


	Business Objectives	Topics of interest to business leaders on how to increase growth through the strategic use of information technology, business tactics and broad marketplace views. Includes business strategies and market statistics for the information and communications technology industry and non-technology sectors.							
		Managing Your Business							
		Business Alliances and Partnerships							
		Business Metrics							
		Business Models							
		Communications Services Provider Business Models							
		Media Business Models							
		Mobile Device Vendor Business Models							
		Retail Business Models							
		Multichannel Retailing							
		National and Regional Health Programs @ Business Applications							
		CEO and Business Leadership							
		CFO							
		CMO							
		Driving Business Growth							
		Enterprise Agility							
		Enterprise Personality Profile							
		Governance, Risk and Compliance Management							
		Compliance Management							
		Compliance Applications @ Business Applications							
		Regulatory Compliance @ Technology, Society and Public Policy							
		Corporate Governance							
		Enterprise Risk Management							
		Operational Risk Management							
		Risk Assessment							
		Enterprise Governance, Risk and Compliance Platforms @ Business Applications							
		Finance Governance, Risk and Compliance @ Business Applications							
		Managing Liability							
		Non-Technology Industry Business Strategies							
		Automotive Industry Business Strategies							
		Consumer Goods Business Strategies							
		Energy and Utilities Business Optimization							
		Financial Services Business Strategies							
		Banking Business Strategies							
		Insurance Business Process Improvement							
		Business Process Management @ Business Objectives							
		Business Intelligence @ Business Applications							
		Business Process Outsourcing @ IT Services							
		Investment Services Business Strategies							
		Government Transformation Strategies							
		Citizen-Centric Government							

			Recruiting and Retaining Employees						
			Securing the Workplace						
				Security Management @ IT Management					
				Security Software @ Software Infrastructure					
				Employee-Owned Device Security @ Software Infrastructure					
				Physical Security @ Software Infrastructure					
				Technology, Society and Public Policy @ Technology, Society and Public Policy					
			Managing Customers and Markets						
			Acquiring and Retaining Customers						
			Brand Management						
				Reputation Management					
			Channel Management						
				Bank Channel Strategies					
				Branch Automation @ Business Applications					
				Insurance Distribution					
				Insurance Self-Service					
				Mobile Device Distribution Strategies					
			Competitive Intelligence						
			Customer Satisfaction						
				Customer Experience Management					
				Feedback Management @ Business Applications					
			Customer Security and Privacy						
				Security Management @ IT Management					
				Security Software @ Software Infrastructure					
				Privacy Management @ IT Management					
			Investor Marketplace						
			Marketing to Customers						
				Digital Media Marketing and Advertising					
				Life Sciences Commercialization					
				Digital Signage @ Business Applications					
			Non-Technology Industry Marketplace						
				Automotive Marketplace					
				Automotive Retailing					
				Consumer Goods Marketplace					
				Brand Management @ Business Objectives					
				Education Marketplace					
				Energy and Utilities Marketplace					
				Financial Services Marketplace					
				Banking Marketplace					
				Insurance Marketplace					
				Investment Services Marketplace					
				Government Marketplace					
				Healthcare Provider Marketplace					

				Manufacturing Marketplace						
				Media Marketplace						
				Natural Resources Marketplace						
				Retail Marketplace						
				Transportation Marketplace						
				Pricing Strategies						
				Sales Strategies						
				Small and Midsize Business Marketplace						
				Technology, Services and Telecommunications Marketplace						
				Business Applications Marketplace						
				Communications Equipment Marketplace						
				Communications Services Marketplace						
				Hardware Marketplace						
				IT Services Marketplace						
				Software Infrastructure Marketplace						
				<i>Customer Relationship Management @ Business Applications</i>						
				Managing Intellectual Capital						
				Accelerating Innovation						
				Product Innovation						
				Digital Rights Management						
				Intellectual Property Management						
				<i>Semiconductor Intellectual Property @ Semiconductors</i>						
				<i>Knowledge Management @ Business Applications</i>						
				<i>Sourcing Relationships @ IT Management</i>						

	Computing Hardware	The physical equipment associated with computing, including PCs and notebooks, servers, storage systems, workstations, and digital document and imaging hardware (copiers, printers, MFPs). Also includes how to manage your hardware, and hardware market statistics. Note: Equipment for enterprise networking and public networking is covered under Communications Equipment. Semiconductor technologies and markets are covered under Semiconductors.							
		Client Computing Hardware							
			Handheld Computers						
				PDA's					
			Mobile Devices @ Communications Equipment						
		Personal Computer Client Hardware							
			Desktop Personal Computers						
			Mobile Personal Computers						
			Mini-Notebooks						
			Tablet Personal Computers						
		Wearable Computers							
		Digital Document and Imaging Hardware							
			Copiers						
			Digital Cameras						
			Fax Machines						
			Monitors						
			Multifunction Peripherals						
			Printers						
			Color Printers						
			Inkjet Printers						
			Monochrome Printers						
			Page Printers						
			Production Printers						
			Scanners						
			Output Management @ Enterprise Management Software						
		Server Hardware							
			Blade Server Hardware						
			Entry-Level Server Hardware						
			High-End Server Hardware						
			Mainframe Computers						
			Supercomputers						
			Intel Server Hardware						
			Midrange Server Hardware						
			RISC Server Hardware						
			Workload-Specific Servers						
			Data Center Servers						
			Server Virtualization @ IT Management						
		Smart Cards							
			Chip Cards @ Semiconductors						

