

# Appendix 1

# Glossary

The terminology used in the book draws from the disciplines of systems analysis and design, document management, and records and archives systems, and there is some variation in the use of terms between these approaches. Where possible, we consolidated the terminology, but in some cases, we resorted to multiple definitions. Definitions that have been used based upon those given in the records management standard ISO 15489-1 (International Organization for Standardization, 2001) are indicated.

Where superscripted numbers are used, e.g., record<sup>1</sup>, record<sup>2</sup>, this indicates alternative definitions of a term.

Acronyms are used in preference to spelled out names for entry points, but their description includes the equivalent spelled-out version. Acronyms that represent organizations have been excluded, and those that represent equipment have been limited.

For more wide-ranging terminology with respect to imaging, refer to the dictionary of Moore (1995). Online dictionaries that cover some of this terminology, but have an emphasis on technology, include *FOLDOC* (Howe, 1993–2002), *Techencyclopedia* (CMP Media Inc., 1981–2002), *Whatis?com* (TechTarget, 2002), and *High-Tech Dictionary* (ComputerUser.com Inc., 2002).

Term	Description
Accountability	<p>The principle of explaining one’s actions to another. It may be required at an organizational level for statutory, regulatory, or audit requirements, or to satisfy codes of practice or community expectations.</p> <p>The principle that individuals, organizations, and the community are responsible for their actions and may be required to explain them to others (ISO 15489-1–2001).</p>
Active records	<p>Frequently consulted records<sup>2</sup> that include material of immediate relevance to an enterprise’s current activity.</p>
Adequacy	<p>How well an enterprise initiative is documented to the extent of requirements. A major initiative should be extensively documented; a routine administrative action requires minimal information.</p>
Anchor	<p>The representation of a hypertext link.</p>
Aperture card	<p>A card containing an engineering drawing on a film clip, typically 35 mm. The card may be coded with identifying metainformation.</p>

<b>API</b>	Applications Programming Interface. An API is the specific method prescribed by a computer operating system or by another application program by which a programmer writing an application program can make requests of the operating system or another application.
<b>Appraisal</b>	The process of evaluating business activities to determine the records <sup>2</sup> that need to be captured, and how long the records need to be kept, to meet business needs, the requirements of organizational accountability, and community expectations.
<b>Archive</b>	The whole body of records <sup>2</sup> (or “corporate memory”) that is of continuing value to an organization or individual or a repository for such records; used in the plural form, “archives,” it may more specifically mean those records that are appraised as having continuing value.
<b>ASCII</b>	American Standard Code for Information Interchange; the binary code for representation of a basic character set of letters and numerals, which is interpreted by most software.
<b>ASP<sup>1</sup></b>	Active Server Page; a means of dynamically creating WWW pages by combining HTML with scripting facility to provide pages that are interactive with databases. Therefore, information on a page is tailored by the user interaction.
<b>ASP<sup>2</sup></b>	Application Service Provider; a company providing outsourcing requirements.
<b>Audit trail</b>	Systematic recording of evidence of transactions and activities for accountability purposes.
<b>Authoring</b>	Creating a document by providing the substantive content and the formatting.
<b>Authority file</b>	A file <sup>1</sup> of the allowed contents of a controlled data field; it contains the established forms of terms that are to be used as values, for example, the names of people or mechanical parts, or names of organizations, stored in a standard manner.
<b>AutoCAD</b>	A software package marked by Autodesk Inc., which enables creation of drawings that are saved with a DWG filename extension.
<b>Automatic indexing</b>	Creation of index files <sup>1</sup> using software for extracting terms from text.
<b>AVI</b>	Audio Video Interleave; a file format for <i>Microsoft's Windows</i> standard.
<b>Backup</b>	Procedures for creating and maintaining additional copies of the information in documents.
<b>Bar code</b>	A mechanism for coding data using a series of lines of varying width that may be read electronically. Physical documents may be given unique identification with bar codes that enable reading by devices such as wands to enable document tracking.
<b>Bit mapping</b>	Using individual pixels (or dots) to represent binary coded data for graphical display. The dots may be a simple on or off representation, or may represent colors with a variety that depends upon how many bits (binary digits) are assigned to a byte that corresponds to a pixel. Compare with raster.
<b>BMP</b>	Bit-Mapped Graphics; an application of raster coding for compression; each pixel is assigned a specific location and color value.

