Note

Before using this information and the product it supports, read the information in "Notices" on page 17.
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Introduction

Use the IBM® Cognos® Incentive Compensation Management web client to view, approve, or inquire about your compensation results.

IBM Cognos Incentive Compensation Management enables organizations to automate the process of administering, calculating, reporting, and analyzing variable-based pay programs. The solution simplifies incentive compensation management for organizations by increasing accuracy, reducing costs, and improving visibility into sales performance and compensation plans.

Audience

This guide is intended for users who will be working in the IBM Cognos Incentive Compensation Management web client.

Finding information

To find IBM Cognos product documentation on the web, including all translated documentation, access the IBM Cognos Incentive Compensation Management Information Center (http://pic.dhe.ibm.com/infocenter/cicm/v8r0m4/index.jsp). Release Notes are published directly to Information Centers, and include links to the latest technotes and APARs.

You can also read PDF versions of the product release notes and installation guides directly from IBM Cognos Incentive Compensation Management product disks.

Forward-looking statements

This documentation describes the current functionality of the product. References to items that are not currently available may be included. No implication of any future availability should be inferred. Any such references are not a commitment, promise, or legal obligation to deliver any material, code, or functionality. The development, release, and timing of features or functionality remain at the sole discretion of IBM.

Accessibility features

Accessibility features help users who have a physical disability, such as restricted mobility or limited vision, to use information technology products.

IBM Cognos HTML documentation has accessibility features. PDF documents are supplemental and, as such, include no accessibility features.
Chapter 1. IBM Cognos Incentive Compensation Management

web client

In the Cognos Incentive Compensation Management web client, you can view your own compensation results as well as results for users that you are given permission to view in the Cognos Incentive Compensation Management client.

At the end of each pay period, the compensation administrator posts your commission results. After transactions are posted, if you have sign off or adjusting permissions, you can view, approve, or inquire about compensation results. You can also post comments and submit them directly to the compensation administrator.

Resetting a password from the login page

In IBM Cognos Incentive Compensation Management, you can change your password after you log in to the web client.

You can only use this feature if an administrator enables the reset password feature in the Cognos Incentive Compensation Management client.

Procedure

1. On the web client login page, click the **Forgot your Password** link.
2. Type the email address you use to sign in to the web client.
3. Click **Submit**.
   - An email that contains a URL with a key to reset the account is sent to you.
4. Open the email and click the link.
   - You are prompted to type a new password.

**Important:** The administrator determines how long web users have to reset their passwords from the time the email is sent to them. Typically, there is a 30 minute time frame.
Chapter 2. IBM Cognos Incentive Compensation Management
web client home screen

When you log in to the Cognos Incentive Compensation Management web client, you have the option to access the message center, change your password, request assistance, and log out.

The request assistance link sends an email to the administrator with a defined email address in the Manage Users window in the Cognos Incentive Compensation Management client.

The home screen displays the first web tab that you have access to. Administrators can customize what the home screen will look like for each Portal Access group in the Portal Access module.

Resetting a password from the home screen

In IBM Cognos Incentive Compensation Management, you can change your password after you log in to the web client.

Procedure

1. On the web client home screen, select the drop-down arrow after your user name.
2. Select Change Password.
3. Type your Current password.
4. Type your New password.
5. Type your new password again in the Confirm new password field.
6. Click Submit.
Chapter 3. IBM Cognos Incentive Compensation Management
web client message center

You can view all of your web notifications in the message center of the Cognos Incentive Compensation Management web client.

This includes web messages, inquiries, documents, sign off messages, and Workflow Manager notifications.

IBM Cognos Incentive Compensation Management web client inbox

When new messages exist in your Cognos Incentive Compensation web client inbox, a number corresponding to the number of new messages displays next to the message center icon.

The following types of messages are displayed in your inbox:

- Administrator messages that have been posted through the Cognos Incentive Compensation Management client
- Documents that have been posted for you as part of a payee group or as a member of a Portal Access group
- Sign off tasks
- Inquiries that require you to perform an action
- Inquiries created or assigned to you that have been updated with a comment
- Inquiries created by you that have been closed
- Inquiries that have been assigned to you and have been resubmitted
- Inquiries that have been returned to you
- Notifications sent as part of a workflow in Workflow Manager

Administrator messages in the IBM Cognos Incentive Compensation Management web client

Administrator messages that are created in the Web Messages window in the Cognos Incentive Compensation Management client display in your message center.

