

Service Level Agreement
For Technical Support

Between

San Diego Workforce Partnership, Inc.

And the

One-Stop Career Center Operators

Program Year 2012-2013



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1.0 Introduction

1.0 Definition

This Service Level Agreement (SLA) is an agreement between San Diego Workforce Partnership, Inc. (Workforce Partnership) and the One-Stop Career Center Operator to cover all the technical services provided by the Workforce Partnership to the One-Stop Career Center Operator. This SLA includes a description of the technical services provided by the Workforce Partnership to the One-Stop Career Center Operator. Also included are the One-Stop Career Center Operator’s responsibilities to the Workforce Partnership.

1.1 Maintenance of Documents

On an annual basis, the Workforce Partnership and the One-Stop Career Center Operator will review the SLA and determine whether changes are necessary. Changes to this SLA will need to be approved by both the Workforce Partnership and the One-Stop Career Center Operator.

The Workforce Partnership will have possession of the master document and will be responsible for maintenance and distribution of the document. Changes to the document will occur based on feedback from the annual review meetings, or when projects that affect the services provided are completed. Copies of the document and all changes will be distributed to the Customer contact.

1.2 Definitions of terms in SLA

Customer:	One-Stop Career Center Operator
IT:	The Workforce Partnership’s Information Technology Department
Helpdesk:	A staffed call center that receives service requests and inputs requests into the ticket-tracking system.
Trouble Ticket:	A phone call or email to the Helpdesk describing the issue. The technician who resolves the issue documents any action via email or phone call.

2.0 Services

2.0 Helpdesk, Local Area, and Wide Area Network Support

The Workforce Partnership shall provide technical support for all computer equipment, including the Helpdesk, and network support to the Customer. The Workforce Partnership shall provide technical support for all approved software, hardware, and wide area network components. The Workforce Partnership shall provide Internet access for all One-Stop Career Center contracted operators.

The One-Stop Career Center operator will not be reimbursed for any technical support provided by other parties, contractors, or One-Stop Career Center staff.

The Helpdesk staff shall provide support during business hours (except for Workforce Partnership recognized holidays), Monday through Friday, from 8:00 a.m. to 5:00 p.m. Onsite support will be provided only in special cases as determined by the Workforce Partnership's IT management. The One-Stop Career Center Operator shall provide a workspace with a desktop system and telephone for use by the technician while on site.

2.1 Technical Support Details

Software installation, including anti-virus updates, may be "pushed out" and automatically installed.

Ghosting software is utilized to enable re-imaging of a desktop system. This allows for resolution of problems with minimal downtime. A PC of similar technology may be substituted to resolve problems at the discretion of the Workforce Partnership's IT management.

Prior to being allowed network access, each system user in the One-Stop Career Center shall read, agree to, and sign the Workforce Partnership Electronic Media Policy and return that form to the IT group. Once that is done, a login identification and email account will be created. The Electronic Media Policy explicitly prohibits all users from installing software on the desktop systems and clearly explains what is and is not acceptable use of the computers. Attachment A is a copy of the current Electronic Media Policy. The Electronic Media Policy is subject to change, and if changed, One-Stop Career Center system users may be required to sign the revised version.

The One-Stop Career Center must notify Workforce Partnership Helpdesk Staff within two business days when one of their staff or a staff member of a third party operator at their site has been terminated or is no longer in need of network access. Failure to do so may result in a delay of services.

A designated technician will install software that is required by the Customer for any official business-related purpose. A software installation request must be in writing and

approved by the One-Stop Career Center Manager and Workforce Partnership IT management. The legal license agreement for that software must be attached to the installation request. Workforce Partnership's IT management reserves the right to test, analyze, and refuse installation of software that proves to be detrimental to the Workforce Partnership's network, systems, security, or performance.

San Diego Workforce Partnership, in order to maintain the integrity of the One-Stop Career Center Network, shall approve all purchases for computer equipment prior to the placement of any order. Workforce Partnership IT staff may refuse to provide support for unapproved technology. The Workforce Partnership has the ability to purchase at government contract rates. To receive government rates, One-Stop Career Center Operators can use the Workforce Partnership's IT and purchasing departments to provide quotes and purchase computer equipment.

