**ACC—Advanced Cellular Coexistence**
Advanced Cellular Coexistence (ACC) maximizes the performance of access points by minimizing interference from 3G/4G/LTE networks, distributed antenna systems and commercial small cell/femtocell equipment.

**AP—access point**
In a wireless local area network (WLAN), an access point is a station that transmits and receives data (sometimes referred to as a transceiver). An access point connects users to other users within the network and also can serve as the point of interconnection between the WLAN and a fixed wire network.

**ARM—Adaptive Radio Management™**
Aruba Adaptive Radio Management (ARM) technology employs infrastructure-based controls to optimize Wi-Fi client behavior and automatically ensures that Aruba access points (APs) stay clear of interference, resulting in a more reliable, higher performance wireless LAN infrastructure.

**ASIC—Application Specific Integrated Chip**
An ASIC (application-specific integrated circuit) is a microchip designed for a special application, such as a particular kind of transmission protocol or a hand-held computer. You might contrast it with general integrated circuits, such as the microprocessor and the random access memory chips in your PC.

**BIOS—basic input/output system**
BIOS (basic input/output system) is the program a personal computer's microprocessor uses to get the computer system started after you turn it on. It also manages data flow between the computer's operating system and attached devices such as the hard disk, video adapter, keyboard, mouse and printer.

**BLE—Built-in Bluetooth Low-Energy**
Bluetooth Low Energy (BLE) is a wireless technology developed by the Bluetooth Special Interest Group (SIG) for short-range communication. In contrast with previous Bluetooth flavors, BLE has been designed as a low-power solution for control and monitoring applications. BLE is the distinctive feature of the Bluetooth 4.0 specification.

**BURA—backup, recovery, and archive (information life cycle management and data protection)**
Backup, recovery, and archive (BURA) solutions combine the functionality and management of storage area networks (SANs), data protection and archiving software, and scaling tools to integrate tape and disk storage subsystems in the same SAN environment.

**BYOD—bring your own device**
BYOD (bring your own device) is the increasing trend toward employee-owned devices within a business. Smartphones are the most common example but employees also take their own tablets, laptops and USB drives into the workplace.

**CIFS—common internet file system**
The Common Internet File System (CIFS) is a legacy file-sharing protocol that is used to access files located on remote systems.

**CIO—Chief information officer**
Chief information officer (CIO) is an executive job title commonly given to the person at an enterprise in charge of information technology (IT) strategy and the computer systems required to support an enterprise's objectives and goals.

**CLOS/VoQ—virtual output queue**
A Clos network is a type of non-blocking, multistage switching architecture that reduces the number of ports required in an interconnected fabric. (VOQ) is the technique used in input-queued switches where rather than keeping all traffic in a single queue, separate queues are maintained for each possible output location.
CNA—converged network adapter
A converged network adapter (CNA) is a single network interface card (NIC) that contains both a Fibre Channel (FC) host bus adapter and a TCP/IP Ethernet NIC. It connects servers to FC-based storage area networks (SANs) and Ethernet-based local area networks (LANs).

CPU—central processing unit
CPU (central processing unit) is the central unit in a computer system, which contains the circuitry necessary to interpret and execute program instructions.

CSR—Customer Self Repair
HPE products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period HPE (or HPE service providers or service partners) identifies that the repair can be accomplished by the use of a CSR part, HPE will ship that part directly to the customer for replacement.

CTR—Call to Repair
The Call to Repair (CTR) time defines HPE’s commitment to troubleshoot and repair the customer’s hardware to operating condition within a pre-determined timeframe.

DAS—direct-attached storage
Direct-attached storage (DAS) is computer storage that is connected to one computer and not accessible to other computers—for example, a hard drive installed locally on a server. DAS can sometimes provide end users with better performance than networked storage can because the server’s read and write requests do not have to traverse the network.

DevOps—development operations
DevOps facilitates cooperation between software developers and operations managers, enabling operations managers to deliver the services that developers need more quickly and effectively. Although DevOps grew out of agile software development, it can help companies that use any type of software development model. DevOps can accelerate development cycles both for companies developing traditional applications and for those developing applications in the cloud.