		Storage Hardware								
			Storage Components							
				Flash Drives						
				Hard Disk Drives						
				Optical Drives						
				RAID Controllers						
				Tape Drives						
				Flash Memory @ Semiconductors						
			Storage Systems							
				Disk Arrays						
				Fabric-Attached Storage						
				IP Storage						
				NAS						
				SAN						
				Tape Libraries						
				Virtual Tape Libraries						
				Thin Provisioning						
			Storage Infrastructure Hardware							
				Fibre Channel Switches and Components						
				InfinBand						
				iSCSI Components						
				Ethernet Switches @ Communications Equipment						
				Storage Virtualization @ IT Management						
			Thin-Client Hardware							
			Workstation Client Hardware							
				Intel Workstations						
				RISC Workstations						
				Operating Systems Software @ Software Infrastructure						
				Media Devices @ Technology, Society and Public Policy						
				Hardware Business Strategies @ Business Objectives						
				Hardware Marketplace @ Business Objectives						

		<p>Programs that provide underlying support for business applications and their related implementation issues. Also includes topics related to standards, implementation and management of packaged software, as well as market data for each application type.</p> <p>Note: Internal development of customized software is covered under Application Development. External development of customized software, implementation services and application delivery are covered under IT Services.</p>
	Software Infrastructure	
		Application Integration and Middleware Software
		B2B Integration
		Business Process Management Software
		Business Process Analysis Tools
		Business Process Platforms
		Data Access Middleware
		Integration Enablers
		EDI
		XML
		Integration Middleware
		Integration Broker Suites
		Message-Oriented Middleware
		B2B Gateways
		Enterprise Service Buses
		Platform Middleware
		Application Platform Suites
		Application Server Software
		Object Request Brokers
		Transaction Processing
		Portals and Web Infrastructure
		Web 2.0
		Web Services
		Web Services Security
		Enterprise Service Buses @ Software Infrastructure
		Message-Oriented Middleware @ Software Infrastructure
		Web Services Management @ Software Infrastructure
		Web Services Production Platforms @ Application Development
		Software Platform Architecture @ Application Development
		Application Architecture @ Application Development
		Metadata Repositories @ Software Infrastructure
		Health Level Seven @ Business Applications
		Data Management and Integration
		Data Integration
		Extraction, Transformation and Loading
		Customer Information Management @ Business Applications
		Product Data Management Software @ Business Applications

			Data Quality							
			Database Management Software							
				Database Administration and Utility Software						
					Database Monitoring Tools					
					Object-Oriented Database Management Software					
					Pre-Relational Database Management Software					
					Relational Database Management Software					
					<i>Business Intelligence and Data Warehousing @ Business Applications</i>					
			Enterprise Information Management							
				E-Discovery						
				Information Life Cycle Management						
				Master Data Management						
			Managed File Transfer							
			Metadata Management							
				Data Modeling						
				Metadata Repositories						
				<i>Data Warehousing @ Business Applications</i>						
				<i>Information Architecture @ IT Management</i>						
			Enterprise Management Software							
			Application System Management							
				Web Services Management						
			Availability and Performance Management							
				Event Management						
					Complex Event Processing					
					<i>Security Information and Event Management @ Software Infrastructure</i>					
			Configuration Management							
				Patch Management Software						
				PC Power Management						
			Enterprise Architecture Tools							
			IT Asset Management Software							
			IT Service Desk and Help Desk							
			Job Scheduling							
			Network Management							
				Directory Services						
				<i>Enterprise Telephony Systems @ Communications Equipment</i>						
			Output Management							
			Storage Management							
				Archiving and Content Storage						
					Content-Addressed Storage					
					Database Archiving					
					E-Mail Archiving					
					Hierarchical Storage Management					
				Backup and Recovery						

					Continuous Data Protection				
					Data De-Duplication and Compression				
					Replication				
					Virtual Tape Software				
					Storage Resource Management				
					SAN Management Software				
					Storage Virtualization @ IT Management				
					Storage Services @ IT Services				
					Virtual Machine Monitors				
					Database Administration and Utility Software @ Software Infrastructure				
					Internal IT Service Management @ IT Management				
				Operating Systems Software					
					Client Operating Systems				
					Mobile Device Operating Systems				
					Macintosh OS				
					Windows Client Software				
					Windows 2000 Software				
					Windows NT Software				
					Windows Vista Software				
					Windows XP Software				
				Linux					
					Server Operating Systems				
					MVS, VM, OS/390 z/OS				
					NetWare				
					OS/400				
					Windows Server Software				
					Server Virtualization @ IT Management				
				Solaris					
				Unix					
				Security Software					
					Biometrics				
					Business Continuity Management Software				
					Data Security				
					Content Monitoring and Filtering				
					Database Activity Monitoring				
					Encryption Software				
					Electronic and Digital Signatures				
					Public Key				
					PCI Security				
					Spreadsheet Control				
					Digital Rights Management @ Business Objectives				
				Endpoint Security					
					Anti-Spam				

			Antivirus Software						
			Desktop Lockdown						
			Endpoint Protection Platforms						
			Host Intrusion Prevention Software						
			Fraud Detection and Prevention						
			Identity Theft						
			Anti-Money-Laundering @ Business Applications						
			Online Banking @ Business Applications						
			Identity and Access Management						
			Authentication						
			Card Management						
			Federated Identity						
			Identity Repositories						
			Network Access Control						
			Password Management						
			Segregation of Duties Within ERP						
			Single Sign-On						
			User Provisioning						
			Web Access Management						
			Internet Security Software						
			IT Security Management Software						
			Security Information and Event Management						
			Message Security						
			Anti-Phishing and Brand Monitoring						
			E-Mail Security						
			E-Mail Encryption						
			E-Mail Security Boundary						
			Antivirus Software @ Software Infrastructure						
			Anti-Spam @ Software Infrastructure						
			Mobile Security						
			Employee-Owned Device Security						
			Mobile Data Protection						
			Network Security						
			Firewall Software						
			Network Behavior Analysis						
			Secure Web Gateway						
			VPN Software						
			Vulnerability Management						
			Physical Security						
			Vulnerability Assessment						
			Patch Management Software @ Software Infrastructure						
			Security Management @ IT Management						
			Business Continuity Management @ IT Management						