All One-Stop Career Center desktop systems shall meet the minimum specifications:

- To obtain current specifications please contact Workforce Partnership IT management.

The San Diego Workforce Partnership shall provide and maintain approved software, hardware, and local and wide area network services.

The Workforce Partnership headquarters and the One-Stop Career Centers are connected at minimum via a direct 10 meg Fiber network using Cisco routers. Internet access is provided to all desktop systems via our centrally managed Citrix environment. Full access to all desktop functions is now available via the Internet through our Citrix website. All desktop systems are connected to Cisco switches that provide up to 100-megabit LAN access speeds.

Anti-virus, SPAM blocking, and Spyware scanning is centrally managed via our Citrix environment.

Given that our Citrix system stores literally all data and files in the central location at the Workforce Partnership headquarters, all data and files are now completely backed-up on a nightly basis. A complete backup of all data and files is sent off-site to be stored in a secure location on a regular basis.

2.2 Information Technology Staff

The IT staff consists of 5 full time Workforce Partnership employees. This staff is responsible for all enterprise technology development and support for the 550+ Desktop systems, necessary servers, and business applications.

3.0 Other Services

3.0 Additional Staff

The staff supports approximately 550 desktop systems in six (6) locations. Given the reduced level of technical IT staff, IT will generally be unable to take on special projects and efforts that fall outside our immediate technology environment or software and hardware systems. In cases where the Customer requires special technology products or assistance, IT will generally recommend that outside vendors or contractors be used. The cost for these projects shall be directly handled by and charged to the One-Stop Career Center Operator. All technical work to be conducted by anyone other than the Workforce Partnership IT staff must be reviewed and approved by IT management prior to its commencement.

4.0 Service Delivery

4.0 Hours of Service

The Workforce Partnership shall provide support services during the hours of 8:00 a.m. through 5:00 p.m. from Monday through Friday, normal business days (except for Workforce Partnership holidays and special Workforce Partnership headquarter days or hours of closure). Work that is requested by the One-Stop Career Center Operator outside of these normal business hours or on Workforce Partnership recognized holidays will be charged at overtime billing rates and will be billed directly to the requesting Career Center Customer.

4.1 Response times

Response times are listed in Attachment B. In general, response times are driven by the category of the call to the Helpdesk.

- a. Critical Priority Trouble Tickets are those for which the problem prevents an entire site from working on their desktop systems.
- b. High Priority Trouble Tickets are those for which a One-Stop Career Center employee is prevented from working on their desktop system.
- c. Medium Priority Trouble Tickets are those for which the One-Stop Career Center Operator employee can work on the desktop systems, but is inconvenienced by a problem with that desktop system.
- d. Low Priority Trouble Tickets are tasks or issues that should be resolved when time permits, and will be negotiated and scheduled with the end user client.

5.0 Service Quality

5.0 Escalations

The Workforce Partnership's intent is to provide excellent service at all times. Should there be any concerns with service quality, the Workforce Partnership will track and respond to escalations in the following manner:

- a. On a regular basis, the Workforce Partnership IT management will review the list of open tickets. On those occasions that a trouble ticket has been open beyond the stated response time, the Workforce Partnership IT management will work with the Customer to identify any needed action to provide a timely resolution of the ticket.
- b. Once the resolution time on a trouble ticket has been exceeded, the ticket will be escalated for resolution. The Workforce Partnership IT management will identify the nature of the delay and, if needed, escalate the ticket for resolution.

5.1 Quality Control

The Workforce Partnership uses a system of service questionnaires to monitor the quality of services. A questionnaire will be emailed to the end user at the closure of each trouble ticket. The Workforce Partnership is able to provide a report that details the average score of these questionnaires and the level of customer satisfaction concerning IT support services upon request.