<b>Boolean searching</b>	Formulation of a search query for information retrieval using concepts linked by logical connectors, typically <i>AND</i> or <i>OR</i> .
<b>BPR (or BPE)</b>	Business Process Re-engineering; analysis and redesign of existing workflows and processes using a radical redesign approach to improvements in performance in contrast to the incremental approach of TQM.
<b>Browser</b>	A program that permits a searcher to navigate through information that is typically associated with links, as on the WWW.
<b>Byte</b>	A combination of bits (binary digits) that together represent a character such as a letter or numeral; often expressed as multiples such as kilobyte (KB) for $10^3$ bytes, megabyte (MB) for $10^6$ bytes, gigabyte (GB) for $10^9$ bytes, and terabyte (TB) for $10^{12}$ bytes.
<b>CAD</b>	Computer Aided (or Assisted) Drawing (or Design or Drafting), for physical layout steps of engineering design, often used as CAD/CAM in association with Computer Aided Manufacturing.
<b>Capture</b>	An action that results in the registration of a record <sup>2</sup> into a recordkeeping system; in digital systems, this should be concurrent with document creation.
<b>CAR</b>	Computer-Assisted Retrieval.
<b>Case files</b>	Files <sup>2</sup> such as those recording information for insurance, personnel, or medical purposes, where the name of a person or an organization is the subject.
<b>Catalog</b>	An organized description of a collection of documents; in some contexts, is referred to as a finding aid or index.
<b>CD</b>	Compact Disk; an optically encoded digital disk for data storage.
<b>CD-R</b>	Compact Disk — Recordable; a CD to which data may be added, but on which existing data may not be edited.
<b>CD-ROM</b>	Compact Disk Read-Only Memory; a CD recorded from a master; once multiple copies have been produced, they may not be edited or further recorded.
<b>CD-RW</b>	Compact Disk — Rewritable; a CD that may be edited and rerecorded.
<b>CGM</b>	Computer Graphics Metafile; a standard vector graphic compression format used by many word processors.
<b>Classification</b>	Organization by categories in a systematic manner; this may involve grouping by subject, function, or other criteria, or determining document naming conventions. Systematic identification and arrangement of business activities and records <sup>2</sup> into categories according to logically structured conventions, methods, and procedural rules represented in a classification system (ISO 15489-1–2001).
<b>CMS</b>	Content Management System; software support for creation, organization, and presentation of information, usually for delivery via WWW.
<b>COLD</b>	Computer Output to Laser Disk; production of images directly from computer by optical writing, typically used for computer-produced reports.
<b>COM<sup>1</sup></b>	Component Object Model; a general concept that succeeded OLE and supports the development of “plug-and-play” pro-

	grams that can be written in any language and used dynamically by any application in the Windows operating system.
<b>COM<sup>2</sup></b>	Computer Output Microfilm; movement of data by a recording device to microfilm directly from computer, or using digital transmission, typically via magnetic tape or disk.
<b>Compliance</b>	The way in which records <sup>2</sup> fulfill the regulatory and accountability requirements imposed upon an enterprise.
<b>Compound document</b>	A document, created at the time of viewing, that may comprise components from several digital sources in different formats brought together for display.
<b>Compression</b>	The use of an algorithm to reduce the storage space required for the representation of a digital object.
<b>Content management</b>	The procedures for handling the authoring, organization, and dissemination of digital documents in an enterprise, often used specifically in relation to Web-based documents. (See also ECM.)
<b>Continuum</b>	The coherent context of the existence of a record <sup>2</sup> and the processes affecting it from time of creation through to preservation, archiving, or destruction.
<b>Controlled vocabulary</b>	An allowed list of terms, such as an authority file, but usually also containing semantic relationships and rules for creating terms and their relationships, which, if they are subject terms, makes the vocabulary a thesaurus.
<b>CORBA</b>	Common Object Request Broker Architecture; a specification for creating, distributing, and managing distributed programs by allowing different vendor programs at different locations to communicate.
<b>Correspondence</b>	Recorded communication to and from the personnel of an enterprise, typically on policy, market, and administrative matters.
<b>CRM</b>	Customer Relationship Management; management by an enterprise of all interactions that it has with its customers.
<b>CSV</b>	Comma Separated Values; a CSV file <sup>1</sup> contains the values in a table as a series of ASCII text lines organized so that each column value is separated by a comma from the next column's value, and each row starts a new line.
<b>Data</b>	Encoded representation of information.
<b>Database</b>	Data that have been organized systematically for information retrieval in a structured manner in a file, <sup>1</sup> or more likely an interrelated group of files.
<b>DBMS</b>	Database Management System.
<b>DCOM</b>	Distributed Component Object Model. (See OCX.)
<b>DDL</b>	Document Description Language; provides the framework within which a document may be created and stored in a specified rendition.
<b>Descriptor</b>	Index term that has been created by precoordinate indexing.
<b>Destruction</b>	The process of eliminating documents so that they are beyond reconstruction.
<b>Digital imaging</b>	See imaging and imaging systems.
<b>Digital signatures</b>	A digital means of identification that may be interpreted by software to match different documents, typically in imaging systems.