			<i>Managed Security Services @ IT Services</i>						
			<i>Privacy Management @ IT Management</i>						
			<i>Web Services Security @ Software Infrastructure</i>						
			<i>Application Development Tools @ Application Development</i>						
			<i>Software Infrastructure Business Strategies @ Business Objectives</i>						
			<i>Software Infrastructure Marketplace @ Business Objectives</i>						

	Business Applications	<p>Applications directly related to fulfilling the organization’s mission, plus the accompanying implementation and management issues. Includes applications that cross industries, such as CRM, ERP and business intelligence, and industry-specific applications, such as financial services systems, healthcare systems and government systems. Content includes technological overviews, standards, implementation, practices for effective use—plus Gartner Dataquest market data.</p> <p>Note: Internal development of customized software is covered under Application Development. External development of customized software and application implementation and delivery services are covered under IT Services.</p>							
		Automotive Industry Systems							
			Automotive Demand Chain						
				Automotive Retailing @ Business Objectives					
				Customer Experience Management @ Business Objectives					
				Lead Management @ Business Applications					
				Product Life Cycle Management @ Business Applications					
				Supply Chain Management @ Business Applications					
		Business Intelligence and Data Warehousing							
			Analytics						
				Web Analytics					
				Business Activity Monitoring					
				Business Intelligence					
				Business Intelligence Platforms					
				Enterprise Business Intelligence Suites					
				Data Mining					
				Data Warehousing					
				Data Marts					
				Performance Management					
				Corporate Performance Management					
				Rule-Based Technologies					
				Business Metrics @ Business Objectives					
				Data Quality @ Software Infrastructure					
		Consumer Goods Systems							
				Customer Relationship Management @ Business Applications					
				Marketing Resource Management Software @ Business Applications					
				Plant and Manufacturing Operations @ Business Applications					
				Product Life Cycle Management @ Business Applications					
				Radio Frequency Identification @ Business Applications					
				Sales Force Automation @ Business Applications					
				Supply Chain Management @ Business Applications					
		Customer Relationship Management							
			Sales Management						
				E-Sales					
				E-Tailing					

				Incentive Compensation Management					
				Interactive Selling					
				Lead Management					
				Partner Relationship Management					
				Supplier Relationship Management @ Business Applications					
				Sales Configuration					
				Sales Force Automation					
				Detailing					
				Sell-Side E-Commerce					
				Auctions					
				Online Banking @ Business Applications					
				Online Insurance @ Business Applications					
				Marketing Management					
				Campaign Management					
				Personalization					
				Marketing Analysis					
				Marketing Resource Management Software					
				Customer Information Management					
				Customer Data Integration Hubs					
				Web Analytics @ Business Applications					
				Customer Service and Support					
				Internet-Enabled Customer Service					
				E-Mail Response Management					
				Billing Software					
				Feedback Management					
				Field Service and Dispatch					
				Fulfillment Technologies					
				Web Self-Service					
				Contact Center Software					
				Education Industry Systems					
				Higher Education Systems					
				Higher Education Applications and Infrastructure					
				Higher Education Administrative Systems					
				Higher Education Content Management					
				Higher Education E-Learning Systems					
				Higher Education Management					
				K-12 Education Systems					
				K-12 Education Applications and Infrastructure					
				K-12 Education Administrative Systems					
				K-12 Education E-Learning Systems					
				K-12 Education Management					
				Education Regulations @ Technology, Society and Public Policy					
				Energy and Utilities Systems					

			Asset-Intensive ERP						
				Enterprise Resource Planning @ Business Applications					
				Enterprise Asset Management @ Business Applications					
			Customer Information Systems						
				Customer Service and Support @ Business Applications					
			EMS/SCADA						
			Energy Metering						
			Energy Trading and Risk Management						
			Intelligent Grid						
			Outage Management						
			Work and Asset Management						
				Enterprise Asset Management @ Business Applications					
				Geographic Information Systems @ Communications Services					
				Bill Presentment and Payment @ Business Applications					
				Field Service and Dispatch @ Business Applications					
			Engineering and Scientific Software						
			Architecture, Engineering and Construction Software						
			Electronic Design Automation Software						
				Electronic Computer-Aided Engineering Software					
				IC Layout Software					
				Printed Circuit Board, Hybrid and Multichip Software					
			Mechanical CAD, CAM and CAE Software						
				Computer-Aided Design Software					
				Computer-Aided Manufacturing Software					
				Collaborative Engineering Software					
				Embedded Software Tools @ Application Development					
			Enterprise Resource Planning						
			Corporate Operations						
				Compliance Applications					
				Case Management					
				Enterprise Governance, Risk and Compliance Platforms					
				Finance Governance, Risk and Compliance					
				E-Mail Archiving @ Business Applications					
				Enterprise Contract Management					
				Order Management					
				Procurement					
				Workplace Management Systems					
			Enterprise Asset Management						
			Financial Management Software						
				Accounting Software					
				Payroll Software					
				Activity-Based Costing					
			Human Capital Management Software						

