Enterprise Content Management

Glossary

Glossary

This glossary provides definitions, and sometimes further explanations, of key terms and abbreviations as they are used in the AIIM ECM Courses. Where appropriate, formal definitions are taken from country or international standards referred to in the courses

Access

The ability or opportunity to gain knowledge of stored information.
Source: US DOD 5015.2-STD.

Accessibility

The availability and usability to specific groups.

Source: UK e-Government Metadata Standard v3.

This describes the degree to which records are usable by users with physical, visual, hearing, and cognitive or neurological disabilities.

ACL

Access Control List.
See also Access.

Adaptive Case Management (ACM)

Is information technology that exposes structured and unstructured business information (business data and content) and allows structured (business) and unstructured (social) organizations to execute work (routine and emergent processes) in a secure but transparent manner.

Source: Workflow Management Coalition www.xpdl.org/nugen/p/adaptive-case-management/public.htm

Administration

Activities performed by a system administrator, such as monitoring security configuration, managing allocation of user names and passwords, monitoring disk space and other resource use, performing backups, and setting up new hardware and software.
Source: The Free On-line Dictionary of Computing http://www.foldoc.org

Aggregation

A collection of records – a volume, file or class.

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AGLS

See also Australian Government Locator Service Metadata Standard.

AIIM

Association for Information and Image Management

See www.aiim.org

ASP

Application Service Provider.

Asymmetric key encryption

A way to encrypt data that uses two keys, one to encrypt data and the second to decrypt it. One key is called the private key because it is always kept secret, and the other key is called the public key because it can be freely shared.

Also called public key cryptography.

Audit Trail

An electronic means of tracking interactions with records within an electronic system so that any access to the record within the electronic system can be documented as it occurs or afterward.

Source: US DOD 5015.2-STD (extract).

Australian Government Locator Service Metadata Standard

The Australian government's metadata element standard. A set of 19 descriptive elements that government departments and agencies can use to improve the visibility and accessibility of their web services. It has been mandated for use by Australian government agencies.

Authenticity

An authentic record is one that is proven:

- To be what it purports to be,

- To have been created or sent by the person purported to have created it or sent it,

- To have been created or sent at the time purported.
  Source: ISO 15489

Authoritative

Four characteristics of an authoritative record:

- Authenticity,

- Integrity,

- Reliability,

- Usability.

Automated business process discovery (ABPD)

Use of technology to analyze data and mine activities to construct a representation of an organization's business processes and major process variations. Automation of this process removes subjectivity and applies a consistent methodology, often in real-time.

BCS

Business Classification Scheme.

BI

See Business Intelligence.

Big Data

Term describing the growth of data sets that become too large and complex to be managed with standard relational database tools. The rapid rise of social networks, social data, RFID, sensor networks and scientific data collection have created demand for new approaches to analyzing, storing and interpreting such large data sets.

Bitstream

A bitstream or bit stream is a time series of bits. When a bitstream is captured and stored in a computer storage medium, a computer file is created.

Source: http://en.wikipedia.org/wiki/Bit_stream

Bitwise Checking

A technique to detect and correct corruption caused by media degradation.

The technique relies on continual checking of copies against each other and the replacement of any copy found to have an error with a fresh copy.

Blog

Short for weB log, a blog is a light-weight authoring platform, typically focused on a single-author model, primarily textual, although can include essentially any type of "multimedia" content as well. Commenting or other interaction methods are typically provided for audience participation.

BPEL (Business Process Execution Language, also Web Services Business Process Execution Language)

A standard managed by the OASIS consortium that defines a language for specifying business process behaviour based on Web Services. Processes in BPEL export and import functionality by using Web Service interfaces.

See Business Process Management.
See Web Services
Source: OASIS http://docs.oasis-open.org/wsbpel/2.0/wsbpel-v2.0.html

BPM

See Business Process Management.

BPMN (Business Process Model and Notation)

A formal mechanism that maps the appropriate visualization of the business process (a notation) to the appropriate execution format (a BPM execution language). Created to address the gap between flow charts used by business analysts and the format of the languages used by BPM engines to execute the business processes.

See Business Process Management and BPEL.

Source: The Object Management Group www.omg.org/technology/documents/br_pm_spec_catalog.htm

Bulk Import

The automatic transfer of numerous electronic documents and/or information, from a network file system, legacy, or other system into an ECM system.

Bulk Download

See Bulk import.

Business Classification Scheme

See classification scheme.

Business Intelligence

The skills, knowledge, technologies, applications, quality, risks, security issues and practices used to help a business to acquire a better understanding of market behaviour and commercial context. For this purpose it undertakes the collection, integration, analysis, interpretation and presentation of business information. By extension, "business intelligence" may refer to the collected information itself or the explicit knowledge developed from the information.

