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**To:** CIOC  
**From:** Electronic Records Management System (ERMS) Community of Practice (CoP)  
**Subject:** ERMS Glossary

Enclosed is the final draft of the ERMS glossary put together by the ERMS CoP for your approval. These definitions are not information technology definitions or records management definitions but rather business terms that we all agreed worked for this CoP. We have also agreed that this is a “living document” in that terms may be added as we need them.

If you have any questions about this glossary, please do not hesitate to contact Mary Beth Herkert at [mary.e.herkert@state.or.us](mailto:mary.e.herkert@state.or.us) or 503-378-5196.

## Electronic Records Management System (ERMS) Glossary

**Archive (noun)** – a repository for historical records and information.

**Archive (verb)** - Used in the IT community to mean the storage and retention of data offline based on the retention of the contents.

**Backup** - A copy of all or portions of operating systems and applications and may include code or configuration files or data files from a system kept on storage media, such as tape or disk or on a separate system so that the files can be restored if the original data is deleted or damaged. Backup is used for security/disaster recovery purposes only.

**Born Analog** – Information that was created in a non-digital format and subsequently digitized.

**Born Digital** – Information created in electronic format.

**Business Process** – See Workflow

**Collaboration** - Technology designed to promote and enhance the creation, sharing, and dissemination of information. Collaboration technology has several sub-types, including document collaboration, workspace collaboration, and presentation collaboration.

**Content management**, is a set of processes and technologies that support the evolutionary life cycle of digital information. For example, an instance of digital content is created by one or more authors. Over time that content may be edited. One or more individuals may provide some editorial oversight thereby approving the content for publication. Later that content may be superseded by another form of content and thus retired or removed from use. Content management is an inherently collaborative process. It often consists of the following basic roles: Content author, Editor, Publisher, Administrator, and Consumer. A critical aspect of content management is the ability to manage versions of content as it evolves – version control.

**Content management system (CMS)** is a system used to assist its users in the process of content management. A CMS facilitates the organization, control, and publication of a large body of documents and other content, such as images and multimedia resources. A CMS often facilitates the collaborative creation of documents. It **does not** apply records retention or dispose of records within its system. However, it is a component of Enterprise Content Management.

**Database** – a set of related data and/or a group of integrated data made available to users.

**Database Management System (DBMS)** – A software system used to access and retrieve data stored in a database.

**Data Classification** – is the conscious decision to assign a level of sensitivity to data as it is being created, amended, enhanced, stored, or transmitted. The classification of the data should then determine the extent to which the data needs to be controlled or secured and is also indicative of its value in terms of Business Assets.

**Data Element** - Unit of data for which definition, identification, representation and permissible values are specified by means of a set of attributes. Data is part of a record.

**Data File** - A collection of information for use on a computer that is treated as a unit for storage. **See Also File**

**Destruction** - The process that results in the obliteration of records. See OAR 166- and also DoD Standard.

**Digital Information** – Information created and stored electronically that requires a machine for processing the information. See Electronic Record

**Digitization** - The process of transforming analog material into binary electronic (digital) form, especially for storage and use in a computer. 'Digitized' is used to distinguish materials that have been transformed from the media in which they were created from materials that are born digital. Digitization is distinguished from 'data entry', which is the process of typing textual records, often in forms designed to facilitate the process, into a computer system.

Digitization may start with information that is in electronic or physical form; for example, magnetic audiotape or phonograph discs. Digitization of textual documents typically produces an image of the words, which must be transformed to character data through a process of optical character recognition (OCR) or intelligent character recognition (ICR).

**Disposition** – The final stage in a records (information) 'Life Cycle.' There are two types of disposition – the first being records destruction in which the record (information) is destroyed; the second is the transfer of the records (information) to a repository, such as an Archives (noun) for permanent storage and access.

**DoD5015.2** - A standard (DOD 5015.2) issued by the Assistant Secretary of Defense for Command, Control, Communications and Intelligence (Department of Defense). The standard sets forth mandatory and optional baseline functional requirements for records management application software. The standard is available at <http://jitec.fhu.disa.mil/recmgt/>.