				Recruitment Software							
				Training Software							
				Workforce Management Software							
				<i>Plant and Manufacturing Operations @ Business Applications</i>							
			Financial Services Systems								
			Banking Systems								
				Automated Teller Machines							
				Branch Automation							
				Branch Operations							
				Branch Renewal							
				Teller Systems							
				<i>Customer Relationship Management @ Business Applications</i>							
				<i>Image Capture and Forms Processing @ Business Applications</i>							
				Core Banking Systems							
				Loan and Mortgage Systems							
				Online Banking							
				Mobile Banking							
				<i>Business Process Outsourcing @ IT Services</i>							
				Basel II Risk Management Applications							
				Commodity Trading and Risk Management							
				Insurance Systems							
				Agency Management							
				Claims Administration							
				Healthcare Payer Systems							
				Care Management Applications							
				Core Administrative Applications							
				Membership, Eligibility and Benefits							
				Claims Adjudication							
				Consumer-Focused Health Plans							
				<i>Customer Relationship Management @ Business Applications</i>							
				<i>Business Intelligence @ Business Applications</i>							
				<i>Healthcare Regulations @ Technology, Society and Public Policy</i>							
				<i>Financial Management Software @ Business Applications</i>							
				<i>Insurance Risk Management @ Business Applications</i>							
				<i>Business Process Outsourcing @ IT Services</i>							
				Illustration Applications							
				Insurance Risk Management							
				Online Insurance							
				Policy Administration							
				Rating Engines							
				Underwriting Applications							
				<i>Enterprise Risk Management @ Business Objectives</i>							
				<i>Insurance Distribution @ Business Objectives</i>							

				Patient Accounting and Revenue Cycle Management				
				Physician Practice Applications				
				Ambulatory CPR				
				Practice Management				
				Telemedicine				
				Supply Chain Management @ Business Applications				
				Data Warehousing @ Business Applications				
			Health Level Seven					
				Healthcare Messaging				
				Context Management				
				Clinical Document Architecture				
				HIPAA Transactions and Code Sets				
				Business Process Management Software @ Software Infrastructure				
				Rule-Based Technologies @ Business Applications				
				Healthcare Payer Systems @ Business Applications				
				Healthcare Regulations @ Technology, Society and Public Policy				
			Knowledge Support					
			Collaboration					
				Blogs and Wikis				
				E-Mail and Calendaring				
				E-Mail Security @ Software Infrastructure				
				Wireless E-Mail @ Communications Services				
				E-Mail Archiving @ Software Infrastructure				
				File Sharing				
				Real-Time Collaboration				
				Instant Messaging				
				Presence Technologies				
				Telepresence @ Business Applications				
				Audioconferencing and Videoconferencing				
				Telepresence				
				Web Conferencing				
				Enterprise Telephony Systems @ Communications Equipment				
				Social Computing and Social Networking				
				Social Software				
				Team Collaboration				
				Collaborative Engineering Software @ Business Applications				
				Smart Enterprise Suites @ Business Applications				
			Content Management					
				Content Delivery				
				Digital Media Distribution				
				Content-Enabled Vertical Applications				
				Content Protection				
				Digital Rights Management @ Business Objectives				

			Digital Asset Management						
			Media Asset Management						
			Enterprise Content Management						
			Media Asset Management @ Business Applications						
			Image Capture and Forms Processing						
			Rich Media						
			Search and Information Access						
			Web Content Management @ Business Applications						
			Web Content Management						
			XML Documents						
			Smart Enterprise Suites @ Business Applications						
			Learning Content Management Systems @ Business Applications						
			Document Management						
			IDARS						
			Records Management						
			Computer-Based Patient Records @ Business Applications						
			E-Learning						
			Content Courseware						
			Corporate Training Content Courseware						
			Corporate Learning Systems						
			Learning Content Management Systems						
			Learning Management Systems						
			Virtual Classrooms						
			Knowledge Management						
			Controlled Medical Vocabularies						
			Expertise Location						
			Natural Language Processing						
			Smart Enterprise Suites						
			Taxonomies						
			Intellectual Property Management @ Business Objectives						
			Accelerating Innovation @ Business Objectives						
			Library Management						
			Digital Rights Management @ Business Objectives						
			Metadata Repositories @ Software Infrastructure						
			Life Sciences Systems						
			Clinical Trials Management						
			Drug Discovery						
			Supply Chain Management @ Business Applications						
			Customer Relationship Management @ Business Applications						
			Radio Frequency Identification @ Business Applications						
			Sales Force Automation @ Business Applications						
			Product Life Cycle Management @ Business Applications						

			Business Intelligence @ Business Applications						
			Detailing @ Business Applications						
		Manufacturing Systems							
			Environmental, Health and Safety Software						
			Manufacturing Execution Systems						
			Plant and Manufacturing Operations						
			Manufacturing Operations Management						
			Production Management						
			Inventory Management						
			Manufacturing Management						
			Product Life Cycle Management						
			Product Data Management Software						
			Mechanical CAD, CAM and CAE Software @ Business Applications						
			Electronic Design Automation Software @ Business Applications						
			Customer Relationship Management @ Business Applications						
			Enterprise Resource Planning @ Business Applications						
			Radio Frequency Identification @ Business Applications						
			Supplier Relationship Management @ Business Applications						
			Supply Chain Management @ Business Applications						
		Natural Resources Systems							
		Payments							
			Check Processing						
			Electronic Fund Transfers						
			Electronic Payments						
			E-Cash						
			Micropayments						
			Mobile Payments						
			Electronic Invoice Presentment and Payment						
			Billing Software @ Business Applications						
			Billing Services @ IT Services						
			Payment Services @ IT Services						
			Automated Clearinghouse						
			Settlement and Clearing						
			Anti-Money-Laundering						
		Personal Productivity Software							
			Digital Content Creation						
			Office Suite Software						
			Graphics Software						
			Authoring Software						
			Communications and Fax Software						
			Desktop Speech Recognition						
			Web Browsers						
			E-Mail and Calendaring @ Business Applications						