Source: http://en.wikipedia.org/wiki/Business_intelligence

Business Process Management

1. A set of activities which organizations perform to either optimise their business processes, or adapt them to new organizational needs, usually aided by software tools.

2. Synonymously used to refer to the software tools themselves.

3. Application software that allows the direct execution of business processes, and can also monitor their execution, providing the means to analyse performance and improve the original processes.

> *Source: http://en.wikipedia.org/wiki/Business_Process_Management*
> *It provides the relationship between content and an organization's business processes.*

Bytestream

A series of bytes, typically of 8 bits each, can be regarded as a special case of a bitstream.
> *Source: http://en.wikipedia.org/wiki/Bytestream*

Capture

Registration, classification, addition of metadata and storage of an item of content in a system that manages content.

> *Source: adapted from MoReq2.*

Checksum Calculation

A technique to detect and correct corruption caused by media degradation.

> *The technique relies on continual re-calculation of checksums and the replacement of any copy found to have an error with a fresh copy.*

Chunking

The typically manual process of dividing content into smaller or component pieces.

Classification

The systematic identification and arrangement of business activities and/or records into categories according to logically structured conventions, methods and procedural rules represented in a classification system.

> *Source: ISO 15489*
> *See also classification scheme*

Classification Scheme

The structure an organization uses for organizing, accessing, retrieving, storing & managing its information.

> *See also fileplan.*

Close

(verb) The process of changing the attributes of a file or volume so that it is no longer able to accept the addition of records.

Source: adapted from MoReq2.

Closed

Describes a file or volume which has been closed and so cannot accept the addition of new records.

Source: adapted from MoReq2.

Cloud Computing

Is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal effort or service provider interaction. See also Software-as-a-Service (SaaS).

Source: NIST Definition of Cloud Computing http://nist.gov/itl/csd/cloud-102511.cfm

CMIS

(Common Management Information Services)

Works to standardize a Web services interface specification that will enable greater interoperability of Enterprise Content Management (ECM) systems. CMIS uses Web services and Web 2.0 interfaces to enable rich information to be shared across Internet protocols in vendor-neutral formats, among document systems, publishers and repositories, within one enterprise and between companies.

Source: http://www.oasis-open.org/committees/tc_home.php?wg_abbrev=cmis

CMS

See Content Management System.

COLD

(Computer Output to Laser Disk)
Software for the transfer of a printed version of a document or report to, when first developed, write-once optical discs or magneto-optical rewritable discs, but nowadays to more modern storage media.

Collaboration

Working together to fulfill a shared, collective, and bounded goal. Collaborative software, also known as groupware, is application software that integrates work on a single project by several concurrent users at separated workstations.

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Compliance

Obey[ing] an order, rule or request.

Source: Cambridge Advanced Learner's Dictionary.

In the context of ERM, used to mean obeying laws, regulations and standards.

Compression

The process of encoding information using fewer bits (or other information-bearing units) than an un-encoded representation would use, through use of specific encoding schemes.

Source: http://en.wikipedia.org/wiki/Compression

Some schemes are reversible so that the original data can be reconstructed (lossless compression), while others accept some loss of data in order to achieve higher compression (lossy compression).

Concept of Operations

A high-level document produced at the start of an ECM implementation project, which lays out the broad vision of the ECM-enabled organization and some of its key components.

Source: Adapted from IEEE 1362

ConOps

See Concept of Operations

Content

Information objects flexibly stored in a variety of formats and available for retrieval, re-use and publication.

Source: Serco Consulting

Content is characterised as 'unstructured' information including text, images, office documents, graphics, drawings, web pages, email, video, audio and other rich media assets.

Content Management

See Enterprise Content Management.

Content Management System

An application system (or systems) used to control content.

See Web Content Management.

Content Security

A strategy and supporting technology infrastructure to control access to digital content, in context and

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dynamically. Before organizations can embrace the state-of-the-art in Content Security, they need to have an appreciation of what is and is not possible. The primary point technologies that can comprise a Content Security strategy are: Records Management, Document Management, Web Content Management (WCM), Workflow/BPM, E-mail Management, Enterprise Rights Management (ERM), Identity Management/User Authentication, Policy-based Encryption, Content Authentication, Content Addressed Storage (CAS), Trusted Timestamps, Data Loss/Leak Prevention (DLP), Public Key Infrastructure (PKI), Digital Signatures, and Hierarchical Storage Management (HSM).

Controlled Vocabulary

A set of terms used to limit or validate metadata entered by users.

Examples include: a list of languages; a list of office codes; a list of document types.