**Document** - Information or data fixed in some media that may or may not be not part of the official record.

**Document Management System** is a system used for managing documents that allows users to store, retrieve, and share them with security and version control. A Document Management System allows an enterprise and its users to create a document or capture a hard copy in electronic form, store, edit, print, process, and otherwise manage documents in image, video, and audio, as well as in text form. The Document Management System usually provides a single view of multiple databases and may include scanners for document capture, printers for creating hard copies, storage devices such as redundant array of independent disks systems and computer server and server programs for managing the databases that contain the documents. It **does not** apply records retention or dispose of records within its system. However, it is a component of Enterprise Content Management.

**Dots per inch (DPI)** – DPI represents the number of dots per linear inch to be scaled from hard copy media in preparation for a scanning job. The term DPI can also be used to specify a printing device's

native output resolution. The term DPI is probably most appropriately used when you scaling media like film or photos to be scanned to the required pixel dimensions. **See Also PPI (Pixels Per Inch)**

**Draft** – A preliminary writing of a public record for discussion, revision or correction, generally by another party, or a subsequent writing for discussion, revision or correction, generally by another party, that represents a significant change in content or context from a previous version.

There may be one or more drafts for each public record created, but not every public record will have a draft.

**E-Forms** – A technology solution for automating the collection, storage and distribution of information, typically via computer generated facsimiles of paper forms, usually with the objective of avoiding redundant manual data entry processes.

**Electronic Calendaring** – The ability to manage and maintain a schedule electronically.

**Electronic Imaging** - Various technologies used to store, retrieve, and manipulate pictures using a computer or video system.

**E-mail Management** – Provides the ability to improve manageability of messages (and enhanced fax integration); archiving individual user's e-mail messages as official records over the long term, and to retrieve, retain and dispose of them based on business rules and corporate policy.

**Electronic Mail Message** - A document created or received via an electronic mail system, including brief notes, formal or substantive narrative documents, and any attachments, such as word processing and other electronic documents, which may be transmitted with the message.

**Electronic Mail System** - A computer application used to create, receive, and transmit messages and other documents.

**Electronic Record** - Information recorded in a form that requires a computer or other machine to access the information.

**Electronic Records Management System (ERMS)** is software used by an organization to manage its records from creation to final disposition. The system's primary management functions are categorizing and locating records and identifying records that are due for disposition. The Electronic Records Management System also stores, retrieves, and disposes of the electronic records that are stored in its repository. ERMS is a component of Enterprise Content Management.

**Enterprise Content Management (ECM)** - is any of the strategies and technologies employed in the information technology industry for managing the capture, storage, security, revision control, retrieval, distribution, preservation and destruction of documents and content.

ECM systems are designed to manage both structured and unstructured content, so that an organization, such as a business or governmental agency, can more effectively meet business goals, serve its customers and protect itself against non-compliance, law-suits, uncoordinated departments or turnover within the organization. ECM systems contain the following features: Document Management, Records Management, Process Management, Web Content Management, E-mail Management, Collaboration, and Integration to line of business (LOB) applications.

**Federated/Enterprise Search** – Ability to query information sources and view the results. Can apply to web content searches, database searches, local or federated content repositories, or the information and unstructured data residing in file systems.

**File** - A group of documents related by use or topic, typically housed in a folder (or a group of folders; or in any computer system but especially in personal computers, a file is an entity of data available to system users (including the system itself and its application programs) that is capable of being manipulated as an entity (for example, moved from one file directory to another) **See Also Data File.**

**File Structure** –The manner in which data and other objects are organized within a file or the manner in which files are organized in a system representing a Business Process or Workflow. A hierarchical collection of folders and subfolders related to the Business Process or Work Flow.

**Folder** - A directory structure that organizes files into groups; a directory or subdirectory or a physical container for the collection of files.

**Imaging** - The process of copying documents by reproducing their appearance through photography, micrographics, or scanning.