		Project and Portfolio Management Software							
		Retail Systems							
			Digital Signage						
			Merchandising						
				Markdown					
				Price Optimization					
				<i>Product Life Cycle Management @ Business Applications</i>					
			Store Operations						
				Electronic Shelf Labeling					
				Kiosks					
				Point-of-Sale					
					Self-Checkout				
				<i>Payments @ Business Applications</i>					
				<i>Workforce Management Software @ Business Applications</i>					
				<i>Radio Frequency Identification @ Business Applications</i>					
				<i>Customer Relationship Management @ Business Applications</i>					
				<i>Supply Chain Execution @ Business Applications</i>					
				<i>Supply Chain Planning @ Business Applications</i>					
			Supply Chain Management						
				Buy-Side E-Commerce					
					Buy-Side E-Procurement				
					Collaborative Commerce				
					E-Commerce Content Management				
					E-Marketplaces				
					E-Sourcing				
				IDRP					
				Supplier Relationship Management					
				Supply Chain Execution					
					Bar Code Labeling				
					International Trade Systems				
					Radio Frequency Identification				
					Transportation Management				
					Warehouse Management				
				Supply Chain Planning					
					Sales and Operations Planning				
					Service Parts Planning				
				<i>Business Applications Marketplace @ Business Objectives</i>					
				<i>Business Applications Business Strategies @ Business Objectives</i>					

	Application Development	Strategies and processes for creating or enhancing internally built customized software infrastructure, or business applications for a given organization. Content includes how to use and manage application development technology, market data, and individual provider and product insights.							
		Application Architecture							
			Context Delivery Architecture						
			J2EE						
			Software Platform Architecture						
			.Net						
			Service-Oriented Architecture						
			Context-Enriched Services						
			Event-Driven Architecture						
			Web-Oriented Architecture						
			Enterprise Service Buses @ Application Development						
			Service-Oriented Development of Applications						
			Composite Applications						
			Open-Source Applications						
			Web Services @ Software Infrastructure						
		Application Deployment							
		Application Deployment for Wireless and Voice							
		Application Deployment for E-Commerce and Internet							
		Application Deployment for Legacy and Client/Server							
		Deployment and Distribution @ IT Management							
		Application Development Governance							
		Application Development Metrics							
		Software Process Improvement							
		Application Development Methodologies							
		Legacy Application Extension Methodologies							
		Object-Oriented Development Methodologies							
		Reuse and Component-Based Methodologies							
		Agile Development Methodologies							
		Application-Specific Methodologies							
		Application Development Project Management							
		Project and Portfolio Management Software @ Business Applications							
		Configuration Management @ Software Infrastructure							
		Software Configuration Management Tools @ Application Development							
		Application Development Quality							
		Application Security							
		Software Testing							
		Debugging and Defect Tracking Tools @ Application Development							
		Test Software @ Application Development							
		Application Development Tools							
		Development Environment and Suites Software							
		Integrated Development Environments							

				Modeling and Code Generation							
				Development Infrastructure Software							
				Development Life Cycle Software							
				Debugging and Defect Tracking Tools							
				Software Configuration Management Tools							
				Software Process Management							
				Methodware							
				Test Software							
					<i>Software Testing @ Application Development</i>						
				Embedded Software Tools							
				Programmatic Integration Servers							
				Programming Language Software							
				Rapid Application Development Tools							
				Web Services Production Platforms							
				Web Site Development Tools							
				<i>Software Configuration Management Tools @ Application Development</i>							
				<i>Custom Application Development Services @ IT Services</i>							
				<i>Project Portfolio Management @ IT Management</i>							

Communications Services	Provision of voice, wireless, data and professional network services to individuals, households and businesses worldwide. Content concentrates on individual providers' news and strategies, market statistics and emerging trends.										
	Note: Network maintenance and support services are covered under IT Services.										
	Wireline Telecommunications Services										
		ATM Services									
		Consumer Internet Applications									
		Consumer Video Services and Applications									
		Frame Relay Services									
		International Data Services									
		Internet Access Services									
		IP Backbone Services									
		IPTV									
		ISDN Services									
		Leased Line Services									
		Local Services									
		Long Distance Services									
		Multiprotocol Label Switching									
		Value Added IP Services									
		VoIP									
		Web Hosting and Co-Location									
		Wireline Broadband Services									
		Cable Services									
		xDSL Services									
		Optical Services									
		Media Services @ Technology, Society and Public Policy									
		VPN Services @ Communications Services									
	Wireless Telecommunications Services										
		Analog Services									
		CDMA									
		GPRS									
		GSM									
		Satellite Services									
		Geographic Information Systems									
		TDMA									
		W-CDMA									
		Wireless Application Services									
		Wireless Data Services									
		Wireless Broadband Services									
		WiFi and WiMAX Services									
		Wireless E-Commerce									
		Mobile Payments @ Business Applications									
		Wireless E-Mail									