<b>Disaster planning</b>	Provision for backup procedures in the event of major destruction of documents, typically to identify protection for vital records.
<b>Disposal schedule</b>	See Schedule. <sup>2</sup>
<b>Disposition</b>	The range of processes associated with implementing records <sup>2</sup> retention, destruction, or transfer <sup>1,2</sup> decisions documented in disposition authorities or other instruments (ISO 15489-1–2001).
<b>DLL</b>	Dynamic Link Library; a collection of small programs, any of which can be called when needed by a larger program that is running in the computer.
<b>DMS</b>	Document Management System; software support for organization and control of enterprise documents.
<b>DOC</b>	The filename extension and format for MS Word.
<b>Document</b>	Any medium that carries symbolic representation of human thought; recorded information on paper such as a form, report, directive, correspondence, book, or map, or its equivalent created and used on another medium such as film or disk. (A document, to be a record, <sup>2</sup> must have evidentiary value.) Recorded information or object that can be treated as a unit (ISO 15489-1–2001).
<b>DOS</b>	Disk Operating System.
<b>DOT</b>	An MS Word template document.
<b>DPI</b>	Dots per Inch; a measurement of resolution, usually referring to the number of discrete dots that a printer can print vertically or horizontally.
<b>DTD</b>	Document Type Definition; the set of rules that govern the structure of a marked-up document using markup such as HTML or XML.
<b>DVD</b>	Digital Versatile Disc (often also termed Digital Videodisc); a development of the CD to provide for audio, video, and data storage on one disk.
<b>DWG</b>	The filename extension and format for a standard AutoCAD drawing.
<b>ECM</b>	Enterprise Content Management; the aspiration that an enterprise's intellectual assets (content) and document systems can be effectively linked to business processes for effective utilization.
<b>EDI</b>	Electronic Data Interchange; generically, the transport of data between computers, and specifically, the international standard protocol for supporting trade transactions.
<b>EJB</b>	Enterprise JavaBeans; software support for writing reusable and transferable enterprise applications. It uses Java software to provide the basis for J2EE.
<b>Electronic imaging</b>	See imaging and imaging systems.
<b>Email</b>	Electronic mail; the software that enables transport of messages between computers that have unique addresses on a telecommunications network.
<b>Encryption</b>	The process of applying a complex transformation to a digital object so that it cannot be rendered by an application in an understandable form unless a corresponding decryption transformation is applied.