DIA—dedicated Internet access
DIA is more about the business terms of the Internet connection and not the technology or delivery method (fiber optic, DSL, Cable, wireless, etc.). Dedicated Internet Access means that the specified amount of bandwidth sold has been carved out and dedicated for your use.

ERP—enterprise resource planning
Enterprise resource planning (ERP) is an industry term for the broad set of activities that helps an organization manage its business. ERP facilitates the flow of information so business decisions can be data-driven. ERP software suites are built to collect and organize data from various levels of an organization to provide management with insight into key performance indicators (KPIs) in real time.

GbE—Gigabit Ethernet
In computer networking, Gigabit Ethernet (GbE or 1 GigE) is a term describing various technologies for transmitting Ethernet frames at a rate of a gigabit per second (1,000,000,000 bits per second), as defined by the IEEE 802.3-2008 standard.

GUI—graphical user interface
A GUI is a graphical (rather than purely textual) user interface to a computer.

HBA—host bus adapter
A host bus adapter (HBA) provides physical connectivity and input/output between a server and a network and/or storage device.
HDD—Hard disk drive
A hard disk drive (HDD) provides non-volatile data storage, which persists when the device is powered off. Data is stored on a disk; current capacities for HDDs range up to the terabyte (TB) level.

IaaS—Infrastructure as a Service
Infrastructure as a Service (IaaS) is a form of cloud computing that provides virtualized computing resources over the Internet. IaaS is one of three main categories of cloud computing services, alongside Software as a Service (SaaS) and Platform as a Service (PaaS).

IDC—International Data Corporation
A global provider of market intelligence, advisory services, and events for the information technology, telecommunications and consumer technology markets.

IDS—intrusion detection system
An intrusion detection system (IDS) is a device or software application that alerts an administrator of a security breach, policy violation or other compromise that may adversely affect the administrator's information technology (IT) network.

IPS—intrusion prevention system
An Intrusion Prevention System (IPS) is a network security/threat prevention technology that examines network traffic flows to detect and prevent vulnerability exploits.

IEEE—Institute of Electrical and Electronics Engineers
The IEEE (Institute of Electrical and Electronics Engineers) describes itself as “the world’s largest technical professional society—promoting the development and application of electrotechnology and allied sciences for the benefit of humanity, the advancement of the profession, and the well-being of our members.”

iLO—Integrated Lights-Out (HPE)
HPE Integrated Lights-Out (iLO) simplifies setup, health monitoring, power and thermal control, and remote administration of HPE ProLiant ML, DL, and BL servers. The ProLiant servers’ built-in iLO technologies enable administrators, management solutions, and scripts to access management functions on ProLiant servers remotely and to automate server monitoring and maintenance. HPE iLO functions out-of-the-box without additional software installation, and it functions regardless of a server’s state of operation.

I/O—input/output
Input /output (I/O) describes any way that a computer system transfers data from another device or system. I/O can refer to network communications, to reads from and writes to a hard disk drive (HDD) or solid state drive (SSD), or to communications to a device such as a printer, keyboard, or mouse.

IoT—Internet of Things
The Internet of Things (IoT) is a system of interrelated computing devices, mechanical and digital machines, objects, animals or people that are provided with unique identifiers and the ability to transfer data over a network without requiring human-to-human or human-to-computer interaction.

IP—Internet Protocol
The Internet Protocol (IP) is the method or protocol by which data is sent from one computer to another on the Internet. Each computer (known as a host) on the Internet has at least one IP address that uniquely identifies it from all other computers on the Internet.

iSCSI— Internet Small Computer System Interface
Internet small computer systems interface (iSCSI) is a networking standard for linking data storage components over a network, usually in storage area networks (SANs).
**IT—information technology**
Information Technology (IT) is the use of computers and supporting infrastructure such as storage and networking devices to create, store, transfer, and manipulate data.