				Wireless Internet								
				Wireless LAN Services								
				Wireless Messaging Services								
				Wireless Multimedia Services								
				<i>Wireless LAN Systems @ Communications Equipment</i>								
				<i>Wireless Carrier Infrastructure Equipment @ Communications Equipment</i>								
			Managed and Professional Network Services									
				Communications as a Service								
				Intelligent Network Services								
				IP Centrex								
				Managed LAN Services								
				Managed Video Services								
				Managed WAN Services								
				Managed/Hosted Contact Center								
				Managed/Hosted IP-PBX								
				Remote Access Services								
				<i>Remote Access Devices @ Communications Equipment</i>								
				VPN Services								
				<i>Managed Security Services @ IT Services</i>								
				<i>Network Maintenance and Support Services @ IT Services</i>								
				<i>Telecom Expense Management @ IT Services</i>								
			Emerging Communications Services									
			Communications Services Providers									
				Internet Service Providers								
				MVNOs								
				Network Service Providers								
				VNOs								
				<i>Application Service Providers @ IT Services</i>								
				<i>Communications Services Provider Business Models @ Business Objectives</i>								
				<i>Communications Services Provider Business Performance @ Business Objectives</i>								
				<i>Telecommunications Regulations @ Technology, Society and Public Policy</i>								
				<i>Communications Services Strategies and Positioning @ Business Objectives</i>								
				<i>Communications Services Marketplace @ Business Objectives</i>								

	Communications Equipment	The hardware and systems necessary to run enterprise or public networking infrastructure at its fullest potential. Content includes in-depth market statistics, provider insights, and technical know-how on how best to implement and manage network equipment.					
		Enterprise Networking and Communications Systems					
		Contact Center Systems					
		Automatic Call Distribution					
		Interactive Voice Response					
		Telephony Speech Recognition					
		Contact Center Software @ Business Applications					
		Enterprise Network Security Equipment					
		Firewall Equipment					
		Network Intrusion Prevention Systems					
		Wireless Intrusion Prevention Systems					
		Host Intrusion Prevention Software @ Software Infrastructure					
		VPN Equipment					
		IPsec VPN					
		SSL VPN					
		Enterprise Telephony Systems					
		Business IP Telephones					
		Premises Switching Equipment					
		IP-PBXs					
		PBXs					
		Voice Messaging Systems					
		Mobile Business Applications and Systems					
		Unified Communications					
		WAN Systems					
		Application Acceleration					
		Application Delivery					
		WAN Optimization					
		Bandwidth Management Equipment					
		Remote Access Devices					
		Analog Modems					
		ATM Access Concentrators					
		Cable Modems					
		xDSL Modems					
		ISDN Terminal Adapters					
		Remote Access Servers					
		WAN Switches and Routers					
		SAN @ Computing Hardware					
		Storage Infrastructure Hardware @ Computing Hardware					
		Wired LAN Systems					
		Ethernet Switches					
		LAN Adapters					

					Telecom Billing Software and Services					
					<i>Service Delivery Platforms/Environment @ Communications Equipment</i>					
				IP Infrastructure						
				IP Multimedia Subsystem						
				Wireless Carrier Infrastructure Equipment						
					<i>Communications Equipment Strategies and Positioning @ Business Objectives</i>					
					<i>Communications Equipment Marketplace @ Business Objectives</i>					

	IT Services	The application of business and technical expertise from external service providers to help organizations in the creation, management and optimization of technical and information systems, and these systems' alignment to business optimization and success. Documents contain a rich mix of market data and application service provider news and analysis.							
		Hardware Maintenance and Support							
			Network Maintenance and Support Services						
			Client Systems Maintenance and Support Services						
			Server Systems Maintenance and Support Services						
			Hardware Pricing, Contracts and Leasing @ IT Management						
		Software Maintenance and Support							
			Software Pricing, Contracts and Licensing @ IT Management						
		Consulting Services							
			Business Consulting Services						
			IT Consulting Services						
		Development and Integration Services							
			Custom Application Development Services						
			Application Integration Services						
			Education and Training Services						
			Application Deployment Services						
		Solution Implementation Services							
		IT Staff Augmentation Services							
		Carrier Operations Outsourcing and Professional Services							(inactive)
		IT Outsourcing							
			Alternative Delivery Models						
			Applications Outsourcing						
			E-Mail Hosting Services						
			Software as a Service						
			Business Process Outsourcing						
			Telecom Expense Management						
			Transaction Management Services						
			Transaction Processing Services						
			Human Resources and Payroll Services						
			Finance and Accounting Services						
				Billing Services					
				Payment Services					
			Operations Management Services						
			Call Center Services						
				Contact Center Software @ Business Applications					
				Contact Center Systems @ Communications Equipment					
		Infrastructure Outsourcing							
			Asset Management Services						
			Business Continuity Services						
			Data Center Services						

				Desktop Services						
				Help Desk Services						
				Network Services						
				Print Services						
				Remote Support Services						
				Security Services						
					Managed Security Services					
					Security as a Service					
				Storage Services						
					Backup and Archiving Services					
					<i>Storage Hardware @ Computing Hardware</i>					
					<i>Managed and Professional Network Services @ Communications Services</i>					
				Application Service Providers						
				IT Utility Services						
				Offshore Services						
					<i>Internet Service Providers @ Communications Services</i>					
					<i>Sourcing Relationships @ IT Management</i>					
					<i>Managed and Professional Network Services @ Communications Services</i>					
					<i>Communication Services @ Communication Services</i>					
					<i>IT Services Business Strategies @ Business Objectives</i>					
					<i>IT Services Marketplace @ Business Objectives</i>					