<b>ERM</b>	Enterprise Report Management; an aspect of document management used to describe an integrated approach to dealing with reports for application with COLD technology.
<b>ERP</b>	Enterprise Resource Planning; an industry term for the broad set of activities supported by multimodule application software that helps a manufacturer or other business manage the important parts of its business, including planning product, purchasing parts, maintaining inventories, interacting with suppliers, providing customer service, and tracking orders. ERP can also include application modules for the finance and human resources aspects.
<b>Evidence</b>	Information that substantiates a fact; not necessarily in the legal sense.
<b>FAQ</b>	Frequently Asked Questions; often stored with answers in a publicly available database as an element of content management or to support knowledge management.
<b>FAX</b>	Facsimile transmission; the procedures for supporting transport of images of documents across telecommunications lines, typically by creating images of printed documents.
<b>FCS</b>	File Classification Scheme (or File Plan); an outline of the way in which files are classified.
<b>Feature extraction</b>	An OCR technique that seeks the features of individual characters to distinguish and then recognize handwriting.
<b>Field</b>	A defined component of data within a record <sup>1</sup> within a logical model of a database.
<b>File<sup>1</sup> (database)</b>	A collection of related records <sup>1</sup> that may stand alone or comprise a logically consistent part of a database.
<b>File<sup>2</sup> (document)</b>	A group of related documents usually combined physically within one container or a series of related containers, such as folders or binders.
<b>File system</b>	The way in which files <sup>1</sup> are named and where they are placed logically for storage and retrieval. The DOS, Windows, OS/2, Macintosh, and UNIX-based operating systems all have file systems in which files are placed somewhere in an hierarchical (tree) structure. A file is placed in a directory (folder in Windows) or subdirectory at the desired place in the tree structure.
<b>Filing</b>	The process of storing in sequence, physical files <sup>2</sup> .
<b>Finding aid</b>	See Catalog.
<b>FLO</b>	The filename extension and format for ABC Flow Charter version 7.
<b>Forms management</b>	The procedures for controlling establishment, formatting, and standardization of physical or digital forms.
<b>Free text search</b>	See Full-text search.
<b>FTP</b>	File Transfer Protocol.
<b>Full-text search</b>	Information retrieval from a document using the complete text other than stop words held in a stoplist.
<b>Function</b>	An umbrella unit of business activity in an organization or jurisdiction.
<b>GIF</b>	Graphic Interchange Format; a common format for a graphic image on the WWW, the other being JPG. Along with JPG, the

<b>GIF</b>	GIF has become a de facto standard form of image for the WWW and elsewhere on the Internet, such as bulletin board services.
<b>GIS</b>	Geographical Information System; a GIS returns results from a database query explicitly in terms of geographic coordinates (latitude and longitude or some national grid coordinates) or implicitly in terms of a street address, postal code, or map.
<b>GML</b>	Geographic Markup Language; standard for geospatial object description.
<b>Grayscale</b>	The spectrum or shades of black possessed by an image, the extent of which will depend upon the number of bits in a byte used for bit mapping.
<b>Groupware</b>	Software that supports the concept of people working jointly on tasks, typically report writing.
<b>GUI</b>	Graphical User Interface; an interface that permits use of images.
<b>Half-tone</b>	An image that uses dots to represent variations in tone, according to the density of the dots.
<b>Hard copy</b>	Representation on a medium readable by a person, typically paper.
<b>Hardware</b>	Computer components and peripheral equipment.
<b>HDD</b>	Hard Disk Drive; equipment for interacting with a magnetic disk with high storage capacity.
<b>HTML</b>	Hypertext Markup Language; the scripting language used for most of the WWW pages produced to date. It describes the contents of a Web page (mainly text and graphic images) in terms of how it is to be displayed.
<b>HTTP</b>	Hypertext Transfer Protocol; the set of rules (application protocol) for exchanging files <sup>1</sup> (text, graphic images, sound, video, and other multimedia files) for use with HTML on the WWW.
<b>Hypertext</b>	Text that is marked up using a language such as HTML or XML to enable associations between different parts of the text or to files <sup>1</sup> external to the text.
<b>ICR</b>	Intelligent Character Recognition; a form of OCR that includes using context to improve the possibility of correct recognition of characters.
<b>IDCM</b>	Integrative Document and Content Management; used throughout this book to represent a systematic integrative approach to implementation and management of DMS, CMS, and RMS and how these systems are associated with workflow.
<b>IDEF</b>	Integrated Computer Aided Manufacturing DEFINition; a method of modeling decisions, actions, and activities of an organization.
<b>Image</b>	Representation of information using radiation or digitization.
<b>Imaging</b>	Process of capturing, storing, and retrieving documents, regardless of original physical format, using micrographics or digitizing techniques.
<b>Imaging systems</b>	Systems designed to obtain documents or images that are not already in computer-based form. At its simplest, a system may comprise devices for acquisition, such as scanner or camera, for output, such as a printer or microform writer, and an intermediate image processor.