It is not possible to send administrator messages to specific groups of payees. After an administrator message has been added via the Cognos Incentive Compensation Management client, it remains in your message center until the administrator removes it. You cannot delete administrator messages. If the administrator selects the Notify option when adding the administrator message through the Cognos Incentive Compensation Management client, all web users receive an email notifying them of the message.

IBM Cognos Incentive Compensation Management inquiries

You can view any inquiries you have launched or inquiries that have been assigned to you in the Inquiries section of the Cognos Incentive Compensation Management web client.
Any pending inquiries that need to be handled or resolved by the user are visible on the Inquiries screen. Users can view the status of their inquiries, who created the inquiry and when, as well as when the inquiry was last updated. Users can also view the object the inquiry was made about and open the inquiry itself from the Inquiries page.

**Unassigned and assigned inquiries**

On the **Inquiries** page of the IBM Cognos Incentive Compensation Management web client, you can view inquiries that have been assigned to you, as well as inquiries that have been sent to you but not assigned to anyone yet.

The inquiries listed here are pending inquiries that web users can handle or resolve in the following ways:

- **View** - view the inquiry message.
- **Assign** - assign an inquiry to yourself. This indicates to other inquiry handlers that you are handling the issue.
- **Unassign** - unassign yourself from the inquiry.
- **Escalate** - escalate the inquiry to the next person in the inquiry handling chain that has been assigned in the **Portal Access** module in the client.
- **Return** - dismiss an inquiry without resolution.
- **Resubmit** - resend the inquiry to the user who returned the inquiry to you. This option is only available if **Resubmit to Returner** is enabled in the Cognos Incentive Compensation Management client.

Only two inquiries at a time are displayed under each heading on the **Inquiry** dashboard. To view all your unassigned or assigned inquiries, you can click the **Unassigned Inquiries** or **Assigned Inquiries** heading.

**Viewing, editing, and closing your inquiries in the web client**

In the **My Inquiries** section of the IBM Cognos Incentive Compensation Management web client, you can view, close, and add comments to inquiries that you created.

**Procedure**

- Click **View** to see the details of the inquiry, post comments, or add attachments.
- Click **Close** to close a resolved inquiry.
  
  Only the person who launched the inquiry has the power to close it.
- To view all your inquiries, click the **My Inquiries** section heading.

**IBM Cognos Incentive Compensation Management web client inquiry log**

The inquiry log in the Cognos Incentive Compensation Management web client contains inquiries made by web users below you on the Portal Access Inquiry tree.

You can view all the inquiries in the inquiry log by clicking on the Inquiry Log section heading.
Viewing documents on the IBM Cognos Incentive Compensation Management web client

Any files that have been posted and assigned an access tree in Portal Access in the Cognos Incentive Compensation Management client are available in the Documents section of the web client for you to review.

If a sign off has been started for the document, it is available in the Sign Off section for your approval. After you have approved a document, it remains available for review until the plan administrator removes it.

Procedure
1. To view a document, click Documents.
2. Click the document link to open the file.

Portal Access documents on the IBM Cognos Incentive Compensation Management web client

Access for documents added through the Manage Documents window in the Cognos Incentive Compensation Management client is defined by the Portal Access assignment access tree.

After assigning a Portal Access tree to the document, administrators can highlight the document and select the Notify Portal Access Tree icon. This sends an email to all members in the Portal Access tree, telling them that the document is available in the web client.

Signing off on pending approvals on the IBM Cognos Incentive Compensation Management web client

To sign off on compensation plans, reports, web forms, or documents in IBM Cognos Incentive Compensation Management, view your pending approvals in the Sign Off section of the web client.

Procedure
1. In the Message Center, click Sign Off.
2. Click Approve to sign off on results.
3. Click the link in the object column to view details of a compensation plan, report, document, or web form.
4. Click Inquire to dispute the compensation results or send comments.

Important: If the compensation plan administrator enables email notification, you will receive an email informing you when you need to sign off on results. Compensation plan administrators also determine which items are available for review only, and which items require sign off.

Viewing Workflow Manager workflows in the IBM Cognos Incentive Compensation Management web client

To view completed workflows or initiate or perform an action as part of a workflow, view the completed, available, and pending workflows in the Workflow Manager section of the Cognos Incentive Compensation Management web client.
Procedure

In the message center, click Workflow Manager.