**LAN—local area network**
A local area network (LAN) is a network of devices, which might include traditional PCs, printers, servers, and Internet of Things (IoT) devices, at a single location such as a home, office building, or campus. Enterprise and SMB LANs typically use Ethernet, and the LAN might include multiple networks through the use of virtual LAN (VLAN) technology. Wi-Fi access points (APs) often integrate mobile devices into the LAN as well.

**LTO—Linear Tape-Open**
Linear Tape-Open (LTO) is an open-format tape storage technology created by HPE, IBM, and Seagate Technology. The term open format means users have access to multiple sources of storage media products that will be compatible.

**MAC—media access control**
A media access control address (MAC address) of a computer is a unique identifier assigned to network interfaces for communications at the data link layer of a network segment. MAC addresses are used as a network address for most IEEE 802 network technologies, including Ethernet and WiFi.

**MRC—maximum ratio combining**
In telecommunications, maximum-ratio combining (MRC) is a method of diversity combining in which: the signals from each channel are added together, the gain of each channel is made proportional to the rms signal level and inversely proportional to the mean square noise level in that channel.

**MSA—Modular Smart Array**
MSA refers to the HPE MSA Storage products.

**MU-MIMO—multiple user, multiple input, multiple output**
Multi-user MIMO (MU-MIMO) is a set of multiple-input and multiple-output technologies for wireless communication, in which a set of users or wireless terminals, each with one or more antennas, communicate with each other.

**NaaS—Network as a Service**
Network-as-a-service (NaaS) is a business model for delivering network services virtually over the Internet on a pay-per-use or monthly subscription basis.

**NAS—network-attached storage**
Network-attached storage (NAS) is a dedicated file storage device that can provide multiple nodes with file-based shared storage through a network (typically Ethernet) connection.

**NAT—Network Address Translation**
A NAT (Network Address Translation or Network Address Translator) is the virtualization of Internet Protocol (IP) addresses. NAT helps improve security and decrease the number of IP addresses an organization needs.

**NFS—Network File System**
The Network File System (NFS) is a client/server application that lets a computer user view and optionally store and update files on a remote computer as though they were on the user’s own computer.

**NIC—Network Interface Controller**
A Network Interface Card (NIC) is a computer hardware component that allows a computer to connect to a network. NICs may be used for both wired and wireless connections.
OSPF—Open Shortest Path First
Routers connect networks using the Internet Protocol (IP), and OSPF (Open Shortest Path First) is a router protocol used to find the best path for packets as they pass through a set of connected networks.

PC—personal computer
A personal computer (PC), sometimes called a microcomputer, is a computer system designed for direct use by one end-user at a time.

PCIe—Peripheral Component Interconnect Express
Peripheral Component Interconnect Express (PCIe or PCI-E) is a serial expansion bus standard for connecting a computer to one or more peripheral devices. PCIe increases transfer speeds over earlier standards such as PCI.

PoE and PoE+—Power over Ethernet and Power over Ethernet Plus
Power over Ethernet (PoE) is a technology for wired Ethernet LANs (local area networks) that allows the electrical current necessary for the operation of each device to be carried by the data cables rather than by power cords. Doing so minimizes the number of wires that must be strung in order to install the network. The result is lower cost, less downtime, easier maintenance, and greater installation flexibility than with traditional wiring. PoE is the 802.3af standard, and PoE+ is the 802.3at standard. The main difference between the 802.3af (PoE) and 802.3at (PoE+) standards is the maximum amount of power they provide over the Cat5 cabling. The maximum amount of power for the 802.3af (PoE) standard is 15.4 watts.

QoS—Quality of service
On the Internet and in other networks, QoS (Quality of Service) is the idea that transmission rates, error rates, and other characteristics can be measured, improved, and, to some extent, guaranteed in advance.

RAID—Redundant Array of Independent Disks
Redundant Array of Independent Disks (RAID) provides a way of storing the same data in different places on multiple hard disks. By placing data on multiple disks, input/output operations can overlap in a balanced way, improving performance.