CRM

Customer Relationship Management. Consists of the processes a company uses to track and organize its contacts with its current and prospective customers. CRM software is used to support these processes; information about customers and customer interactions can be entered, stored and accessed by employees in different company departments. Typical CRM goals are to improve services provided to customers, and to use customer contact information for targeted marketing.

Source: http://en.wikipedia.org/wiki/Customer_relationship_management

CSF

Critical Success Factor.

DAM

See Digital Asset Management.

Declaration

The process of defining that a document's contents (and some of its metadata attributes) are frozen as it formally passes into corporate control and is thereby declared as a record.

Source: UK TNA 2002 specification.

Deliver

Activities, products, and technologies which make content available and accessible to those who need it, in the most timely and appropriate ways, and in formats that suit the particular delivery channel.

Delivery channels include paper, Internet / intranet / extranet, portals, e-mail, fax, mobile phone, Personal Digital Assistants, XML – for display and/or data transfers, Instant Messaging, web-casting and content streaming, RSS.

Description

An account of the content of the resource.

Examples of description include, but are not limited to: an abstract, table of contents, reference to a graphical representation of content or a free-text account of the content.
Source: http://dublincore.org

Dewey Decimal Classification

A classification scheme used in libraries.

Digital Asset Management

The practice and domain of organizing digital files containing both the core content and associated metadata of multi-media, or rich-media items. For example, *images*, video, audio, graphics, web pages, and photographs*.*

Source: adapted from http://en.wikipedia.org/wiki/Digital_asset_management

Digital Certificate

The form in which public keys are exchanged.

A digital certificate not only stores the public key for distribution, it also binds the key to its owner.
See Public-key Infrastructure.

Digital Preservation

The process of ensuring that a digital object is accessible over the long term.

Source: University College London LIFE project

The managed activities necessary for ensuring both the long-term maintenance of a bytestream and continued accessibility of its contents.

Source: Research Libraries Group

Digital Rights Management

A group of technical methods used to control or restrict the use of digital content. For example: watermarking, copy protection and expiry dates can be used to protect the content of records.

Digital Signature

Extra data appended to a message which identifies and authenticates the sender and message data using public-key encryption.

Disclosure

The act of making information available because of a legal requirement.

For example, in response to freedom of information or privacy requests.

Discovery

The phase in a legal dispute when the opposing parties gather evidence and share it before the trial goes to court.

Note: may not apply in all jurisdictions.

Disposition

The action that is taken when a record reaches the end of its retention period. The three main options are: destroy/delete, transfer to an archive, or review by the record owner.

Document

Recorded information or object which can be treated as a unit.

Source: ISO 15489.

Document Management

The processes used to track, store and control documents.

Document Management systems commonly provide check-in, check-out, storage, and retrieval of documents.

DRM

See Digital Rights Management.

Dublin Core

A metadata element set that is a standard for cross-domain information resource description. It provides a simple and standardised set of conventions for describing things online in ways that make them easier to find. Dublin Core is widely used to describe digital materials such as video, sound, image, text, and composite media like web pages. Implementations of Dublin Core typically make use of XML and are Resource Description Framework based. Dublin Core is defined by ISO in 2003 ISO Standard 15836, and NISO Standard Z39.85-2007.

Source: http://en.wikipedia.org/wiki/Dublin_Core

Dublin Core Metadata Initiative

"…an organization dedicated to promoting the widespread adoption of interoperable metadata standards and developing specialized metadata vocabularies for describing resources that enable more intelligent information discovery systems."

EAI

Enterprise Application Integration.
> *Comment: used by BPM to integrate transactions (or messages) between applications.*

ECM

> *See Enterprise Content Management.*

ECM Components

AIIM lists the ECM core components as Document Management, Workflow, Collaboration, Imaging, Electronic Records Management, and Web Content Management.

E-Discovery (Electronic Discovery)

Refers to discovery in civil litigation that deals with information in electronic format (often referred to as electronically stored information or ESI). ESI can be content in any format, stored on any device and often includes the item's metadata.

EDM

Electronic document management.

> *See Document Management System*

EDRM

Electronic document and records management.

EDRM.NET

The Electronic Discovery Reference Model. This reference model is a conceptual, non-linear, iterative model of the nine-step e-discovery process.

e-GIF

The UK e-Government Interoperability Framework.

> *See http://www.govtalk.gov.uk/schemasstandards/egif.asp*

e-GMS

e-Government Metadata Standard (UK).

Electronic Records Management

The application of records management to physical and electronic records by a computer system.

Electronic Records Management System

A computer application that can manage electronic records and physical records.