- To start a workflow, click the link to the Presenter report on the Available Workflows tab.
  - Fill out the form then click the Start button.
  - Click Confirm.
- To perform an action as part of a workflow, click the Pending Workflows tab.
  - Click the link to the Presenter report to open the report.
  - Click the button corresponding to the action you want to perform.
  - Click Confirm.
- To view any workflow that has been completed, click the Completed Workflows tab.
  - Click the link to the workflow to view the workflow history.
Chapter 4. IBM Cognos Incentive Compensation Management
web client tabs

Administrators can customize the order, names, and content of web tabs that you see when you log in to the Cognos Incentive Compensation Management web client.

Each web tab may contain additional sub-tabs. Web tabs are created in the Portal Access module in the Cognos Incentive Compensation Management client. On different web tabs, you can view results, sign off on results, launch inquiries, or submit data.

Administrators can create the following individual tabs for various Portal Access groups in the Cognos Incentive Compensation Management client:

- Compensation Plan
- Draw Assignment
- Draw Report
- External URL
- Presenter Report
- Tailored Report
- Web Form

Administrators can create the following module tabs for various Portal Access groups in the Cognos Incentive Compensation Management client:

- Data Edit
- Inquiries
- Payee Ledger
- Reporting
- Web Forms

Submitting data on the data edit tab

You can edit table data in the IBM Cognos Incentive Compensation Management web client that has been made accessible and editable to you by compensation plan administrators in the Cognos Incentive Compensation Management client.

If you cannot click the cursor within a field then the category is not available for edit. Any data that you change must be approved by the administrator before it is published.

Procedure

1. From the Available Tables drop-down menu, select a table.
   In order for a table to display, an administrator must set the Web Data Edit permissions in the client.
2. Modify any editable data.
   Tip: Editable data is displayed in a white field.
3. Click Submit to communicate your change request.
Adding a new row of data to a table

You can submit new data to a table that you have been granted access to through the IBM Cognos Incentive Compensation Management web client.

**Procedure**

1. Open a table for data edit.
2. Click the **Toggle Table Filter Form** icon.
3. Complete all of the columns making sure the information is exactly how it appears in the table (for example, decimal places and date format).
4. Click **Add**.
   
   You will see the row under Pending Rows. In Composer, the administrator will see the table name is bold.
5. To approve or reject the pending row, the administrator can right-click the table in the Cognos Incentive Compensation Management Client and select **Web Data Edit > Approve or Reject Edits**.

Filtering data in a table

You can specify the data you want to view in the table on the **Data Edit** tab in the IBM Cognos Incentive Compensation Management web client.

**Procedure**

1. Open a table for data edit.
2. Click the **Toggle Table Filter Form** icon.
3. Type in or select a value in the column that you want to use as the filter.
   
   For example, type in a date in the date column.
4. Click **Filter**.
   
   Only the rows with the value you entered in Step 2 display.

Clearing a filter from a table

You can remove a filter from the table on the **Data Edit** tab in the IBM Cognos Incentive Compensation Management web client.

**Procedure**

1. Open a table for data edit.
2. Click the **Toggle Table Filter Form** icon.
3. Click **Clear**.

Inquiries tab

The **Inquiries** tab in the IBM Cognos Incentive Compensation Management web client shows any inquires that you have launched or that have been assigned to you.

Details regarding any inquiries that you submitted are visible from the Inquiries screen under **My Inquiries**.

You have the option to assign, escalate, return, or close an inquiry that has been sent to you.
Adding an attachment to an inquiry
You can submit a file along with your inquiries from the IBM Cognos Incentive Compensation Management web client.

**Procedure**
1. On the Inquiries tab, click **View** to view the details for an inquiry.
2. Click **Attach** to find an attachment.
3. Click **Submit**.


Adding additional comments to an inquiry
You can choose to add more comments to an inquiry from the IBM Cognos Incentive Compensation Management web client.

If a comment is added by the submitter of the inquiry, the user assigned to the inquiry will be notified. If a comment was added by the assignee, the submitter of the inquiry will be notified.

**Procedure**
1. To view the details for an inquiry, click **View**.
2. Type in your comment in the text box.
3. Click **Add Comment**.

Payee Ledger tab
You can view both **Detail** and **Summary** level compensation results for compensation plans and tailored report on the Payee Ledger tab in the IBM Cognos Incentive Compensation Management web client.