6.0 Customer Responsibilities

- 6.0 The One-Stop Career Center Operator shall provide the Workforce Partnership with the opportunity to participate in any technology-related planning activities.
- 6.1 The One-Stop Career Center Operator agrees to keep the Workforce Partnership fully informed about any changes in the scope of the support activities.
- 6.2 The One-Stop Career Center Operator shall use the following Workforce Partnership software systems:
 - www.workforce.org website,
 - BCMS system (bcms.sandiegoatwork.com)
 - CISRS System (Workforce Partnership's Case Management System), and
 - Swipe Card System (if available).
- 6.3 The One-Stop Career Center Operator shall meet the requirements set for all resource rooms.

- 6.4 Any third party operations requiring use of Workforce Partnership hardware, software, and or WAN technology, may be subject to installation and ongoing support costs, as determined appropriate by the Workforce Partnership. And must be pre-approved for use by Workforce Partnership Information Technology Management before connecting to the Workforce Partnership technology enterprise.
- 6.5 Any unapproved third party technology is subject to immediate removal from the Workforce Partnership Technology enterprise.
- 6.6 The One-Stop Career Center must notify Workforce Partnership Helpdesk Staff within two (2) business days when one of their staff or a staff member of a third party operator at their site has been terminated or no longer in need of network access. Failure to do so may result in a delay of services.

7.0 Approvals

Agreed this _____ day of _____, 2010

Nathaniel Buggs
Vice President & Chief Operating Officer
San Diego Workforce Partnership, Inc.

Authorized Signature of One-Stop Career Center Operator

Title of One-Stop Career Center Operator

Name of Company Operating the One-Stop Career Center

Location of the One-Stop Career Center

Electronic Media Policy

Administrative Procedure: C-4
Revision Date: November 2011

Purpose

To provide guidance on appropriate usage of the various electronic media (E-media), as defined in Attachment A, used at the San Diego Workforce Partnership (Workforce Partnership) and One-Stop Career Center Network (One-Stop). While this policy cannot establish rules to cover every possible situation regarding the use of E-media options by users, it expresses the Workforce Partnership's practices and sets forth general guidelines to be followed.

Policy

1. The Workforce Partnership and One-Stop Centers will use electronic media to increase the availability and access to Workforce Partnership and One-Stop services and public information, communicate information electronically with authorized clients and business partners, and enable Workforce Partnership and One-Stop employees (Users) to access E-media for Workforce Partnership business purposes.

Responsibility

1. User
 - Customize password, storage folders, and address books.
 - Check and respond to E-mail at least once daily; delete unwanted sent and received messages immediately.
 - Manage message storage "folders" and keep stored messages to a minimum.
2. Manager Responsibilities
 - Review and approve any E-mail "mass-mailing" (E-mail Blasts).
 - Take necessary disciplinary action as a result of misuse of E-mail.
3. Information Systems Responsibilities
 - Set up and delete User mailboxes.
 - Maintain computer hardware and software.
4. Human Resources Responsibilities
 - Maintain policies and procedures for E-mail usage.
 - Provide training and technical assistance to staff.

E-media Accounts and Access

1. The Workforce Partnership and One-Stop provide E-media access as a tool to help Users productively communicate and gather information to help achieve business objectives. All E-media is the property of the Workforce Partnership and all information contained within these resources is also the property of the Workforce Partnership.
2. It is understood that Users may spend a portion of their time utilizing E-media for personal (i.e., non-business) use, but that time must not interfere with the performance and/or productivity of the User or systems. While Users are encouraged to use E-media to enhance Workforce Partnership and One-Stop communication, E-mail and Internet Users are expected to participate according to certain codes of “Netiquette” as outlined below:

a. Appropriate Usage

- Sending and receiving Workforce Partnership and One-Stop communication;
- Participating in employment and training-related and other Workforce Partnership and One-Stop related business discussions;
- Providing employer and job-seeker customer support; and
- Limited personal use, so long as such use does not:
 - Reflect adversely on the Workforce Partnership, its clients, contractors, or other business partners;
 - Suggest or imply that the Workforce Partnership in any way endorses or supports any views expressed in personal E-mail or other electronic communication;
 - Impede or interfere with the normal processing of E-mail;
 - Violate any Workforce Partnership policy or federal, state, or local laws;
 - Violate obligations regarding confidential, proprietary, and/or trade secret information;
 - Hide or misrepresent the sender of the message;
 - Engage in acts of hostility, violence, obscenity, vulgarity, or defamation; or
 - Cause extended personal use during business hours.