Element

(In the context of metadata) a property of a resource. As intended here, "properties" are attributes of resources – characteristics that a resource may "have", such as a Title, Publisher, or Subject.

Source: Dublin Core Initiative.

Email Management Systems

Software-based systems that centrally capture emails created and received within an organization, apply a classification system to the emails and archive them, according to user-defined rules. Email archiving is one of the most common applications for email management.

Emulation

The imitation of the behaviour of a computer system with the help of another type of computer or system. For example, used in a Digital Preservation situation to enable the old system that created the content to run on a new platform (computer operating system and/or hardware).

Encoding Scheme

(In the context of metadata), a definitive list of terms from which a value can be chosen, thereby ensuring a consistent approach to encoding the metadata entry for captured content.

Encryption

To alter (a file, for example) using a secret code so as to be unintelligible to unauthorized parties.

Source: The American Heritage® Dictionary of the English Language.

Enterprise

A business or organization.

Enterprise Content Management

"The strategies, methods and tools used to capture, manage, store, preserve, and deliver content and documents related to key organizational processes."

Enterprise 2.0

A system of web-based technologies that provide rapid and agile collaboration, information sharing, emergence and integration capabilities in the extended enterprise.

Enterprise Rights Management

Also sometimes called Digital Rights Management, these systems embed security policies within documents themselves (an object-based model), thus securing or managing the rights placed on content, whether that content is at rest (stored), or in motion (being accessed within or outside the firewall).

ERM (1)

See Electronic Records Management.

ERM (2)

Enterprise Report Management.

ERM (3)

Enterprise Rights Management.

ERMS

See electronic records management system.

ERP

Enterprise Resource Planning.

Evidential Weight

Weight, or importance, a court (that is, the judges or jury) can give to the evidence.

See also Legal admissibility.

Extranet

A private network that uses Internet protocols, network connectivity, and possibly the public telecommunication system for the secure sharing of part of a business's information or operations with suppliers, vendors, partners, customers, or other businesses.

Source: http://en.wikipedia.org/wiki/Extranet

Can be viewed as part of a company's Intranet that is extended to users outside the company (e.g.: normally over the Internet).

FEA DRM

The Federal Enterprise Architecture (FEA) Data Reference Model (DRM) is intended to promote the common identification, use, and appropriate sharing of data/information across the US federal government through its standardization of data in data description, sharing and context.

Findability

The art and science of making content easy to find. A strategy that leverages, metadata, full-text search and taxonomies.

File

1. (Physical file): A device for holding physical documents

2. (Electronic file): A set of related electronic records.

> *Source: MoReq2.*

File Format

The internal structure and/or encoding of a file that allows it to be interpreted or rendered in human accessible form.

> *Source: MoReq2.*

Fileplan

The full set of classes, and the folders which are allocated to them, together make up a fileplan.

> *Source UK TNA Specification 2002.*

FOI

Freedom of Information (act).

Folksonomy

A practice of collaborative categorisation using freely chosen keywords. More colloquially, this refers to a group of people cooperating spontaneously to organize information into categories. In contrast to formal classification methods, this phenomenon typically only arises in non-hierarchical communities, such as public websites.

Format

> *See File Format.*

Format Obsolescence

The inability to continue to use a file format because one or more of the many software components involved in the processing 'chain' between the information stored in that format and the rendered information has changed, is no longer available, or is no longer supported by the supplier.

> *For example: encoding standards, file formats, and application, database, utility, and operating system software.*

Forms Processing

Usually refers to the scanning of paper forms to extract relevant data.

Geotagging

Is the process of adding geographical identification metadata to media such as photographs, videos, websites to help users find local-specific information.

GIF

Graphic Interchange Format.

Groupware

Application software that facilitates collaboration between groups or teams of people.
See Collaboration.

GUID

Globally Unique IDentifier. A 128 bit number conventionally expressed as groups of hexadecimal numbers.

HCR

Handwritten Character Recognition.

Hierarchic Storage Management

Software that automatically moves information between high cost, high speed devices, and low cost, low speed devices according to pre-programmed rules as demand for the information varies.

HSM

1. Hierarchic Storage Management.

2. Hierarchic Storage Manager

HTML

HyperText Mark-up Language.

Hybrid

In the context of ERM, used to indicate a mixture of electronic and physical records.
For example: a hybrid file contains physical and electronic records.

ICR

Intelligent Character Recognition.

Identifier

An unambiguous reference to the resource within a given context.
Source: http://dublincore.org

For example, in the context of ERM, the resources are records, files, classes etc.

Identity Management

A set of security procedures and practices that manage information about users, including their attributes, roles within and organization, and access rights to objects.

IFS

See Inverted File Structure.