RAP—Remote Access Point
The Secure Remote Access Point Service allows AP users, at remote locations, to connect to an Aruba controller over the Internet. Since the Internet is involved, data traffic between the controller and the remote AP is VPN encapsulated.

REST—REpresentational State Transfer
Representational state transfer (REST) is a simple stateless architecture that generally runs over HTTP. A RESTful application program interface (API) allows clients to use HTTP requests to GET, PUT, POST and DELETE data on the system that hosts the API.

RIP—Routing Information Protocol
The Routing Information Protocol (RIP) defines a way for routers, which connect networks using the Internet Protocol (IP), to share information about how to route traffic among networks.

ROBO—remote office/branch office
A remote office/branch office (ROBO) is any office that connects to the organization’s WLAN or LAN externally.

ROI—return on investment
Return on investment (ROI) is a numerical value (expressed as a percentage) that represents the actual or perceived future value of an expense or investment. The ROI of a project or investment represents how much profit or cost savings the project produces as compared to the project’s expense.
RTOs—recovery time objectives
The recovery time objective (RTO) is the maximum tolerable length of time that a computer, system, network, or application can be down after a failure or disaster occurs.

SAN—storage attached network / storage area network
A storage area network (SAN), sometimes called a storage attached network (SAN), is a high-speed network that is dedicated to connecting multiple servers to shared pools of storage devices. Fibre Channel (FC) is a common SAN technology.

SATA—Serial Advanced Technology Attachment
Serial Advanced Technology Attachment (SATA) is a standard for connecting a computer to hard drives. SATA uses serial (one bit at a time) signaling as opposed to the parallel signaling of Integrated Drive Electronics (IDE).

SCSI—Small Computer System Interface
The Small Computer System Interface (SCSI) is a set of American National Standards Institute (ANSI) standard electronic interfaces for defining communications between computers and their peripheral hardware. This peripheral hardware can include disk drives, tape drives, CD-ROM drives, printers, and scanners. SCSI has improved performance and flexibly as compared to earlier parallel data transfer interfaces.

SDDC—Software Defined Data Center
A software-defined data center (SDDC) is a data storage facility in which all elements of the infrastructure—networking, storage, CPU and security—are virtualized and delivered as a service. Deployment, provisioning, configuration, and operation of the entire infrastructure is abstracted from hardware and implemented through software.

SDN—software-defined networking
Software-defined networking (SDN) is an umbrella term encompassing several kinds of network technology aimed at making the network as agile and flexible as the virtualized server and storage infrastructure of the modern data center. The goal of SDN is to allow network engineers and administrators to respond quickly to changing business requirements. In a software-defined network, a network administrator can shape traffic from a centralized control console without having to touch individual switches, and can deliver services to wherever they are needed in the network, without regard to what specific devices a server or other device is connected to.

SDS
Software-defined storage (SDS) is an approach to data storage in which the programming that controls storage-related tasks is decoupled from the physical storage hardware. Software-defined storage is part of a larger industry trend that includes software-defined networking (SDN) and software-defined data centers (SDDC).

SFP—Small form factor pluggable
Small form-factor pluggable (SFP) is a specification for a new generation of optical modular transceivers.

SIP—Session Initiation Protocol
The Session Initiation Protocol (SIP) is an Internet Engineering Task Force (IETF) standard protocol for initiating an interactive user session that involves multimedia elements such as video, voice, chat, gaming, and virtual reality.

SKU—stock keeping unit
SKU (stock keeping unit) is an identification, usually alphanumeric, of a particular product that allows it to be tracked for inventory purposes.
SLA/SLAs—service level agreement
A Service Level Agreement (SLA) is a contract between a service provider and a customer, defining the services provided. The service targets are usually measurable goals for service hours and service availability.

SMB—Small and mid-sized business
As defined by the International Data Corporation, “A small and mid-sized business (or SMB) is a company with fewer than 1,000 employees.” This is the definition of SMB used in HPE courses.