b. Inappropriate Usage - It is inappropriate for a User to use, submit, publish, display, or transmit via E-media any information which:

- Violates or infringes on the rights of another person, including the right to privacy;
- Contains defamatory, false, inaccurate, abusive, obscene, pornographic, sexually oriented, threatening, racially offensive, or otherwise biased, discriminatory, or illegal material;

- Violates the Workforce Partnership policy against sexual harassment;
 - Restricts or inhibits other users from using E-media;
 - Encourages the use of controlled substances or uses the system for the purpose of criminal intent; or
 - Uses E-media for any other illegal purpose.
3. In the instance of termination, Users will be denied access to all electronic data immediately.

Privacy

1. Users should expect neither privacy nor confidentiality in any information stored in the Workforce Partnership and One-Stop E-media systems, whether the information is contained in a transmission, on a computer hard-drive, computer disks, or in any other electronic form.
2. The Workforce Partnership may access documents or communications stored on its property or in its systems whenever warranted by business need or legal requirements. While it does not normally do so on a regular basis, the Workforce Partnership retains the right to monitor E-media systems. The Workforce Partnership will, however, inspect contents of E-media for business purposes to assure proper use and to prevent security violations. The Workforce Partnership reserves all rights to gather necessary information on Users during the course of internal investigations or claims of misconduct. An investigation may include, but is not limited to, gathering documentation with regard to all forms of E-media as described in, but not limited to the attached Glossary.
3. The Workforce Partnership reserves the right to access all computer media, including personal E-mail files and folders and voice mail messages for any reason involving, but not limited to:
 - Tracking, investigating or following up on problems in the E-mail system;
 - Investigating potential crimes;
 - Investigating suspected misconduct;
 - Protecting information or company assets;
 - Maintaining a safe work environment;
 - Investigating or tracing security breaches; or
 - Any other reason deemed appropriate by the Workforce Partnership.
4. The contents of E-media properly obtained for a legitimate business purpose may be disclosed within or outside of the Workforce Partnership and One-Stop.
5. The Workforce Partnership may monitor usage patterns for the Internet. Reasons for monitoring may include, but are not limited to:

- Cost analysis;
 - Cost allocation; or
 - Management of the gateway to the Internet.
6. The Information Technology Manager shall approve any request for access of a User's E-media account(s) prior to access being made without the User's consent.

Electronic Mail (E-mail)

1. E-mail is an Internet activity that is subject to all policies regarding acceptable/unacceptable uses of the Internet. Users should not consider E-mail to be either private or secure.
2. The Workforce Partnership and One-Stop's E-mail system is for Workforce Partnership and One-Stop Users only. Each User has his/her own individual password, which must not be shared with anyone else for any reason. Users shall respect the confidentiality of other Users' electronic communications. Users may not attempt to read other Users' mail, "hack" into other systems or login, "crack" passwords, breach computer or network security measures, or monitor electronic files or communications of other users or third parties except by the explicit direction of the Workforce Partnership's President and Chief Executive Officer or the Vice President and Chief Operating Officer.
3. Guest E-mail accounts must be requested from the Information Technology Manager on a one account per User basis. Guest accounts are subject to the same conditions and restrictions that apply to all Workforce Partnership and One-Stop Users of E-mail accounts.
4. Transmitting Workforce Partnership confidential or confidential-restricted material or information and/or copying or transmitting protected material is not permitted. Users are to respect all copyrights, trade secrets, patents, and other protections.
5. Users shall publish copyrighted material in conformance with the Federal Copyright Act and with appropriate permission.
6. Users are cautioned that E-mail should not be considered a private or confidential method of correspondence and may be used as a legal record in a court of law.
7. Users should always check and respond to E-mail each business day. Users are expected to follow E-mail etiquette as described below in these procedures and are advised that inappropriate use of E-mail may result in disciplinary action.