**Imaging System** - An **Imaging System** can be defined as a computerized information system that manages visual information and relates it to textual documentation. (Such a system could also be described as "multi-media database," as it usually contains two or more different kinds of media.) Imaging systems can be approached either in terms of the processes through which they are constructed, their technical configuration, or in terms of the functional set of requirements they fulfill. The various stages in constructing an imaging system include image capture, storage, description, retrieval, distribution, and display. Each offers an appropriate way to cluster the various technologies and standards that apply at each stage in the process.

**Indexing** - An essential part of the capture process, creates metadata from documents (customer ID number, for example) so the document can be found. Indexing can be based on keywords or full-text.

**Intelligent Character Recognition (ICR)** - A technique of converting images of text, especially handwriting, into machine-readable data that uses patterns to match characters, then improves accuracy through an analysis of the characters in context.

**International Standards Organization** - A membership organization that works with national standards organizations from more than 140 countries to promote and coordinate the development of international standards.

**Knowledge Management** - A range of practices used by organizations to identify, create, represent, and distribute knowledge for reuse, awareness, and learning across an organization. Knowledge Management programs are typically tied to organizational objectives and are intended to lead to the achievement of specific outcomes, such as shared intelligence, improved performance, competitive advantage, or higher levels of innovation. Knowledge Management is an umbrella term for making more efficient use of the human knowledge that exists within an organization. The major focus of knowledge management is to identify and gather content from documents, reports and other sources and to be able to search that content for meaningful relationships.

**Life Cycle of a Record** – The process of managing information from the creation or receipt of a record until its final disposition.

**Long-Term Storage** – A facility or device that stores records (information) for long periods of time. Long-term storage is usually defined as a period of time that is greater than 10 years but less than permanent.

**Metadata** – A characterization or description documenting the identification, management, nature, use, or location of information resources (data). Metadata is commonly defined as "data about data." Metadata is frequently used to locate or manage information resources by abstracting or classifying those resources or by capturing information not inherent in the resource. Typically metadata is organized into distinct categories and relies on conventions to establish the values for each category. For example, administrative metadata may include the date and source of acquisition, disposal date, and disposal method. Descriptive metadata may include information about the content and form of the materials. Preservation metadata may record activities to protect or extend the life of the resource, such as reformatting. Structural metadata may indicate the interrelationships between discrete information resources, such as page numbers. In terms of information technology, metadata includes the documentation of data architecture, properties, and methods necessary to store, retrieve, and use the data in a meaningful manner. To the extent that data is a record, it may also include administrative, descriptive, preservation, and structural information.

**Migration Plan** – A detailed plan necessary for the movement from legacy systems to new target systems. Such migration efforts represent a complex engineering problem. These efforts call for a migration plan to supplement the development plan. The migration plan addresses issues associated with phasing out legacy systems and moving to the new system. These issues include user interface compatibility, database compatibility, transition support, system interface compatibility, and training. By producing and implementing a migration plan, a development organization can help a user community make the transition in an orderly fashion.

**Non-record-** Records (information) that does not meet the definition of a public records under ORS 192.005 (5) For example, "Public record" does not include: (a) Records of the Legislative Assembly, its committees, officers and employees. (b) Library and museum materials made or acquired and preserved solely for reference or exhibition purposes. (c) Records or information concerning the location of archaeological sites or objects as those terms are defined in ORS 358.905. (d) Extra copies of a document, preserved only for convenience of reference. (e) A stock of publications. (f) Messages on voice mail or on other telephone message storage and retrieval systems.

**Official Copy (Record)** – Is that version of a public record that has been designated by the agency as the record of a transaction or event and which is subject to the requirements of the Public Records Law and the retention and disposition schedules authorized by the State Archivist.

**Optical Character Recognition (OCR)** - The process of transforming images of characters in a document to the equivalent ASCII code for those characters.

**Permanent** – Materials created or received by an agency in the conduct of their affairs, intended to be preserved in perpetuity because of the enduring value contained in the information they contain or as evidence of the functions and responsibilities of their creator.