Detail page
You can trace each record that contributed to earnings for each period on the Detail page of the Payee Ledger tab in the IBM Cognos Incentive Compensation Management web client by viewing the link between calculated results and transactional data.

This page shows a list of transactions that correspond to each calculation, their value, and the result of the calculation.

If the compensation plan that you are a part of has more than one component, the detail screen shows results for each calculation. For example, consider a compensation plan that does the following actions:
- Calculates year-to-date sales for each sales representative
- Calculates the difference between year-to-date sales and quota
- Pays a commission on the difference
This would be displayed as three separate calculations, one after the other, each including results for all periods.

**Viewing source detail**
You can display the underlying details of an individual transaction, that is the information displayed in the row, from the primary data source of the calculation in a compensation plan or tailored report on the Payee Ledger tab in the IBM Cognos Incentive Compensation Management web client.

**Procedure**
1. On the Payee Ledger tab, open the compensation plan or tailored report on the Detail page.
2. Click the Show source information icon on a row of data.

**Exporting results to Microsoft Excel**
Payee Ledger results can be exported from the IBM Cognos Incentive Compensation Management web client to Microsoft Excel.

**Procedure**
1. On the Payee Ledger tab, open the compensation plan or tailored report.
2. Click To Microsoft Excel (.xls) or To Microsoft Excel (.xlsx).
3. Either open or save the file.

**Inquiry**
If you have concerns about the accuracy of your results on the Payee Ledger tab in the IBM Cognos Incentive Compensation Management web client, you can use the Inquire button to launch an inquiry and your concerns will be reviewed by your managers or a compensation plan administrator.

Launching an inquiry begins an email dialogue between you and the individual responsible for handling inquiries. After a resolution has been determined, any necessary changes are made to the compensation results.

**Making an inquiry**
You can send a message to your managers to inquire about results you have viewed on the Payee Ledger tab in the IBM Cognos Incentive Compensation Management web client.

**Procedure**
1. On the Payee Ledger tab, open the compensation plan or tailored report.
2. Begin the inquiry by performing one of the following steps:
   - Click the Inquire button.
   - Alternatively, you can click the Copy row to inquiry comment icon on each row of data to open the inquiry screen and attach the data to the text box.
3. From the drop-down menu, select a category.
   Categories are set up by compensation plan administrators in the Cognos Incentive Compensation Management client to facilitate the inquiry review process. If no categories are available in the drop-down menu, select None.
4. Attach documentation to support your inquiry.

**Important:** You will not be able to attach files with the following file extensions: "ade", "adp", "bas", "bat", "chm", "cmd", "com", "cpl", "crt", "exe", "hlp", "hta", "htm", "html", "inf", "ins", "isp", "js", "jsx", "jsp", "lnk", "lib", "mdb", "mdf", "txt".

5. To explain the reason for your inquiry, in the text box, type a comment.
6. Click Submit.

**Summary page**

From the Summary link on the Payee Ledger tab of the IBM Cognos Incentive Compensation Management web client, you can view your own compensation results, as well as the results for all payees whose results you are required to review.

**Generating plan or report results**

You can view the results of a selected plan or report on the IBM Cognos Incentive Compensation Management web client.

**Procedure**

1. On the Payee Ledger tab, select the Summary link.
2. Select a plan or report.
3. Select a payee.

The compensation report displays.

**Exporting Payee Ledger results to Microsoft Excel**

You can open or save the data in a compensation plan or report in a Microsoft Excel file using the IBM Cognos Incentive Compensation Management web client.

**Procedure**

1. On the Summary page of the Payee Ledger tab, open a compensation plan or tailored report.
2. Click **To Microsoft Excel (xls)** or **To Microsoft Excel (xlsx)**.
3. Either open or save the file.

**Making an inquiry on a compensation plan**

From the Summary page on the Payee Ledger tab in the IBM Cognos Incentive Compensation Management web client, you can send a message to your manager to inquire about results.

**Procedure**

1. On the Summary page of the Payee Ledger tab, open a compensation plan or tailored report.
2. Click **Inquire**.
3. From the drop-down menu, select a category.

   Categories are set up by compensation plan administrators in the Cognos Incentive Compensation Management client to facilitate the inquiry review process. If no categories are available in the drop-down menu, select **None**.
4. Attach documentation to support your inquiry.