Composing Messages

1. Messages should be composed in E-mail as much as possible. Attaching documents from other Microsoft applications greatly increases the time it takes to read mail.
2. Messages should be concise and to the point. If the message is longer than the view screen, it may be too long.
3. Reread to check for grammar, punctuation and tone of the message. Try to imagine how your message's receiver will react when reading your message and who else may read it.
4. Always use upper and lower case text, as UPPER CASE only is considered yelling in E-mail.
5. Allow the wrap text feature to format the text (i.e., do not use the return key except at the end of paragraphs).
6. Use only abbreviations that are already common to the English language, such as FYI.
7. Be careful in selecting words for the Subject or Title line in your messages. It is inappropriate to use words such as "Emergency," "Fire," "Help," "911," or any other type of single words which communicate danger - unless that is the purpose of your E-mail. On the rare occasion you are in need of immediate attention or response from the person or persons to whom you are sending mail, it is acceptable to include your deadline in the heading, such as, "Need immediate response."

Distributing Messages

1. Messages, which are sent to more than ten people, require advance review and approval of your manager.
2. Do not send a message, which requires a response or attendance at a meeting within 24 hours or less. The telephone should be used in these situations.
3. Distribute or CC messages only to those who really need to know; please do not add to unnecessary information overload.

Responding to Messages

1. Draft responses to messages using the reply feature. This will maintain the "thread" of information being exchanged.
2. DO NOT respond to what you interpret as an angry or rude message (a "flame" in E-mail lingo) with another flame; this creates a "flame-war." If you are upset by a message you receive, it is much better to respond in person or over the phone.

Printing Messages

1. Do not print messages without a reason.
2. Instead of printing messages, set up folders in E-mail to save them.
3. Following are a few visual cues, which are accepted among E-mail users to help convey your emotions. Use these cues sparingly and cautiously as they may be misinterpreted or not recognized at all.
 - :-) Smile face turned sideways (colon, dash & close parenthesis)
 - ;-) Wink turned sideways (semi-colon, dash & close parenthesis)
 - :-(Frown turned sideways (semi-colon, dash & open parenthesis)
 - *word* Placing a word between asterisks for mild emphasis
 - WORD Use all capitals to add strong emphasis to a word
 - **WORD** Use asterisks and caps to add extreme emphasis

Internet Usage

1. Internet access is provided as a tool to help Users productively communicate and gather information to achieve business objectives. Networked computers are a powerful communications tool and must be used wisely. The following is a list of examples of conduct that are explicitly prohibited:
 - Representing the Workforce Partnership or its corporate opinion.
 - Not using a disclaimer that states you are not speaking for the Workforce Partnership whenever posting from a Workforce Partnership account.
 - Posting, forwarding, or linking to material that is offensive, obscene, defamatory, or threatening. Examples include, but are not limited to, hate material, profanity, pornography, personal attacks, racial or ethnic slurs or jokes, or any material that violates company policy or applicable laws.
 - Downloading, transferring, or viewing material that is offensive, abusive, obscene, defamatory, or threatening.
 - Participating in, or malicious responses to, Scams (schemes to make money fast), Spams (posting or mailing non-relevant material to multiple users), or illegal activities.
 - Sending chain letters through E-mail (either internally or externally) or posting them on the Internet (web sites or newsgroups).
 - “Cracking” or any unauthorized entrance into any computer, whether or not the computer belongs to the Workforce Partnership.
 - Posting confidential materials outside the Workforce Partnership and Career Center Network to non-authorized personnel unless expressly authorized.

- Posting confidential materials inside the Workforce Partnership and Career Center Network to non-authorized personnel.
- Commenting on pending legal actions involving Workforce Partnership, staff, clients, partners, contractors, or vendors.