SOHos—small offices and home offices
In information technology, SOHO is a term for the small office or home office environment and business culture. The term “virtual office” is sometimes used as a synonym.

STBC—Space-time block coding
Space–time block coding is a technique used in wireless communications to transmit multiple copies of a data stream across a number of antennas and to exploit the various received versions of the data to improve the reliability of data transfer.

TAM—Technical Account Manager (HPE)
The HPE FlexCare Technical Account Manager (TAM) proactively manages a customer’s technical incidents under HPE FlexCare support to expedite incident resolution. HPE TAMs provide expert product knowledge and skills to help streamline and improve operations of HPE Software solutions.

TCO—total cost of ownership
Total cost of ownership (TCO) includes the cost of direct capital investment in hardware and software plus indirect costs such as installation, training, downtime, and licenses. TCO measures the economics of the IT assets over their useful service life.

TCP/IP
TCP/IP (Transmission Control Protocol/Internet Protocol) is the basic communication language or protocol of the Internet. It can also be used as a communications protocol in a private network (either an intranet or an extranet).

UC—unified communications
Unified communications (UC) refers to the integration of communication tools that help people exchange ideas and do their jobs more effectively. Some communication tools, like IP telephony, presence technology and instant messaging, facilitate synchronous communication. Synchronous communication occurs in real-time and is sometimes referred to as "same time/different place" communication. Other communication tools, like email or Twitter, facilitate asynchronous communication.

UEFI—unified extensible firmware interface
Unified Extensible Firmware Interface (UEFI) is a specification for a software program that connects a computer's firmware to its operating system (OS).

USB—universal serial bus
A Universal Serial Bus (USB) is a plug-and-play interface between a computer and add-on devices. These devices include flash storage, media players, keyboards, mouse device, telephones, digital cameras, scanners, joysticks, and printers.

VDI—virtual desktop infrastructure VDI
Virtual desktop infrastructure (VDI) is the practice of hosting a desktop operating system within a virtual machine (VM) running on a centralized server.

VIA—virtual internet access
Virtual Intranet Access (VIA) is part of the Aruba remote networks solution targeted for teleworkers and mobile users. VIA detects the users network environment (trusted and un-trusted) and automatically
connects the user to their enterprise network. Trusted networks typically refers to a protected office network that allows users to directly access corporate intranet. Un-trusted networks are public Wi-Fi hotspots like airports, cafes, or home network. The VIA solution comes in two parts—VIA Windows desktop application and the controller configuration.

VLAN—virtual LAN
A virtual LAN (VLAN) abstracts the idea of the LAN. A VLAN might comprise a subset of the ports on a single switch or subsets of ports on multiple switches. By default, systems on one VLAN don’t see the traffic associated with systems on other VLANs on the same network.

VM—virtual machine
A virtual machine (VM) is an operating system (OS) or application environment that is installed on software, which imitates dedicated hardware. The end user has the same experience on a virtual machine as they would have on dedicated hardware.

VPN—virtual private network
A virtual private network (VPN) establishes a secure tunnel between devices connected over a less secure network. This tunnel can provide data authenticity, data integrity, and data privacy (encryption).

VSA—virtual storage appliance
A virtual storage appliance (VSA) is a storage controller that runs on a virtual machine (VM) to create shared storage without the cost of additional hardware.

VSF—virtual switching framework
Virtual Switching Framework (VSF) allows supported switches connected to each other through Ethernet connections (copper or fiber) to behave like a single chassis switch.

WAN—wide area network
A wide area network (WAN) is a network of interconnected devices that are dispersed at different geographic locations, as opposed to a local area network (LAN), which connects devices at a single site.

WLAN—wireless local area network
A wireless LAN (or WLAN) is one in which a mobile user can connect to a local area network (LAN) through a wireless (radio) connection.

WPA—Wi-Fi protected access
Wi-Fi Protected Access (WPA) is a security standard for users of computing devices equipped with wireless internet connections, or Wi-Fi.