IM

See Information Management.

Indexing

1. The process of capturing relevant metadata associated with content.

2. The process that supports full-text search of content, by generating a complete index, for all items that can be searched, of the exact position of every occurrence of every word, except for common words like conjunctions and prepositions, in the repository.

Information Architecture

The organization of information, in terms of: navigation, layout and search functionality. The goal is to enable users to find the information they are seeking in a clear manner.

Information Governance

The accountability for the management of an organization's information assets (especially its records), in order to achieve business purposes, and compliance with any relevant legislation or regulations.

Information Governance Framework

Group of elements that, taken together, ensure information is well managed within an organization.

Typically includes policies, processes, standards, people (roles and responsibilities), supporting tools and technology, and regular auditing to ensure compliance with these policies and standards.

Sometimes known as IGF.

Information Management

The activities and the organization structure required to control an enterprise's information assets, electronic and physical, acquired by one or many disparate sources, in a way that optimises access by all who have a share in that information or a right to that information.

Source: adapted from http://en.wikipedia.org/wiki/Information_management

Information Manager

Role in an organization responsible for aspects of information provision within a business area.

Inheritance

Principle by which an object can take on a metadata attribute of its 'parent' entity, by either:

1. Inheritance on creation, where the subordinate (or 'child') object takes the value of that attribute when it is created, or,

2. Retrospective inheritance, where either the attribute of the parent object is changed or the parent object is altered (e.g. by moving a folder in the fileplan so that it has a new parent object).

    Source: TNA02

Instant Messaging

A way of instantly communicating between two or more people over a network, such as the Internet […] differs from e-mail in that conversations are then able to happen in real-time.

Source: adapted from http://en.wikipedia.org/wiki/Instant_messaging

Integrity

The property of being complete and unaltered.

Source: ISO 15489.

Intranet

A private network that is contained within an enterprise, using Internet protocols.

Inverted File Structure

A database created by a search tool, to aid subsequent searches, of which words appear in which documents.

IPR

Intellectual Property Rights.

ISO 15489

An international standard that governs records management. It provides a framework to assess existing records management programs and to identify their strengths and gaps.

ISO 23081

An international standard that provides guidance on how to metadata within the ISO 15489 framework

JPEG

1. Joint Photographic Experts Group. This group defines standards for image compression.
2. A commonly used method of compression for photographic images. The degree of compression can be adjusted, allowing a selectable tradeoff between storage size and image quality.

Keywords

Terms or phrases submitted by a user of a search engine.

See parametric search.

KM

See Knowledge Management.

Knowledge Management

The leveraging of collective wisdom and experience to increase responsiveness and innovation,

Source: Frappaolo, Carl, Knowledge Management. England: Capstone, 2006.

Legacy system

Information technology, systems, and data they contain, that have been inherited or developed from languages, platforms, and techniques prior to the current technology.

Legal admissibility

Describes what a court of law will and will not accept as evidence in a case. Sometimes used incorrectly to express Evidential Weight.

Lexicon

A list of words together with additional word-specific information, i.e. a dictionary.

Comment: This would in ECM be a dictionary of all the words used in a thesaurus or classification scheme, with their definitions.

Source: http://en.wikipedia.org/wiki/Lexicon

Logical Store

Means by which documents and folders are accessed through hyperlinks, without needing to know the underlying folder structure, storage technology, or where the document or file resides.

Lossless

See Compression.

Lossy

See Compression.

Mashup

A web page or application that combines data from two or more online sources. The sources are typically other web sites and their data may be obtained by the mashup developer in various ways including, but not limited to: APIs, XML feeds, and screen-scraping. Often built using APIs that provide a variety of ways to view the relationship between a mashup and any supporting APIs used to create that application."

Source: http://www.programmableweb.com/faq

Malware

Generic term for unwanted, malicious or mischievous software; typically embraces computer viruses, worms, and Trojan horse programmes.

Media obsolescence

The inability to continue to use a storage medium because the supplier is no longer prepared to support and maintain the devices needed to read media (for example CD-ROMs, tape cartridges), even though these devices may still be in good working order.

Media degradation

The inability to continue to use a storage medium because it has reached the end of its physical lifetime, and hence may become unreliable.

Metadata

Data describing context, content and structure of content and their management through time.

This is one of several current definitions; it is chosen for this glossary as it relates specifically to records management. Note that in practice metadata is also used to describe classes, files etc.

Source: ISO 15489.

Metadata Stub

See Stub.

Microform

Microfilm or microfiche.

Middleware

Software layer, in a distributed computing system, that lies between the operating system and the applications on each site of the system.

Source: ObjectWeb Consortium.