Copyrighted Material

1. The use of copyrighted material must be in conformity with the Federal Copyright Act.

Downloading Software

1. Obtaining software from the Internet by accessing and downloading executable software is **prohibited**. Exceptions must be approved in writing by the Vice President & Chief Operating Officer or the Information Technology Manager.
2. In addition, loading software, including, but not limited to, screen savers and games is prohibited. Only screen savers and games included as standard software within the approved operating system may be used on a Workforce Partnership-owned/leased computer.

Duplication of Software

1. No duplication of software except for backup and archival purposes is allowed. Any unauthorized duplication of copyrighted computer software violates the law. According to U.S. Copyright Law, illegal reproduction of software can be subject to civil damages of as much as \$100,000 per work copied; and criminal penalties, including fines and imprisonment.

Streaming Audio and Video

1. Receiving streaming audio or video transmission is **prohibited**. Exceptions must be approved in writing by the Vice President & Chief Operating Officer or the Information Technology Manager.

Acknowledgment Form

1. Each User **must** sign an E-media Policy Acknowledgment form before Internet access is authorized.

Regulation and Enforcement

1. When an instance of non-compliance is suspected or discovered, the Workforce Partnership will proceed in accordance with the steps outlined in this procedure. The Workforce Partnership may take disciplinary action, up to and including termination, in cases of non-compliance with this procedure.
2. Criminal or civil action may be initiated in appropriate instances.

**SAN DIEGO WORKFORCE PARTNERSHIP
E-MEDIA POLICY ACKNOWLEDGMENT FORM**

I, _____, have read and understand this policy and all its terms and conditions. I agree to abide by its terms and conditions. I understand that all E-media activity conducted while doing San Diego Workforce Partnership (Workforce Partnership) business and using Workforce Partnership and One-Stop Career Center Network resources is the property of the Workforce Partnership.

I also understand that the Workforce Partnership reserves the right to monitor and log all Internet activity, including E-mail, when such activity is conducted for the purposes of Workforce Partnership business, or is conducted by using any Workforce Partnership and One-Stop Career Center Network resource, with or without notice, and users should have no expectations of privacy in the use of these resources. I further understand that non-compliance with any term or condition of this policy may result in disciplinary action, up to and including termination of employment.

I understand that the Workforce Partnership will not be responsible for any damages that users may suffer from, or related to their use of any Workforce Partnership and One-Stop Career Center Network electronic media resources, including, but not limited to, loss of data resulting from delays or service interruptions.

Disclaimer: All information obtained from this form will be displayed on the network.

Instructions: This is an online form and MUST BE TYPED on the computer and printed for original signatures from the requesting employee and their Manager/Team Leader. Once the two signatures are obtained, the form must be scanned and emailed to helpdesk@workforce.org, or faxed to the Helpdesk at (619) 528-1423. Previous versions of this form, forms that are improperly completed, and/or handwritten forms will not be accepted and will be returned to the requester to be completed properly.

Location:

Please choose a career center/location and an action item from the drop down boxes.

Location:
SDWP

Action:
New User

<i>Notes:</i>	
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*** Please note if you are requesting for your account to be transferred to another center please allow 2 weeks processing time as this is done on the weekend.**

Employee:

Please complete all information below (typed):

<i>Employee Name</i>		<i>Description</i> <small>(full-time, part-time, EDD, etc.)</small>	
<i>Telephone #</i>		<i>Fax#</i>	
<i>Title</i>		<i>Department</i>	
<i>Company</i>		<i>Manager</i>	

<i>Employee Signature:</i>	<i>Date:</i>
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Career Center Mgr:

<i>Career Center Manager:</i>	
<i>Signature</i>	<i>Date:</i>

IT Personnel:

<i>Account Completed by:</i>	
<i>Signature</i>	<i>Date:</i>

Response Times

All logged requests to the Helpdesk will receive a response based on assigned priority. The following response times are for those logged tickets that require technical support:

- **Critical Priority:** The technician will make the initial contact and begin problem resolution within 15 minutes. The goal will be to resolve the problem within three (3) hours after the initial contact.
- **High Priority:** The technician will make the initial contact and begin problem resolution within 30 minutes. The goal will be to resolve the problem within six (6) hours after the initial contact.
- **Medium Priority:** The technician will make the initial contact within one (1) business day and will resolve the problem within three (3) business days after the initial contact.
- **Low Priority:** The technician will make the initial contact within three (3) business days and will negotiate a schedule for resolution with the client/Customer.