<b>Inactive records</b>	Records that are rarely required for information retrieval, but which must be retained for archival or legal reasons, in case of occasional use.
<b>Indexing<sup>1</sup> (database)</b>	The use of software to create, from key data attributes, additional files in alternate sequences, sometimes called inverted files. <sup>1</sup>
<b>Indexing<sup>2</sup> (bibliographic)</b>	The use of keywords to create ways of looking up subject matter in text.
<b>Indexing<sup>3</sup> (document)</b>	The process of establishing access points to facilitate retrieval of records <sup>2</sup> and information.
<b>Information</b>	Data that have been organized or signs capable of interpretation within a context that may be assimilated into knowledge.
<b>Information management</b>	Procedures, which may be technical, analytical, or strategic, for optimizing the use of information.
<b>Information retrieval</b>	The procedure of searching for and extracting records <sup>1</sup> or parts of records from databases and presenting them to the searcher as information.
<b>Internet</b>	A worldwide system of computer networks — a network of networks — in which users at any one computer can, with access permission, get information from any other computer.
<b>Intranet</b>	A private network contained within an enterprise. It may consist of many interlinked LANs and also use leased lines in a WAN.
<b>Inventory</b>	A complete and detailed summary of records <sup>2</sup> and their storage in an enterprise; see also Catalog.
<b>IT</b>	Information Technology.
<b>J2EE</b>	Java 2 Platform, Enterprise Edition; a platform for multiple-level server-oriented enterprise applications using Java software.
<b>JPEG or JPG</b>	Joint Photographics Experts Group; which established the digital compression standard JPEG (or JPG), a graphic image created by choosing from a suite of compression algorithms. It is a file <sup>1</sup> type supported by the WWW protocol.
<b>Keyword</b>	An indexing term used as an access point for manually assigned indexing <sup>2,3</sup> or automatic indexing.
<b>Knowledge</b>	Information that has been cognitively assimilated.
<b>Knowledge management</b>	Information management that takes into account unrecorded information or knowledge retained by an enterprise's personnel.
<b>LAN</b>	Local Area Network; a computer network within a constrained area, typically an office.
<b>Legacy system</b>	An earlier generation of a computer system, from which data may have to be transferred, or procedures adapted, for interfacing or supplanting by a new system.
<b>Life cycle</b>	Sometimes used to represent the stages of existence of a record, <sup>2</sup> but also see continuum.
<b>Link</b>	A facility that enables a browser to navigate within hypertext to another idea or concept using an anchor.
<b>Magnetic ink</b>	Ink that may be recognized by a magnetic scanner for interpreting characters, typically on checks.
<b>MAPI</b>	Messaging Application Program Interface; a Microsoft Windows program interface that enables email to be sent from within



	a Windows application, at which point the document is attached to the email.
<b>Markup</b>	Tagged text codes included in a document in order to convey information about its structure and form.
<b>MDB</b>	The filename extension and format for MS Access.
<b>Memory</b>	The hardware in a computer that holds data for processing.
<b>Metainformation or metadata</b>	Information about information that improves the ability to understand the information by providing context, content, structural, or management information. For example, the layout of a form to be completed, the definition of fields in a database, or the identification of parts of the description of a document. Information included within markup is often referred to as metadata rather than metainformation.
<b>Microforms</b>	Documents on which information is recorded photographically in reduced form that requires magnification for reading, typically microfilm, microfiche, or microcards.
<b>Micrographics</b>	The discipline concerned with producing microforms.
<b>Migration</b>	The act of moving records <sup>2</sup> from one system to another, while maintaining the records' authenticity, integrity, reliability, and usability (ISO 15489-1–2001).
<b>MIME</b>	Multipurpose Internet Mail Extensions; a standard for multimedia email messages in multiple parts on the Internet that provides for graphics, FAX, and audio, in addition to text.
<b>MIS</b>	Management Information System; a computer-based system that provides consolidated information to management from several subsystems, such as accounting and human resources.
<b>MODEM</b>	MODulator–DEModulator; device for encoding data for telephonic transmission.
<b>MPEG or MPG</b>	A video compression format developed by the Motion Picture Expert Group that uses lossy compression by storing only the changes in successive video frames, rather than each entire frame.
<b>MPP</b>	The filename extension and format for MS Project.
<b>MS</b>	Microsoft Corporation.
<b>MSG</b>	The filename extension and format for a MS Outlook mail message.
<b>MW</b>	Megawatt.
<b>NAP</b>	Normal Administrative Practice.
<b>Natural language processing</b>	The process of using automatic means of analyzing the text of documents so that they may be indexed or characterized for information retrieval, without use of a controlled vocabulary.
<b>Notation</b>	The set of signs used to represent a classification scheme.
<b>NT</b>	A computer operating system developed by Microsoft.
<b>Object modeling</b>	The use of objects to represent what is being modeled for a computer system.
<b>OCM</b>	Organizational Change Management.
<b>OCR</b>	Optical Character Recognition; the procedure for using a scanner to recognize printed alphanumerical characters and digitize them.
<b>OCX</b>	An OLE custom control, a special-purpose program that can be created for use by applications running on Windows systems, called by Microsoft an ActiveX control.

