



## Chapter 20

1. A global collection of computer networks linked together for the exchange of data and information. (8)
2. Website that allows anyone with access, inside or outside the organization, to create, share and edit content through a simple, browser-based user interface. (4)
3. Software that works on a computer network or the internet to facilitate information sharing, collaborative work, and group decision-making. (9)
4. Web log that allows individuals to post opinions and ideas. (4)
5. Online interaction in a community format where people share personal information and photos, produce and share all sorts of information and opinions, or unify activists and raise funds. (6,10)
6. Raw, unsummarized and unanalyzed facts and figures. (4)
7. Data that have been converted into a meaningful and useful context for the receiver. (11)
8. An internal communications system that uses the technology and standards of the internet but is accessible only to people within the organization. (8)
9. An external communications system that uses the internet and is shared by two or more organizations.(8)
10. An electronic marketplace set up by an intermediary where buyers and sellers meet. (3,11)