Glossary

Application	A service or function conducted over the Internet that would otherwise be conducted manually by some other method (e.g., ordering forms, job postings).
Authorized Users	Individuals authorized by the Workforce Partnership to transact business with the Workforce Partnership and One-Stop Career Center Network via the Internet.
Bandwidth	The amount of data that can be handled by a data communication link.
Browser	A software program that runs on a desktop system that provides access to a web page via direct cabling or telephone connection to the Internet.
Computing Ethics	A set of accepted manners to be observed while using the Internet.
Confidential Information	Information that is protected under the California Public Records Act [CAL. Code 6250-6270 (West 1996)].
Corporate Image	Refers to the appearance and functional requirements for all web pages on the Workforce Partnership site.
E-Mail	A means of sending messages between computers using a computer network or over a modem connected to a telephone; includes chat rooms and bulletin boards.
Electronic Media (E-media)	Includes but is not limited to, applications, content, computer communication equipment, electronic mail, Intranet, Internet (web sites and home pages), Extranet, voice mail, telephones, pagers, and faxes. The Workforce Partnership has sole ownership rights of all Workforce Partnership and One-Stop E-media.
Encryption	The changing of information to hide its content from those individuals who are not authorized to access it.
FTP	Acronym for <i>File Transfer Protocol</i> , the Internet standard protocol for moving files from one computer to another. FTP allows a user to transfer files from remote servers to local hard drives.
Home Page	A web page that is designed as a common Internet access point for an organization.

HTML	Acronym for <i>Hypertext Markup Language</i> , the language in which World Wide Web documents are formatted. It defines fonts, graphics, hypertext links, and other details.
Hyperlink	Underlined or bordered words and graphics that have web addresses (also known as URL – Universal Resource Locator) embedded in them.
ISP	Acronym for <i>Internet Service Provider</i> , a company that provides individuals and other companies access to the Internet and other related services such as Web site building and virtual hosting.
Network Etiquette	A set of Basic rules for appropriate behavior when using computer systems over the network and/or Internet.
News Groups	A system similar to bulletin boards, where people can post and reply to messages on just about any topic of interest.
Internet Site	A collection of Web files on a particular subject that includes a beginning file called a home page. For example, most companies, organizations, or individuals that have Web sites have a single address that they give you. This is their home page address. From the home page, you can get to all the other pages on their site.
Protocol	A language that computers use to communicate with each other across platforms and within platforms.
Public Domain	Term used to describe files and software that are not copyrighted and can be freely distributed without obtaining permission from the author or paying the author a fee.
Streaming	Real time or taped audio/video sent through a network or the Internet.
TCP/IP	Acronym for <i>Transmission Control Protocol/Internet Protocol</i> , a communications protocol that allows computers with different operating systems to communicate with each other. TCP/IP controls how data is transferred between computers on the Internet.
URL	Acronym for <i>Universal Resource Locator</i> , which provides a means to address information on the web in a compact and unambiguous manner. It describes exactly where the information is, similar to a postal address or telephone number.

Partnership E-Media User	Any personnel, including Workforce Partnership and One-Stop Career Center Network staff, temporary personnel, contractors, interns, consultants, vendor partners, and guests, with accessibility to the Workforce Partnership and One-Stop's electronic media systems.
Virus	A self-replicating computer program that reproduces by modifying other programs to include a copy of itself, then moves into other programs and causes destruction throughout the computer.
Web Page	A single page displayed by a web browser and stored on a web server that provides computer users with access to information through a graphical and text-based index.
Web Server	A server dedicated to the storage of individual web pages that provide computer users with access to information through a graphical and text-based index.
World Wide Web (WWW)	The part of the Internet that provides a way for organizations or individuals to publish information that is then available to a worldwide audience.