	IT Management	Management issues of interest to a CIO or other technology executive—i.e., procedures, policies and guidelines for managing all aspects of IT within an organization. Includes what a technology manager needs to know to maximize his or her organization's use of technology. Documents typically involve business issues around how to get the most from your IT structure, organization and investments—such as workforce strategy, outsourcing relationships, asset management, performance measurement and strategic planning.							
		Application Management							
		Application Governance							
		Application Life Cycle Management							
		Application Portfolio Management							
		Application Strategy							
		Build, Buy or Partner							
		Packaged Applications							
		IT Strategic Planning @ IT Management							
		IT Performance Management @ IT Management							
		Enterprise Architecture							
		Business Architecture							
		Business Models @ Business Objectives							
		Communications Services Provider IS Strategy and Architecture							
		Information Architecture							
		Technology Architecture							
		Client Computing Architectures							
		Network Architecture and Design							
		Grid Computing @ IT Management							
		Real-Time Infrastructure @ IT Management							
		Application Architecture @ Application Development							
		Enterprise Architecture Tools @ Software Infrastructure							
		IT Asset Management							
		Client Computing Life Cycle Management							
		IT Asset Evaluation and Selection							
		RFPs and RFIs							
		Hardware Residual Values							
		Used Equipment Values							
		IT Asset Procurement							
		Hardware Asset Procurement							
		Hardware Pricing, Contracts and Leasing							
		Software Asset Procurement							
		Software Pricing, Contracts and Licensing							
		Software Audits							
		Service-Level Agreements @ IT Management							
		IT Asset Maintenance and Support							
		Software Maintenance and Support @ IT Services							
		Hardware Maintenance and Support @ IT Services							
		IT Asset Disposal							

			<i>Intellectual Property Management @ Business Objectives</i>				
			<i>IT Asset Management Software @ Software Infrastructure</i>				
			<i>Enterprise Asset Management @ Business Applications</i>				
		IT Financial Management Strategy					
		Budget Management					
		Total Cost of Ownership					
		IT Spending					
		Security Spending					
		Chargebacks					
		Financial Justification					
		Financial Analysis					
		Return on Investment					
		<i>IT Asset Management @ IT Management</i>					
		<i>Integrating Mergers and Acquisitions @ IT Management</i>					
		IT Infrastructure and Operations Management					
		Infrastructure Resource Management					
		Data Center Management					
		Data Center Power and Cooling					
		Deployment and Distribution					
		Enterprise Network Planning and Management					
		Grid Computing					
		<i>Cloud Computing @ Technology, Society and Public Policy</i>					
		IT Modernization					
		Print Management					
		Server-Based Computing					
		Upgrades and Migration					
		Virtualization					
		Application Virtualization					
		Hosted Virtual Desktops					
		Server Virtualization					
		Storage Virtualization					
		Virtualization Security					
		Web Site Management and Operations					
		<i>Network Management @ Software Infrastructure</i>					
		Internal IT Service Management					
		Capacity Planning					
		Internal IT Service Delivery					
		Consolidated Service Delivery					
		Shared Services					
		IT Change Management					
		ITIL					
		Problem Management					
		Service-Level Management					

				Service Portfolios						
				<i>IT Asset Management @ IT Management</i>						
				<i>Availability and Performance Management @ Software Infrastructure</i>						
				<i>Configuration Management @ Software Infrastructure</i>						
				<i>Storage Management @ Software Infrastructure</i>						
				Consolidation and Relocation						
				Real-Time Infrastructure						
				<i>Enterprise Management Software @ Software Infrastructure</i>						
				IT Management Strategy						
				Business and IT Alignment						
				Business Process Fusion						
				Business Value of IT						
				IT's Impact on Strategy and Operations						
				Real-Time Enterprise						
				Integrating Mergers and Acquisitions						
				IT Process Management						
				Maturity Models						
				CMMI						
				Privacy Management						
				Employee Monitoring						
				Privacy and Sourcing						
				<i>Enterprise Architecture @ IT Management</i>						
				IT Organizational and Governance Strategy						
				IT Governance						
				Governance Models						
				Governance Roles and Responsibilities						
				Governance Policies and Procedures						
				IT Organizational Structure						
				Centralized and Decentralized						
				Independent IT Organization						
				Virtual Organization						
				Organizational Change Management						
				<i>Accelerating Innovation @ Business Objectives</i>						
				IT Performance Management						
				Balanced Scorecard						
				IT Effectiveness						
				IT Efficiency						
				IT Value						
				Performance Benchmarking						
				<i>Service-Level Agreements @ IT Management</i>						
				<i>Security Metrics @ IT Management</i>						
				IT Strategic Planning						
				IT Risk Management						

				Security Risk Management					
				<i>Operational Risk Management @ Business Objectives</i>					
				Investment Project Scoring and Ranking					
				Emerging Technology Management					
				<i>Emerging Technologies @ Technology, Society and Public Policy</i>					
				<i>Virtualization @ IT Management</i>					
				<i>IT Spending @ IT Management</i>					
				<i>Accelerating Innovation @ Business Objectives</i>					
			IT Workforce Strategy						
				Competency Centers					
				Integrating Staff and Contractors					
				<i>IT Services @ IT Services</i>					
				<i>Sourcing Relationships @ IT Management</i>					
				IT Workforce Compensation					
				IT Workforce Performance Measurement					
				IT Workforce Planning					
				IT Workforce Roles and Responsibilities					
				Applications Roles					
				Business Intelligence and Information Management Roles					
				Business Process Improvement Roles					
				CIO and IT Leadership					
				IT Leader Development					
				Enterprise Architecture Roles					
				IT Infrastructure and Operations Roles					
				Program and Portfolio Management Roles					
				Security and Risk Management Roles					
				Sourcing and Vendor Relationships Roles					
				IT Workforce Satisfaction and Motivation					
				Network Staffing and Skills Management					
				Skills Management					
				Virtual Teaming					
				<i>Recruiting and Retaining Employees @ Business Objectives</i>					
				<i>E-Learning @ Business Applications</i>					
				<i>Training Employees @ Business Objectives</i>					
				<i>Human Resources Management Software @ Business Applications</i>					
			IT Workplace Strategy						
				Enterprise Mobility					
				Virtual Workplace					
				<i>Virtual Teaming @ IT Management</i>					
				<i>Remote and Mobile Working @ Business Objectives</i>					
				<i>Securing the Workplace @ Business Objectives</i>					
			Program and Portfolio Management						
				PMO					

