in different forms of display and enabled for use.

Data mining

Data mining refers to exploring and digging for valuable information in data stocks or in the data warehouse. To that end, algorithms are used in order to extract unknown patterns in the data and to display them.

Data protection

By data protection, we understand the protection of data from unauthorized access and utilization.

Data security

Data security is about technical and software based arrangements against distortion, destruction or loss of data.

Data warehouse

A data warehouse is a database system to help decision making, which permits different analyzing options on the multi-dimensional data cube.

Desktop purchasing system

A desktop purchasing system allows the purchase of products and services via Internet. Such systems comprise electronic catalogs and offer support for delivery and payment.

Digital signature

A digital signature is a procedure that uncovers the authenticity of an electronic document or contract and the authentication of the sender.

Discussion forums

In a discussion forum (often called newsgroup), the participants are asked to comment on certain topics. It is possible to respond to the author of an entry via e-mail.

Distribution

By electronic distribution, or online distribution, we understand the distribution of digital goods and services over the Internet.

Domain

A domain name is the Internet address of a server, in order to identify Web sites worldwide correctly.

eDemocracy

By Electronic Democracy or eDemocracy, we understand the support and enhancement of civil rights and duties in the Information and Knowledge Society. In the focus of attention stand options of participation, which can be executed with the help of information and communication technologies, independently of time and place.

eElection

eElection refers to electronic elections of political candidates. By public information campaigns and personal profiles of the candidates, the citizen can form his opinion in the run-up to an eElection. Via ePosting, the election results are communicated and evaluated.

eGovernment

The phrase electronic government, or eGovernment, we understand the simplification and execution of information, communication and interchange processes within and between governmental institutions, and also between the governmental institutions and citizens or organizations.

eHealth

By means of eHealth, it is tried to optimize the electronic processes in patient care, increase the safety and make medical information better accessible.

eLearning

Web-based learning and teaching environments are summarized by the term eLearning. Test and simulation environments are utilized to apply and deepen what has been learnt.

Electronic business

Electronic business, or eBusiness, is defined as initiation, agreement and handling of electronic business transactions, with the help of the Internet and with the goal of adding value.

Electronic commerce

Electronic commerce (eCommerce) is a subarea of eBusiness and is concerned with the exchange of services business to business (B2B) or business to consumer (B2C).

Electronic health record

In the electronic health record, administrative and medical information is stored in a systematic order, optionally supplemented by digital X-ray images and further electronic documents.

Encoding

By encoding or cryptography, we understand procedures that encode and decode texts and documents with the help of symmetric or asymmetric pairs of keys. In asymmetric encoding, a public and a private key are used.

ePass

The ePass or electronic passport is a passport with biometric data. It contains a chip to store the passport photograph (for face recognition), as well as other biometric recognition features (fingerprints, iris patterns).

eProcurement

By eProcurement, we understand the Internet based procurement process, including a standardization of the procurement, selection of suppliers and products, negotiation of contracts and order and acquisition of further services.

eVoting

With the Internet based procedure eVoting, electronic votes are carried out. This electronic process begins with putting at public disposal Web-based information and discussion forums on proposed topics and ends with the publication of the voting results and the analysis of the voting behavior.

Expert system

An expert system is an information system, which facilitates specific knowledge and conclusions for a marked-off field of application.

Firewall

A firewall is a protective shield that prevents unauthorized accesses to Web servers and information systems.

Hyperlink

A hyperlink is a link from one Web site to another, which is effected automatically by the Internet browser when clicked on.

Hypertext Markup Language

The Hypertext Markup Language is a markup language in which Web sites are engineered by means of tags.

Identity management

The term identity management comprises all processes and stored data on user administration of Web-based information and communication systems. This includes the identification of users, authentication (verification of authenticity of users) and authorization (distribution of rights and obligations).

Interoperability

Interoperability denominates the ability of heterogeneous information and communication systems to exchange information efficiently and in a way so that no data gets lost, both within the governmental institution and between different organizations.

Knowledge management

The knowledge management renders implicit and explicit knowledge usable by means of acquisition, storage and distribution.

New Public Management

New Public Management is a form of administration with the goal to modernize the state. The reform is based on the application of management techniques and relocates the control from the input side to the output side.

Newsgroup

see discussion forums

Patient health card

The electronic patient health card is a smartcard with administrative information on the insured person and the most important medical data, like prescriptions, blood type, medication or basic clinical data.

PGP

Short for Pretty Good Privacy

PKI

Short for Public Key Infrastructure

Portal

In a portal, cross-departmental products and services are offered, in which value creation chains are integrated.

Pretty Good Privacy

Pretty Good Privacy procedure is a cryptographic procedure to encode electronic documents or data and mark them as authentic.

Procurement process

An electronic procurement process supports the selection of suppliers, contract negotiations and the handling of purchasing activities with the help of electronic catalogs.

Provider

A provider is a supplier, who, apart from e-mail, offers further Internet services.

Public Key Infrastructure

By Public key infrastructure, we understand the build-up and operation of certification offices (trust centers), which issue certificates and certify the attribution of public keys to natural persons.

Public Memory

A public memory is a digital and public memory of a society. It comprises the digitalization of important works, documents, images, speeches, movies, television or radio recordings, governmental programs and resolutions, citizens' initiatives in Web-based libraries, which stay accessible to the public.

Public Offering

Public offering denominates the awarding and handling of public contracts (announcement, registration, submission, evaluation, awarding, etc.) by authorities with the help of the Internet.

Pull

In the pull principle, the Internet users can decide which Web sites they want to visit and which information they want to receive.

Push

In the push principle, information or advertising messages from different sources are separated into topics and sent to the Internet user by the supplier.

SCOR

Short for Supply Chain Operations Reference

Search engine

A search engine is a software program that lists relevant Web sites in the Internet after entering a search term.

Social software

By social software, we summarize Web-based information systems and services, which are used to exchange information, to communicate and to nurture relationships on the cyberspace. The users of social software are not subject to a hierarchical order and can comment on or change the entries anytime.

Supply chain management

By supply chain management, we summarize the planning and controlling of flows of material and information during the whole value creation chain.

Supply Chain Operations Reference

The Supply Chain Operations Reference, or SCOR, is a reference model for supply chains, based on the process parts planning, procurement, production and delivery.

Trust Center

see Public Key Infrastructure

Virtual community

see community

Virtual organizations

Virtual organizations agree to temporally limited partnerships with companies, organizations or persons, in order to bundle their core competences on the electronic market.

Web 2.0

Web 2.0 is a collective term, under which we subsume extended Internet technologies and applications (Weblogs, subscription services, wikis, social software), as well as a new understanding of the Internet by the users.

Web accessibility

see barrier free Web access

Weblog

A Weblog, or short blog, is a frequently updated journal, whose electronic entries are displayed in a chronologically descending way. There is a multitude of Weblogs, ranging from private diaries, over topical Weblogs to corporate blogs.

Web site

A Web site is an Internet presence and an information offer of a governmental office or institution, organization or a citizen on the Internet.

Wiki

A wiki is an online database, in which it is possible to create, edit and cross-link entries to a topic easily and quickly. The entries can be extended, changed or deleted by other users.

Workflow management system

A workflow management system is an active software system to control the workflow between participating parties. Such systems work according to a given process sequence.

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