<b>ODBC</b>	Open Database Connectivity; a standard or open API for accessing a database.
<b>ODMA</b>	Open Document Management API; an industry standard for managing documents that allows users to store, retrieve, and share them with security and version control.
<b>OEM</b>	Original Equipment Manufacturer; an enterprise that repackages equipment, such as computers, made by other companies.
<b>OH&amp;S</b>	Occupational Health and Safety.
<b>OLE</b>	Object Linking and Embedding; a framework for a compound document technology; and a mechanism for maintenance of links between versions so that changes to an original may be reflected subsequently.
<b>OMR</b>	Optical Mark Recognition; use of scanner for interpreting pencil marks on specially designed documents, such as forms, surveys, and answer sheets.
<b>Operating system</b>	The computer programs that jointly manage the computer hardware and software and make it possible for applications to interact with a computer.
<b>Optical disk</b>	Medium that includes a recording layer onto which data may be encoded and read by optical beams.
<b>Orientation</b>	The way in which a printer page is aligned, often expressed as landscape for horizontal orientation or portrait for vertical orientation.
<b>PDA</b>	Personal Digital Assistant; a handheld computer used for appointment tracking and note taking using character recognition software combined with input from a "pen."
<b>PDF</b>	Portable Document Format; a format developed by Adobe Systems for document publication.
<b>PICS</b>	Platform for Internet Content Selection; a WWW Consortium standard for metainformation that makes it possible for authors to describe their WWW sites in such a way that filtering software may be used to decide upon access to the sites.
<b>Pitch</b>	Horizontal measurement of how many characters fit into a particular space, typically an inch.
<b>Pixel</b>	A basic picture element for display.
<b>PKI</b>	Public Key Infrastructure; it enables users of a basically unsecured public network such as the Internet to securely and privately exchange data through the use of a public and a private cryptographic key pair that is obtained and shared through a trusted authority.
<b>PNG</b>	Portable Network Graphic; a bit-mapped format for compressed graphic images that, in time, is expected to replace the GIF format that is widely used on the Internet; it includes features such as built-in color correction, 48-bit color, and the capacity to print at a different resolution from that displayed.
<b>Portal</b>	A gateway for an Internet/intranet site that represents itself as a major starting site for users when they get connected to the WWW, or that users tend to visit as an anchor site. The portal provides users with a single point of entry to information holdings. There are general portals and specialized or niche portals.

<b>Postcoordinate indexing</b>	An approach to indexing <sup>2</sup> that assumes no coordination of index terms syntactically, assuming that any term combination will occur as part of information retrieval.
<b>Postscript</b>	A programming language that describes the appearance of a printed page. Developed by Adobe in 1985, it has become an industry standard for printing and imaging.
<b>PPT</b>	The filename extension and format for MS PowerPoint.
<b>Precoordinate indexing</b>	Assigned indexing <sup>2</sup> in which individual index terms are associated in strings of descriptors by the indexer, so that they may be used as term strings for information retrieval or display.
<b>Preservation</b>	Procedures for minimizing the deterioration of documents. Processes and operations involved in ensuring the technical and intellectual survival of authentic records <sup>2</sup> through time (ISO 15489-1–2001).
<b>Provenance</b>	The origination of records <sup>2</sup> and their ownership.
<b>Proximity operator</b>	An indication within a search strategy for information retrieval of the permitted distance between search terms within the searched text.
<b>PRX</b>	The filename extension and format for a single project created by Primavera Expedition.
<b>Public office</b>	A government instrumentality.
<b>QBE</b>	Query By Example; information retrieval by an interface that requires the user to present a query by completing or partially completing a table or formatted screen. The results are usually presented in the same format as the query.
<b>Quality records</b>	Records <sup>2</sup> used to demonstrate conformance to specified requirements, and effective operation of quality systems.
<b>Raster</b>	The description of a line pattern by means of an array comprising a horizontal and vertical dimension, in contrast to a bitmap, in which images are created by individual pixels.
<b>Record<sup>1</sup> (database)</b>	A data entity that may consist of one or more data elements or attributes.
<b>Record<sup>2</sup> (document)</b>	Any information captured in reproducible form that is available for conducting business. In this sense, it is a document that has evidence value. 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 (ISO 15489-1–2001).
<b>Record<sup>3</sup> (bibliographic)</b>	Reference information such as a catalog or an indexing <sup>2,3</sup> entry that acts as a pointer to other information.
<b>Record series</b>	See Series.
<b>Recordkeeping</b>	Systematic creation and maintenance of complete, accurate, and reliable evidence of and information about business activities in the form of recorded information.
<b>Reference file</b>	Earlier design files that are overlaid to provide a new version of a digital drawing in CAD.
<b>Registration</b>	The act of providing a document with an identity; in a recordkeeping system, this will mean giving a record <sup>2</sup> a unique identity.
<b>Registry</b>	The section in an enterprise that is responsible for mail handling, including registration, distribution, and filing; typically used in government departments.