**Pixels Per Inch (PPI)** - Represents the number of pixels per linear inch on a photo print when a digital image's pixels are scaled onto paper. Just like pixels, these dots can vary in their size on hardcopy media (photo prints). Mathematically speaking, 72 dpi dots are 1/72 of an inch in diameter and 300 dpi dots are 1/300 of an inch diameter. Obviously, the dot size at 72 dpi will be much larger than the dot size at 300dpi. The term PPI is most appropriately used to scale existing digital images to a specified print size.

**Portal** – A personalized, browser based gateway to a variety of content resources, repositories, and applications. Historically used in the context of Internet content sharing (i.e. web portals), but more increasingly used to describe a means of delivering enterprise wide content to internal users.

**Public Records (retention and disposition)** - “**Public record** means a document, book, paper, file, sound recording, machine readable electronic record, or other material,...regardless of physical form or characteristics, made, received, filed, or recorded in pursuance of law or in connection with the transaction of public business, whether or not confidential or restricted in use...” ORS 192.005 (5)

**Public Records (Access)** – “**Public record**’ includes any writing containing information relating to the conduct of the public’s business, including but not limited to court records, mortgages, and deed records, prepared, owned, used or retained by a public body regardless of physical form or characteristics.” – ORS 192.410 (4)

**Record** - A written or printed work of a legal or official nature that may be used as evidence or proof; a document. A record is also data or information that has been fixed on some medium; that has content, context, and structure; and that is used as an extension of human memory or to demonstrate accountability. In addition, information in a fixed form that is created or received in the course of individual or institutional activity and set aside (preserved) as evidence of that activity for future reference is also a record.

**Records Management** - The planning, controlling, directing, organizing, training, promoting, and other managerial activities involving the life cycle of information, including creation, maintenance (use, storage, retrieval), and disposal, regardless of physical form. Records management procedures are used to achieve adequate and proper documentation of state policies and transactions and effective and economical management of Agency and organizational operations.

**Records Retention Schedule** – A document produced and approved by the State Archivist listing the length of time a record needs to be kept for administrative, legal, fiscal and historic purposes. For state agencies this time represents both the minimum and maximum length of time a record must be kept. A Records Retention Schedule approved by the State Archivist is an agency’s legal authorization to destroy public records. The State Archivist writes two types of retention schedule. The first is a special schedule that is written for records unique to an agency and the second is a general schedule representing those records that are common to most agencies. The general schedule for state agencies can be found in OAR 166-300.

**Retention Period** - The length of time that a record must be kept before it can be destroyed and for state agencies the maximum length of time a record can be kept. Records not authorized for destruction are designated for permanent retention. Retention periods for temporary records may be expressed in three ways 1. A fixed period from the time records in the series or system is created - for example, “Retain 2 years, destroy” means that the records must be kept for at least two years but also no longer than 2 years. 2. A predictable event - for example “Retain until superseded or obsolete, destroy.” 3. A

combination of a fixed period of years and a predictable event - for example “Retain 6 years after completion, destroy.” Retention periods are found in your agency’s special schedule or in the State Agency General Records retention Schedule found in OAR 166-300.

**Scanning** - The process of creating a raster graphic that reproduces a document or image by converting reflected or transmitted light into a digital signal that can be stored, transmitted, and reconstructed for display as an electronic image.

**Taxonomy** – A classification structure for a content repository. Taxonomies help users organize content, navigate to specific content objects within the repository, and search for content. A good taxonomy enables the same content to be located and accessed via multiple paths, and in some cases would include geographic or location specific content (i.e. on a state highway).

**Workflow** - The tasks, procedural steps, organizations or people, required input and output information and tools needed for each step in a business process. A workflow approach to analyzing and managing a business process can be combined with an object-oriented programming approach, which tends to focus on documents, data, and databases.

**Version Control** - Techniques, especially in an automated environment, to control access to and modification of documents and to track versions of a document when it is revised.