			Program Management							
			Project Management							
				Application Development Project Management @ Application Development						
			Project Portfolio Management							
				Project and Portfolio Management Software @ Business Applications						
				Program and Portfolio Management Roles @ IT Management						
			Security Management							
			Business Continuity Management							
				Disaster Recovery						
				Business Continuity Management Software @ Software Infrastructure						
				Critical Infrastructure Protection @ Technology, Society and Public Policy						
			Infrastructure Protection							
			Security Architecture							
			Security Governance							
			Security Policies							
				Security Awareness and Training						
				Security Process and Control Management						
				Security Metrics						
				Security Risk Management @ IT Management						
			Sourcing Relationships							
			Contract Development							
				Service-Level Agreements						
				Privacy and Sourcing @ IT Management						
			Evaluation and Selection							
			Government Sourcing							
				Government Procurement						
			Sourcing Management and Governance							
			Sourcing Strategies							
				Multisourcing						
				Privacy and Sourcing @ IT Management						
			Vendor Management							

	Technology, Society and Public Policy	How technology and its accompanying changes affect the individual, enterprises, governments and the economy. Popular subjects include emerging trends, green IT, IT and the economy, the consumerization of IT, national security and IT, globalization and localization, and regulations. Also includes consumer-oriented topics such as automotive technologies and digital consumer technologies.							
		Automotive Technologies							
		Telematics							
		Consumerization of IT							
		Corporate Social Responsibility							
		Digital Consumer Technologies							
		Consumer-Facing Search							
		Digital Home							
				Digital Divide @ Technology, Society and Public Policy					
				Media Regulations @ Technology, Society and Public Policy					
		Media Devices							
		Media Services							
		Digital Broadcasting Services							
				IPTV @ Communications Services					
				Wireless Multimedia Services @ Communications Services					
		Online Shopping							
				PDAs @ Computing Hardware					
				Mobile Devices @ Communications Equipment					
				Digital Cameras @ Computing Hardware					
				Home Networking @ Communications Equipment					
		Digital Divide							
		Education Policy							
		Emerging Trends							
		Emerging Societal Trends							
		Emerging Technologies							
		Cloud Computing							
		Context-Aware Computing							
		Virtual Worlds							
		Globalization and Localization							
		Government Intervention and Sponsorship in IT Industry							
		Internet Impact							
		IT and the Economy							
		Internet Sales Taxes							
		Green IT							
		National Security and IT							
		Critical Infrastructure Protection							
		Cybercrime and Cyberterrorism							
		National ID Cards							
		Regulations							

			Corporate Governance Regulations						
			Sarbanes-Oxley						
			E-Commerce Regulations						
			Education Regulations						
			Higher Education Regulations						
			K-12 Education Regulations						
			HIPAA Regulations @ Technology, Society and Public Policy						
			Energy and Utilities Regulations						
			Financial Services Regulations						
			Basel II Regulations						
			Government Workplace Regulations						
			Healthcare Regulations						
			HIPAA Regulations						
			Life Sciences Regulations						
			FDA Regulations						
			21 CFR Part 11						
			Bar Code Labeling @ Business Applications						
			Manufacturing Regulations						
			Media Regulations						
			Privacy Regulations						
			Regulatory Compliance						
			Telecommunications Regulations						
			Sustainability Management						
			Digital Rights Management @ Business Objectives						

	Semiconductors	Integrated circuits and other electronic components, as well as the processes of creating them and the markets in which they are bought and sold. Content is mostly market data and statistics but also features new technologies, provider actions and direction, and product teardowns.						
		Application of Semiconductors						
			Data Processing Electronics					
				Storage Semiconductor Applications				
				Computer Semiconductor Applications				
			Communications Electronics					
				Wired Communications Semiconductors				
				Wireless Communications Semiconductors				
			Consumer Electronics					
			Automotive Electronics					
			Civil and Military Aerospace Electronics					
			Industrial and Medical Electronics					
			Chip Cards					
		Semiconductor Devices						
			Integrated Circuits					
				Memory				
				DRAM				
				SRAM				
				EPROM				
				Flash Memory				
			Microcomponents					
				Microprocessors				
				Computational Microprocessors				
				Embedded Microprocessors				
				Microcontrollers				
				Microperipherals				
				Digital Signal Processors				
				ASICs				
				ASSPs				
				Analog Devices				
				System on a Chip				
			Logic Devices					
			Discrete Devices					
			Optical Semiconductors					
		Semiconductor Design						
		Semiconductor Intellectual Property						
		Manufacturing of Semiconductors						
			Semiconductor Capital Spending					
			Semiconductor Manufacturing Equipment					
				Automated Test Equipment				
			Semiconductor Packaging and Assembly Equipment					

				Semiconductor Wafer Fabrication Equipment				
				Steppers				
				Semiconductor Manufacturing Facilities				
				Semiconductor Wafer Fabrication Plants				
				Semiconductor Packaging and Assembly Facilities				
				Semiconductor Manufacturing Materials				
				Photoresist				
				Semiconductor Manufacturing Processes				
				Semiconductor Contract Manufacturing				
				Solar Cell Manufacturing				