Migration

Act of moving records from one system to another, while maintaining the records' authenticity, integrity, reliability and usability.

Source: ISO 15489.

MIKE2.0 (Method for an Integrated Knowledge Environment)

An open source methodology created by BearingPoint that provides a framework for developing and deploying an Enterprise Information Management system.

Source: http://mike2.openmethodology.org

Model Office

A controlled 'laboratory' ECM environment dedicated to designing, developing, and testing ECM functionality to 'get it right'.

MoREQ2

A Model Requirements Specification for the management of electronic records that defines generic requirements for an electronic records management system. It is intended for use throughout the European Union, though in practice it can be applied elsewhere.

MoSCoW

Method of classifying requirements into one of four categories: M – Must have, S – Should have, Co – Could have, and W - Would have, if we had time.

Attributed to the Dynamic Systems Development Methodology, DSDM.

NAS

Network Attached Storage.

Navigation

As used within ECM, the process or ability to identify specific content within a larger collection, by exploring or moving through a classification and/or taxonomy front-end.

OAIS

The Open Archival Information System reference model.

See: ISO 14721.

OASIS (Organization for the Advancement of Structured Information Standards)

A non-profit, international consortium that drives development, convergence and adoptions of open standards for the global information society.

Source: OASIS http://oasis-open.org/org/faq

Obligation

(In the context of metadata), the attribute of a resource property (usually an element or refinement), describing whether its presence is mandatory or optional.

OCR

Optical character recognition.

OMR

Optical Mark Recognition.

Open Source Software

Defined as computer software for which the source code and certain other rights normally reserved for copyright holders are provided under a software license that meets the Open Source Definition or that is in the public domain. This permits users to use, change, and improve the software, and to redistribute it in modified or unmodified forms. It is very often developed in a public, collaborative manner.

Source: http://en.wikipedia.org/wiki/Open_source_software

Parametric Search

A search based on meta-tags. Parametric search enables the query and retrieval of the content based on user specific values within the meta-tags. For example, "Retrieve all documents published between January 2007 and January 2008," is a parametric search leveraging a published date tag.

PDF/A

See PDF/Archival.

PDF/Archival

A derivative of Portable Document Format. The US Library of Congress defines it as "…a constrained form of Adobe PDF version 1.4 intended to be suitable for long-term preservation of page-oriented documents".

See: ISO 19005.

Personalization

Content management task during which content is selected or restructured to meet the specific desires and needs of each individual user or group of related users.

Source: from OPEN Process Framework glossary, http://www.opfro.org.

Physical record

A record held in non-electronic form. Where a record is held electronically on a removable medium such as a DVD, the DVD may itself be considered a physical record.

Pilot

A trial of the proposed ECM system with a subset of users, usually in their normal working environment.

PKI

See Public Key Infrastructure.

PNG

Portable Network Graphics.

Portal

A user interface paradigm and development framework to provide the integration of content, community and process in a Single Point of Access (SPOA). Similar to a dashboard, although typically oriented more towards content than numerically or data-oriented information.

Precision

Ratio of the number of relevant items retrieved, as judged by the user to satisfy the search criteria, to the total number of items displayed in the search engine results list.

Protective Marking

1. (verb) The process of writing a security classification on a document, record or volume (UK).

2. (noun) The security classification written on a document, record or volume (UK).

Public Key Algorithm

See asymmetric key encryption.

Public-Key Infrastructure

In cryptography, a public key infrastructure (PKI) is an arrangement, which provides for third-party vetting of, and vouching for, user identities. The public keys are typically in digital certificates.

Source: http://en.wikipedia.org/wiki/Public_Key_Infrastructure

QBE

Query By Example.

RAID

1. Redundant Array of Independent Disks.
2. Redundant Array of Inexpensive Disks.

Recall

Ratio of the number of relevant items retrieved by a search engine, divided by the total number of relevant items in the area being searched.

Record

Information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business.

Source: ISO 15489

Records Management

Field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records.

Source: ISO 15489.

Records Management instrument

See instrument.

Redaction

The process of hiding sensitive information in a record. This can include applying opaque rectangles to obscure names etc. (the electronic equivalent of censoring paper documents with ink) or removing individual pages of records. It can also apply to video and audio records.

Source: MoReq2.

Refinement

A subdivision of a metadata element which shares some of its properties.

For a rigorous definition see http://dublincore.org/usage/documents/principles/#element-refinement

Relevancy Ranking

A genre of methodologies and technologies used to display a list of retrieved content in some type of prescribed order.

Reliability

The assurance that if a record is contained within an ERM system it belongs within that ERM system and it has not been placed there illegally.

Source: ISO 15489.