Chapter 4. IBM Cognos Incentive Compensation Management web client tabs 13
“shs”, “sys”, “url”, “vb”, “vbe”, “vbs”, “vxd”, “wsc”, “wsf”, “wsh”. If you need to attach a file with one of these extensions, compress the file into a .zip format before attaching.

5. To explain the reason for your inquiry, in the text box, type a comment.
6. Click Submit.

Reporting tab

You can view reports that are created and posted by administrators on the reporting tab in the IBM Cognos Incentive Compensation Management web client.

Reports are highly configurable and can be created for a wide variety of purposes. For example, this section may include personal statements, top performers, dashboards, or quota attainment information. These reports, unlike Payee Ledger reports, can also contain charts, graphs, and maps, so information can be displayed in numerous ways.

Generating a PDF file

From the IBM Cognos Incentive Compensation Management web client, you can create PDF files of any reports that have been enabled for PDF export.

Procedure

1. Open the report for which you want to generate a PDF file.
2. Click the Generate PDF File or Generate PDF File for All Payees icon located in the right-hand corner of the report.

When you select Generate PDF File for All Payees, a zip file is created with a PDF file for each payee in the pick list.

Important: If the report has a pick list for payee ID, then the multiple PDF generation option will be displayed. If you are viewing a data grid in a Presenter report that has pagination enabled, the whole data grid is displayed in the PDF file, not just the current page.

Launching an inquiry on a report

You can submit an inquiry from a report on the IBM Cognos Incentive Compensation Management web client.

Procedure

1. From the Reporting tab, open the Presenter report.
2. Click Inquire.
3. From the drop-down menu, select a category.
   Categories are set up by compensation plan administrators in the Cognos Incentive Compensation Management client to facilitate the inquiry review process. If no categories are available in the drop-down menu, select None.
4. Attach documentation to support your inquiry.

If you need to attach a file with one of these extensions, compress the file into a .zip format before attaching.

5. To explain the reason for your inquiry, in the text box, type a comment.

6. Click Submit.

Web Forms tab

Use the Web Forms tab in the IBM Cognos Incentive Compensation Management web client to view and submit changes via web forms posted by your compensation plan administrator.

Any forms that you are authorized to review or edit can be selected from the Available Forms drop-down menu.

Web forms have been customized by your plan administrator and can contain a wide variety of data. Sometimes web forms are used to distribute commission statements or reports, or they may contain editable columns that allow you to enter metrics in the commission calculation process. Web forms are time-stamped and report when the last calculation was run in the Cognos Incentive Compensation Management client. A “Results last updated” stamp is displayed at the bottom of web forms.

The plan administrator determines what data you have access to. You may only be able to see information that pertains to you, or you may be able to see information for all payees that report to you.

Submitting data through web forms

You can send data to the IBM Cognos Incentive Compensation Management client through web forms in the Cognos Incentive Compensation Management web client.

Procedure

1. On the Web Forms tab, select an available form from the drop-down menu.
2. You may need to select a parameter or multiple parameters to display the web form.
3. Complete the form.
   Any data that appears in a white box can be changed and the updated results are submitted directly to the database.
4. To communicate your change request, click Submit.
5. To create a Microsoft Excel spreadsheet of the data in the web form, perform one of the following steps:
   • To send the data for the selected parameters to Microsoft Excel, click To Microsoft Excel.
   • To send the data for all parameters to Microsoft Excel, click All To Microsoft Excel.
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Glossary

This glossary includes terms and definitions for IBM Cognos Incentive Compensation Management.

The following cross-references are used in this glossary:

- See refers you from a term to a preferred synonym, or from an acronym or abbreviation to the defined full form.
- See also refers you to a related or contrasting term.

To view glossaries for other IBM products, go to www.ibm.com/software/globalization/terminology (opens in new window).

A

Active Directory (AD)

A hierarchical directory service that enables centralized, secure management of an entire network, which is a central component of the Microsoft Windows platform.

AD See Active Directory

administrator

A person responsible for administrative tasks such as access authorization and content management. Administrators can also grant levels of authority to users.

aggregate

A calculation that returns a single result value from several relational data rows or dimensional members. Typical examples are total and average.

allocated adjustment

An adjustment to the results of the difference between the original value calculated for a closed period and the value that would be currently calculated based on the new data.

application server

A server program in a distributed network that provides the execution environment for an application program.

attribute

In markup languages such as SGML, XML, and HTML, a name-value pair within a tagged element that modifies features of the element.

