



### Edge Computing

The practice of processing data near the edge of your network, where the data is being generated, instead of in a centralised data-processing warehouse.



### Phishing

Fraudulent actions that obtain sensitive information such as usernames, passwords and credit card details by disguising as a trustworthy entity in an electronic communication.



### Hybrid Cloud

Hybrid cloud blends on premise with a choice of public or private cloud for greater flexibility and more data deployment options.



### Latency

The amount of time it takes a packet to travel from source to destination. Together, latency and bandwidth define the speed and capacity of a network.



### Computer Cluster

A group of loosely or tightly connected computers that work together to perform the same task, controlled and scheduled by software.



### Cloudstore

Console management that delivers visibility and control over your life-cycle management, users and role administration, cost analysis & parameter reporting.



### Cloud Native

Applications and software developed specifically for cloud platforms.



### Vendor Lock-in

Vendor lock-in is characterized by extreme difficulty in moving from one cloud vendor to another, usually due to lack of standardised protocols, APIs, data structures, and service models.



### Big Data

Large volumes of structured, semi-structured and unstructured data that is difficult to mine using traditional techniques but has the potential to be mined and used in machine learning projects, and other advanced analytics applications.



### SD-Wan

Software-defined networking in a wide area network simplifies the management and operation of a WAN by decoupling the networking hardware and leveraging any combination of transport services to securely connect users to applications.



Services Provider License Agreement  
SPLA

### SPLA license

A customised Microsoft service that offers hosted software and services to end customers, such as Web hosting, hosted applications, messaging, collaboration, and platform infrastructure.



### Security Operations Centre (SOC)

A centralised unit that manages and monitors security issues on an organisational and technical level, using data processing technology and threat indicators.



### DevOps

Development and operations is the combination of tasks performed by applications development and systems operations teams to develop, build, deliver, and support processes and improve product quality.



### Hypervisor

A virtual machine that creates, runs, monitors and manages virtual machines (VMs) and allows physical devices to share resources among virtual machines supported by physical hardware.



### Ethernet

A traditional technology for connecting wired local area networks (LANs), enabling devices to communicate with each other via a set of rules or common network language.