Render

… producing a representation on-screen ("displaying") or printing; it may also imply playing audio and/or video.

Source: MoReq2.

Repository

Central place where data is stored and maintained.

Source: http://en.wikipedia.org/wiki/Repository

Can be a place where multiple databases or files are located for distribution over a network, or a location directly accessible to the user without having to go across a network.

Repurposing

To use, or convert for use, in another format or product, for a new purpose, or for distribution through a new channel.

Source: adapted from American Heritage Dictionary of the English Language (2000 ed.)

For example, "repurposed the book as a compact disk".

Retention Schedule

A set of instructions allocated to a class or file to determine the length of time for which its records should be retained by the organization for business purposes, and the eventual fate of the records on completion of this period of time.

Source: MoReq2.

Review

1. In the context of records management, the examination of a volume or file to decide whether its disposal can now be determined where this has not previously been possible (i.e. that it should be destroyed or transferred to an archive), or whether it needs to be retained for a further review at a later date.
2. In the context of document management, a stage within the document production cycle.

RFID

Radio Frequency ID. An RFID tag is an object that can be applied to or incorporated into a product, animal, or person for the purpose of identification and tracking using radio waves. Some tags can be read from several meters away and beyond the line of sight of the reader.

Source: http://en.wikipedia.org/wiki/Rfid

Rich Media Asset

Broad range of interactive digital media that exhibit dynamic motion, taking advantage of enhanced sensory features such as video, audio and animation; though nowadays it is used to refer to all non-text based digital assets.
Source: adapted from http://en.wikipedia.org/wiki/Rich_media

Role

The name given to a position in an organization. For example CIO, Managing Director, Local Records Officer, Information Manager, System Administrator, Scanning Supervisor.

RSA

A common public key algorithm.

RSS

A transformation technology that delivers a list of new or updated content to recipients, through a variety of channels. For example, channels include computers, portable digital assistants, web-capable mobile phones.
Comment: can mean either Rich Site Summary or Really Simple Syndication

SaaS (Software as a Service)

A model for deploying software by a service provider, to which customer or users subscribe via a license. Also known as on demand licensing, the software application is centrally maintained and managed, reducing the user organization's   responsibility and costs associated with maintenance, patches and updates.

SAN

Storage Area Network.

Scanning

The process of producing a digital image from a paper document or record.

Security Classification

The methodology and rules that are employed to grade and protect records that have a relevance to national security.

Security Clearance

A status granted to an individual, allowing access to Security Classified Information, usually in the public sector, or to commercially sensitive information in private sector organizations.

Semantic Web

An extension of the World Wide Web that leverages web services, ontologies and intelligent tags to enable the web to make informed and intelligent decisions regarding user and machine queries.

Search engine

A program designed to help find information stored on a computer system, such as the World Wide Web, or a personal computer.

Source: http://en.wikipedia.org/wiki/Search_engine

Sentiment Analysis

Is the application of text analytics or natural language processing to identify and extract subjective information in electronic content. Primary use cases in the ECM sphere include e-discovery, social media monitoring of product reviews or company brand, and social CRM (customer relationship management).

Service Oriented Architecture

A software architectural concept that defines the use of services to support the requirements of software users.

Source: http://en.wikipedia.org/wiki/Service_oriented_architecture

SGML

Standard Generalised Markup Language.

SMS

(Short Message Service) A service available on most digital mobile phones for sending short messages (also known as text messages) between mobile phones, other handheld devices, and even landline telephones.

Source: http://en.wikipedia.org/wiki/Short_message_service

SOA

See Service-Oriented Architecture.

SOAP

Simple Object Access Protocol.

Social Media

Web-based and mobile based technologies which are used to turn communication into interactive dialogue between organizations, communities, and individuals. An evolution of technologies introduced by the "Web 2.0" era.

SoLoMo (Social, Local, Mobile)

Refers to the popularity of social media, mobile technology and increasing importance of location-based data for search, findability and recommendation engines. SoLoMo emerged as a result of the popularity of geo-enabled smartphones and tablets and desire for greater local precision in search results or app notifications.

SRO

Senior Responsible Owner (sometimes Office).

Comment: The owner of an implementation program, and responsible for the delivery of its business benefits to the organization

Stop List

Words that will not be included in an IFS database, and so cannot be searched for.

Structured information

Information that has a defined structure and is intended to be processed by a computer program. For example, most information held in relational databases and processed by computer systems is considered structured.

Stub

The metadata retained to indicate the prior existence of a class or file that has been deleted.

Sub-file

An intellectual subdivision of a file.

Symmetric encryption

A class of algorithms for cryptography that use trivially related cryptographic keys for both decryption and encryption, also known as secret key encryption. For example: DES, Blowfish and IDES.

