

Learn to talk tech

ILUX IT Jargon Buster

Our A-Z of terms you
might need to know

ILUX® 



A few words in a foreign language can get you a long way in a strange land."

Every industry has its own language. We all use it without thinking. Our clients often tell us we are one of the best at speaking in plain English but to many IT jargon is an alien language.

But in a tech-led world and as a business that understands the power that technology can harness, it can be useful for you and your team to understand some of the IT terms that appear more in everyday conversation.

And if you do have an issue you need support with – or just a question you'd like to ask us about your business IT – it could shortcut the process to you getting an answer quickly.

Our new guide is a great place to start. It won't tell you everything, but if you need an easy A-Z of some of the most common terms you'll hear when you're talking with an IT expert, then you've come to the right place.

Let's start at the beginning...





Adware

Software that automatically downloads adverts when you're online, such as banner ads and pop-ups

AI (Artificial Intelligence)

Systems and devices that simulate human behaviours and decisions. This can include creating systems, language processing, speech recognition, writing text and machine vision

Antivirus (AV)

Software that identifies and removes viruses from your device. Also known as anti-malware

API (Application Programming Interface)

Software that allows two or more applications or programs to communicate with each other and share information



Backdoor

A vulnerability in a security system that allows unwanted access to files and data

Bandwidth

The maximum amount of data you can send and receive in a given amount of time, over an internet connection. Imagine a big pipe compared with a small pipe

Botnet

A network of private computers infected with **malware** and controlled as a group to spread the **virus** further



Cache

A temporary file that stores information on your device to speed things up. For instance a web cache might remember the last thing you were doing so it can reload a page where you left off

(The) Cloud

Data storage and computing power that lives on remote servers, which are accessed via the internet

Corrupted

An unstable data file

Cyber security

Any and all security measures put in place to protect your devices, systems and network from cyber attack



Darkweb

A hidden part of the internet, accessed using special software. It's rife with criminal activity. This is where stolen data, such as credit card details, is often sold



Data breach

A security incident where private data is viewed or stolen by unauthorised persons

DDoS (Distributed Denial of Service)

A type of cyber attack that harms or stops a network by flooding it with data from numerous other devices

Downtime

The period of time a network or systems are offline (or 'down'), preventing the normal running of a business



Encryption

The process of encoding data to make it unreadable without the right access information - usually a password, passkey or authentication app



Firewall

A security measure that controls what data can come in and out of your network

FTP (File Transfer Protocol)

Protocol used for transferring files from a server to a computer across a network. This is usually authenticated with usernames and passwords



GIF (Graphic Interchange Format)

A type of image file that can be either animated or static

Gigabyte (GB)

Unit of data equal to one thousand million bytes. A typical movie download might be between 1 and 4 GB



Hardware

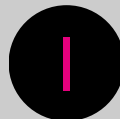
The physical devices in your IT world – computers, printers, phones, tablets

Hotspot (Wi-Fi)

A physical location where you can gain internet access via Wi-Fi

HTML (Hypertext Markup Language)

The universal language of the internet, used to structure web pages, tell your web browser how to display them and create links between them



Infrastructure

Your entire system – your network, servers, and all your devices

iOS

Operating system manufactured by Apple and used exclusively on its hardware

IP (Internet Protocol) address

A unique number that identifies a device connected to the internet



Java

A widely used programming language used in millions of applications and devices around the world

Javascript

Unrelated to Java, Javascript is used everywhere on the internet. It's a programming language used within all web browsers to perform a whole range of functions



Keylogger

Software used by cybercriminals to record the keys pressed on a keyboard. This information can be used to access login credentials and other sensitive information



LAN (Local Area Network)

A network of connected devices that spans a small area, such as your office or home



Malware

Malicious software, a type of virus, designed to infect your system and disrupt, damage, or gain access to your device, server or network. This can lead to the unauthorised access or theft of data and private information

Megabyte

Unit of data equal to one million forty-eight thousand, five hundred and seventy bytes



NOS (Network Operating System)

A specialised operating system for a network device, like a router or firewall

NTFS (Network Transfer File System)

A file system used by Windows for storing and retrieving files on a hard disk





OS (Operating System)

Software that manages a computer's basic functions, and provides common services for computer programs



Phishing

Scam emails that pretend to be from a credible source and aim to steal personal information and/or login credentials

Protocol

The set of rules that allows different devices to communicate with each other

Proxy Server

A server that sits between a device requesting information, and the server providing that information. For example, it could be a gateway between your laptop and the internet, that stops hackers from reaching your network



RAM (Random Access Memory)

A form of temporary computer memory that's usually used to store working data

Ransomware

Malware that encrypts sensitive data and demands a ransom for its release (ransoms should never be paid – data is often never properly released, or is only partially returned)

Router

A device that directs data to the right places in a network



Server

A computer or program that manages access to a network and holds data in one location for multiple users to access

Software

Programs and apps that make devices work

Spyware

Malware that spies on the actions you take on your device. This can be used to steal data or passwords, or listen in to conversations



Trojan

A form of malware that looks harmless but conceals a virus

Troubleshoot

To analyse a problem with a view to solving it (something we do a lot of!)



UAC (User Account Control)

A feature that only allows authorised users to make changes to a system or device

USB

A type of widely used cable that connects or charges devices. This could be a keyboard connecting to a computer, or a flash drive transferring data



Virus

A malicious computer program or code that can copy itself and spread throughout a network, corrupting or damaging data and systems

VPN (Virtual Private Network)

A more secure way of connecting to a company's network remotely, or using the internet over a public Wi-Fi connection



WAN (Wide Area Network)

A network of devices that are connected across a wider area than a LAN, and allows you to connect to smaller networks

WLAN (Wireless Local Area Network)

A wireless network that connects two or more devices, creating a LAN

Worm

A type of malware that replicates itself to spread to other devices across a network without human activation



Zip File

A file that compresses its contents to create a smaller file that's easier to share or store



We hope this is **useful**

Technology should be used to make your life better. It should deliver results, improve efficiencies, improve productivity and demonstrate return on investment.

If your IT isn't doing that, let's have a jargon-free conversation...



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