<b>Relational database</b>	A database containing fields within two-dimensional arrays or tables that are defined logically with respect to each other.
<b>Rendition</b>	A specific, usually digital, manifestation of a document, for example, it may be produced in .rtf and .htm renditions.
<b>Repository</b>	The database or combination of files and databases that store an enterprise's documents; the term may also be used to represent a collection of physical documents.
<b>Requirements analysis</b>	The practice of reviewing the processes in an enterprise to determine business requirements, and how a system must function in order to meet those requirements.
<b>Requirements specification</b>	The expression of the requirements analysis into a form that spells out conditions from the viewpoints of the users, of functional capabilities, of administrative or technical constraints, or a combination of these.
<b>Resolution</b>	The capacity to be able to distinguish parts of images that are close together.
<b>Retention schedule</b>	See Schedule. <sup>2</sup>
<b>RFI</b>	Request for Information; generally used as a preliminary to establish from potential vendors the general capabilities of their systems.
<b>RFP (or RFT)</b>	Request for Proposal (or Tender); generally used to obtain formal proposals and costing of a system from potential vendors.
<b>RM</b>	Records Management; the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use, and disposition of records, <sup>2</sup> including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records (ISO 15489-1-2001).
<b>RMS</b>	Records Management System; software support RM.
<b>ROI</b>	Return on Investment.
<b>ROM</b>	Read Only Memory.
<b>RTF</b>	Rich Text Format; a file <sup>1</sup> format that enables text files to be exchanged between different word processors in different operating systems.
<b>Scaling</b>	Increasing or decreasing the size of an image by manipulating the bit-mapping density.
<b>Scanner</b>	A device that converts an eye-legible document into digital code, typically used in an imaging system or for OCR.
<b>Schedule<sup>1</sup> (bibliographic)</b>	The systematic listing of subjects in an index vocabulary, usually classification scheme, showing their relationships.
<b>Schedule<sup>2</sup> (document)</b>	A guide used in recordkeeping that for an inventory of records <sup>2</sup> registers the appraisal of the records and specifies the extent of activity of groups of records.
<b>SCM</b>	Supply Chain Management; business process attention to profitable transformation of raw materials into finished products with timely distribution to customers.
<b>SDI</b>	Selective Dissemination of Information; a process by which information seekers are provided periodically with information retrieved from new additions to databases by a search strategy that matches their interests.