Source: http://en.wikipedia.org

Synchronization

An automated process that keeps data and/or content located in two or more places, through pasting or syndication, up-to-date so that each instance contains the identical information.

Syndication

A method of distributing content, frequently based on standards such as RSS and ATOM, to share content between systems directly, with cross-linking between the sender and receiver. Used to distribute content to a broader audience, to provide an ability to "mashup" content/data between systems, and move and re-use rather than copy (or duplicate) content.

See RSS

Synonym Rings

A ring of connected terms which are all treated as equivalent for searching. Synonym rings can be used to link acronyms, variant spellings (for example program and programme) or scientific and popular terms to a Classification Scheme or Thesaurus.

Taxonomy

(In the context of ECM) a systematic way of organizing words. The words can be in a straightforward list, in a hierarchy, or in any other systematic arrangement. By this definition, a hierarchic classification scheme is a taxonomy.

Text Mining

A combination of semantic analysis, linguistics, entity extraction, tagging, pattern recognition, lexical analysis and other forms of artificial intelligence used to infer meaning from bodies of textual content. Text mining is a form of data mining on textual content. It provides business intelligence (BI) and data mining within the realm of textual content.

Thesaurus

In the context of ECM, a thesaurus is a file that manages and tracks the definition of words and phrases and their relationships to one another, in a hierarchical fashion. The construction of a thesaurus is governed by ANSI standard Z39.19.

Title

The name given to the resource. Typically, a Title will be a name by which the resource is formally known. In electronic records management, the "resources" are classes, files, records and (in some cases) documents.

Source: http://dublincore.org

TNA

The National Archives of England, Wales, and the central UK government.

Trojan horse

Computer program that is malicious, and masquerades as a legitimate program with an adulterated variant of that program.

UAT

User Acceptance Testing.

Unstructured information

Information without a fully defined structure, intended to be read and used by humans. For examples, most information produced by common office applications (word processors, presentation programs) is considered unstructured.

Usability

A record can be found and understood if it has context within the structure of the records repository and the other records held there.

Source: ISO 15489.

USDOD 5015.2-STD

A standard developed by the US Department of Defence, that has been adopted globally as a way to test and benchmark electronic records management software applications.

Version Control

A document management feature, allowing users to develop and manage successive drafts of their work in a controlled manner.

Volume

A mechanical sub-division of a file.

VPN

Virtual Private Network.

Watermarking

A technique that allows an individual to add hidden or visible copyright notices, or other verification messages, to digital audio, video, or image, signals and documents.

Comment: an embedded type of DRM.

W3C

World Wide Web Consortium.

WCM

See Web Content Management.

Web 2.0

Term coined in 2004 to describe the emergence of interactive and collaborate web sites. The term describes a set of web application features that facilitate participatory information sharing, interoperability and collaboration.

Examples of Web 2.0 include social networking sites, blogs, wikis, image or video sharing sites, mashups and folksonomies.

Web content

The dynamic combination of graphics, audio, streaming video, XML and HTML presented on a variety of devices, including both intranet and the Internet.

Web Content Management (WCM)

Activities and computer software systems, frequently web applications, involved in managing internal or external websites, and the collaborative creation, and publishing of documents and other web content.

Web Experience Management Interoperability (WEMI)

An OASIS committee formed in 2011 with the purpose of defining a simple domain model for Web Engagement Management (WEM) and an abstract feature set to be commonly implemented by WCM/WEM systems.

Web Service

Software system designed to support interoperable machine-to-machine interaction over a network.

Source: adapted from W3C and http://en.wikipedia.org/wiki/Web_services

Comment: A standard means of interoperating, by the use of XML, between different software applications, running on a variety of platforms and/or frameworks.

Wiki

(Hawaiian for quick) A Wiki is server software that allows users to freely create and edit Web content using a browser. It supports hyperlinks, has a simple text syntax (at minimum) for creating new pages and cross-links between internal pages on the fly. Contributors can edit content as well as the organization of content in a wiki platform.

Workflow

1. The operational aspect of a work procedure: how tasks are structured, who performs them, what their relative order is, how they are synchronised, how information flows to support the tasks and how tasks are being tracked.
2. The computerised facilitation or automation of a process, in whole or part.
   Source: Workflow Management Coalition glossary, http://www.wfmc.org/standards/docs/tc003v11.pdf

   Comment: EDRM and ERM applications often provide the capability to manage the flow of electronic documents and records between people, departments and other systems.

WORM

(In the context of storage media) Write Once, Read Many, or Write Once, Read Multiple

XML

eXtensible Markup Language.