C

calculation

The process used to transform a series of records into a new result. Typically a calculation is mathematical, but may also include sorting, shifting, or adding to a prior result. Calculations enable the model admin to select records from their source data, perform operations on the data, segment results, and begin another calculation based on those results.

certificate

In computer security, a digital document that binds a public key to the identity of the certificate owner, thereby enabling the certificate owner to be authenticated. A certificate is issued by a certificate authority and is digitally signed by that authority.

component

A container that is used to organize a model. When creating a new model, components should be created first, in order to give the model a framework and ensure that it is easy to navigate. Once components have been created, model elements, such as tables, calculations, and plans can be built.

configuration file

A file that specifies the characteristics of a program, system device, system, or network.

D

database (DB)

A collection of interrelated or independent data items that are stored together to serve one or more applications. See also database server

database server

The server on which the database application and database are installed.
DB  See database

delimiter  
A character, such as comma or tab, used to group or separate units of text by marking the boundary between them.

digital certificate  
An electronic document used to identify an individual, a system, a server, a company, or some other entity, and to associate a public key with the entity. A digital certificate is issued by a certification authority and is digitally signed by that authority.

dimension table  
The representation of a dimension in a star schema. Each row in a dimension table represents all of the attributes for a particular member of the dimension.

fact table  
A relational table that contains facts, such as units sold or cost of goods, and foreign keys that link the fact table to each dimension table.

inbound connection  
A resource that is used to import data from selected outbound connections to a component. They are created to specify which component the selected outbound component should connect to.

join  
An action that combines records from two or more tables or calculations based on a point of commonality. Joins are produced by adding columns to the initial data source.

Lightweight Directory Access Protocol (LDAP)  
An open protocol that uses TCP/IP to provide access to directories that support an X.500 model and that does not incur the resource requirements of the more complex X.500 Directory Access Protocol (DAP). For example, LDAP can be used to locate people, organizations, and other resources in an Internet or intranet directory.

manual adjustment  
A one-time change to a value that is applied in specific scenarios. Administrators can add manual adjustments to any payee for any open period.

optimization  
The process of achieving improved runtime performance or reduced code size of an application. Optimization can be performed by a compiler, by a preprocessor, or through hand tuning of source code.

outbound connection  
A resource that is used to export calculation results or table data from a component. They are created from tables, calculations, and other sources.

parameter (parm)  
A value or reference passed to a function, command, or program that serves as input or controls actions. The value is supplied by a user or by another program or process. See also configuration file.

partition  
The division of a single calculated result into sub-results. Partitions are used to define how the results of the calculation will be displayed. For example, if the partitioning is by payee ID, the calculation results will show the calculated amount for each payee.
payee  An individual who is being compensated or is approving the compensation results.

period  A date interval that reported values are saved in. An example of a period is December 2000.

pick list  A list of cell values available to a user when entering data into a cell.

primary key  An object that uniquely identifies an entity bean of a particular type.

Q  

query  A request for information from a database that is based on specific conditions: for example, a request for a list of all customers in a customer table whose balances are greater than USD1000.

R  

root certificate  The certificate (proof of identity and keys) of the original trusted signer or certificate authority that certifies the authenticity of the end user/entity (or of intermediate signers).

S  

server  A software program or a computer that provides services to other software programs or other computers.

server certificate  An electronic stamp stored in the server’s key ring file that contains a public key, a name, an expiration date, and a digital signature. The server certificate uniquely identifies the server.

view  A virtual table that is created by joining two or more tables together. Views can also include the results of calculations.

web application server  

The runtime environment for dynamic web applications. A Java™ EE web application server implements the services of the Java EE standard.

web client  

An interface where payees can review and approve their compensation payments via a web browser. The Cognos ICM web client runs on a variety of servlet containers.

web server  

A software program that is capable of servicing Hypertext Transfer Protocol (HTTP) requests.

workflow  The sequence of activities performed in accordance with the business processes of an enterprise.

SSO  See single sign-on

Structured Query Language (SQL)  

A standardized language for defining and manipulating data in a relational database.

V  

validation rule  

A rule defined on an attribute definition that specifies the criteria that must be met by the data stored in an instance of this attribute for that attribute to be valid.

W  

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