<b>SDML</b>	Signed Document Markup Language; a language proposed by the Financial Services Technology Consortium to enable signing, endorsing, or witnessing of documents or parts of documents using public key cryptography.
<b>Secondary storage</b>	Storage of inactive records, often in physical facilities remote from and cheaper than those used for active records.
<b>Security</b>	Safekeeping and integrity procedures.
<b>Sentencing</b>	Deciding how records <sup>2</sup> should be stored and for how long, so that this may be recorded in a disposal schedule. <sup>2</sup>
<b>Series</b>	A group of related records <sup>2</sup> that are normally treated collectively as a unit.
<b>Server</b>	Hardware that makes files <sup>1</sup> available to users of a network to which it is connected.
<b>SGML</b>	Standard Generalized Markup Language; an international comprehensive standard for markup of documents.
<b>SLA</b>	Service Level Agreement; a contract in which a basic level of service is defined and agreed upon by negotiating parties.
<b>SMS</b>	Short Messaging Service; brief alphanumeric message that may be buffered by a network and sent to a mobile phone when it is activated.
<b>SOE</b>	Standard Operating Environment; a set of software recommended by an organization and available for installation on staff workstations, typically comprising an operating system and standard office and corporate applications.
<b>Software</b>	The programs and associated documentation of procedures for operation of computers and applications on them.
<b>SOP</b>	Standard Operating Procedure; the business rules and procedures that apply, particularly in a regulated environment.
<b>SQL</b>	Structured Query Language; a standardized protocol for expressing information retrieval queries.
<b>SRS</b>	System Requirements Specification; a detailed expression of what is required in a particular system.
<b>Stoplist</b>	A list of common terms provided to software to avoid their use in automatic indexing.
<b>Storage capacity</b>	The extent to which data may be stored on a particular device, typically expressed in bytes.
<b>SVG</b>	Scalable Vector Graphics standard; an open standard language for describing two-dimensional vector graphics in XML.
<b>System administrator</b>	Person responsible for following procedures and maintaining a computer system, its operating system, and applications.
<b>TCP/IP</b>	Transmission Control Protocol/Internet Protocol. The de facto Ethernet standard protocols incorporated into Unix and used to support Internet data communication.
<b>Telnet</b>	An Internet protocol that permits connection to a remote system and direct interaction with its applications, typically a database.
<b>Template</b>	A file <sup>1</sup> that contains outline text and formatting to enable creation of a document for a specific function and form, such as a memorandum, an application form, or an agenda.
<b>Terminal digit filing</b>	Filing using sequencing from right to left of numbers assigned to physical documents.

<b>Thesaurus</b>	The controlled vocabulary of an indexing <sup>2,3</sup> language formally organized so that connections between concepts are made explicit in the form of a priori equivalence, hierarchy, and associative relationships.
<b>TIF or TIFF</b>	Tag Image File Format; a common format for exchanging raster images between application programs, including those used for scanning images.
<b>TQM</b>	Total Quality Management; a structured process development approach that takes account of organizational culture to achieve continuous improvement in business functions.
<b>Tracking systems</b>	Systems for capturing and maintaining information about the movement and uses of records. <sup>2</sup>
<b>Transaction</b>	The smallest unit of business activity; the use of a record <sup>2</sup> is a transaction.
<b>Transfer<sup>1</sup></b>	Change of custody, ownership, or responsibility of documents.
<b>Transfer<sup>2</sup></b>	Movement of documents to another location.
<b>Truncation</b>	Information retrieval using “wildcard” symbols to look for fragments of words.
<b>URL</b>	Uniform Resource Locator; a WWW address consisting of computer domain name and file location.
<b>Vault</b>	See Repository.
<b>Vector graphics</b>	Digital description of an image comprising functions identifying geometrical relationships of parts of the image; the images are digitized by an algorithm that uses a mathematical expression of shapes, such as curves and lines, and may be reconstituted for representation, by application of the same algorithm.
<b>Version control</b>	Procedures for identifying unequivocally the authorship and sequence of different drafts or editions of a document.
<b>Vital records</b>	Records <sup>2</sup> without which an enterprise could not continue to function, typically those needed to reestablish it if there is a disaster.
<b>WAN</b>	Wide Area Network; a telecommunications network across a broad geographic area, in contrast with a LAN.
<b>WAP</b>	Wireless Application Protocol; it is a specification for a set of communication protocols to standardize the way that wireless devices, such as cellular telephones and radio transceivers, can be used for Internet access, including email, the WWW, newsgroups, etc.
<b>Wildcard searching</b>	See Truncation.
<b>Workflow</b>	The way that business transactions proceed; more specifically, software for tracking documents as they progress.
<b>WORM</b>	Write One Read Many; a type of optical disk that may be written on just once, and then read from indefinitely.
<b>WWW</b>	World Wide Web (often shortened to Web); it is the most widely used part of the Internet. It features hypertext, which is a method for instant cross-referencing.
<b>XLS</b>	The filename extension and format for MS Excel.
<b>XML</b>	eXtensible Markup Language; it is similar to the language of most WWW pages, HTML. Both XML and HTML contain mark-up symbols to describe the contents of a page or file. <sup>1</sup> XML is a simplified version of SGML, that being a metalanguage, permits much greater flexibility of document definition than HTML.