

Glossary of Records Management and Information Governance Terms



A Technical Report
prepared by
ARMA International
and registered
with ANSI
August 28, 2016

Glossary of Records Management and Information Governance Terms

5th Edition

ARMA International TR 22-2016

A Technical Report prepared by ARMA International
and registered with ANSI
August 28, 2016



ARMA International TR 22-2016

Composition: Cole Design & Production
Cover Art: Cole Design & Production

ARMA International
11880 College Blvd., Suite 450
Overland Park, KS 66210
913.341.3808

© 2016 by ARMA International. All rights reserved.
Printed in the United States of America.

The text of this publication, or any part thereof, may not be reproduced
without the written permission of ARMA International.

ISBN: 978-1-936654-74-1
ISBN: 978-1-936654-75-8 (PDF version)

A5032
V5032 (PDF version)

Table of Contents

Acknowledgments	iv
Foreword	v
Introduction	vi
Scope and Purpose	vi
Organization	vi
Term Entries	vi
Terms	1
Appendix A	58
Appendix B	60
Appendix C	63
Bibliography	67
About ARMA International	70

Acknowledgments

ARMA International gratefully acknowledges the contributions made by the following individuals, without whose time, effort, and expertise, this publication would not have been possible. Affiliations listed are those on file with ARMA International at the time of printing.

Workgroup Leader:

Aaron Bryant, IGP, Hyatt Hotels Corporation, Chicago, IL.

Workgroup Members:

John Breeden, CRM, Old Dominion Electric Cooperative, Glen Allen, VA.

Kurt Brenneman, North Carolina Department of Natural and Cultural Resources, Raleigh, NC.

Patricia C. Franks, Ph.D., IGP, CRM, CA, FAI, San José State University, San José, CA.

Teresa M. Gray, DTE Energy, Detroit, MI.

Carole LaRochelle, PGA TOUR Inc., Ponte Vedra Beach, FL.

Maren Read, CA, U.S. Department of Defense, Fort Meade, MD.

Joseph A. Settanni, CRM, CPC, Smith County, Tyler, TX.

Amy Taylor, A&M Taylor Consulting LLC, Weston, WV.

G. Mark Walsh, CRM, CA, Old Dominion University, Norfolk, VA.

Special Contributors:

Thank you to the ARMA International members, including representatives from the ARMA International Board of Directors and the ARMA International Content Editorial Board, who graciously contributed to the vetting and review of this technical report. Thanks, also, to the ARMA International Standards Development Program consultant, Nancy D. Barnes, Ph.D., CRM, CA, who served as project manager for the development of this publication, and to Vicki Wiler, ARMA International's editor-in-chief.

Foreword

The publication of this Technical Report, which has been registered with ANSI, has been approved by ARMA International, 11880 College Boulevard, Suite 450, Overland Park, Kansas 66210. This document is registered as a Technical Report according to the *Procedures for the Registration of Technical Reports with ANSI*. This document is not an American National Standard, and the material contained herein is not normative in nature.

Readers are encouraged to submit terms and/or comments to ARMA International for consideration in future editions of this publication.

Comments on the content of this document should be sent to:

ARMA International
Attn: Standards
11880 College Boulevard, Suite 450
Overland Park, Kansas 66210
standards@armaintl.org

This publication supersedes the *Glossary of Records and Information Management Terms, 4th edition*, ARMA TR 22-2012.

Rationale

This technical report may be useful in conjunction with the ARMA International Generally Accepted Recordkeeping Principles®, as well as other archives/records and information management standards, technical reports, and best practices publications. It provides “state of the art” information.

Introduction

Scope and Purpose

This glossary is intended for anyone whose work includes records management and information governance. Terms were included from numerous disciplines that have an impact on the profession, including archives, information management, information technology, legal services, and business management. Terms that have no particular records connotation were generally excluded.

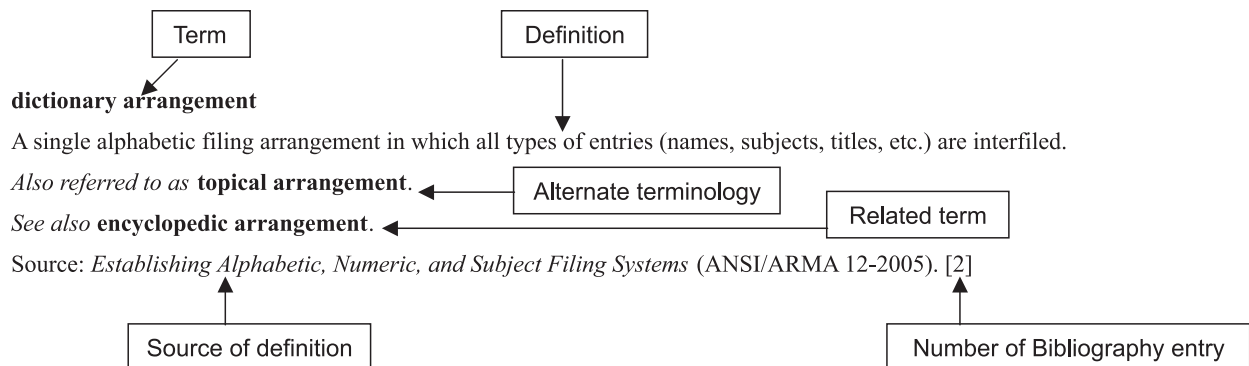
Organization

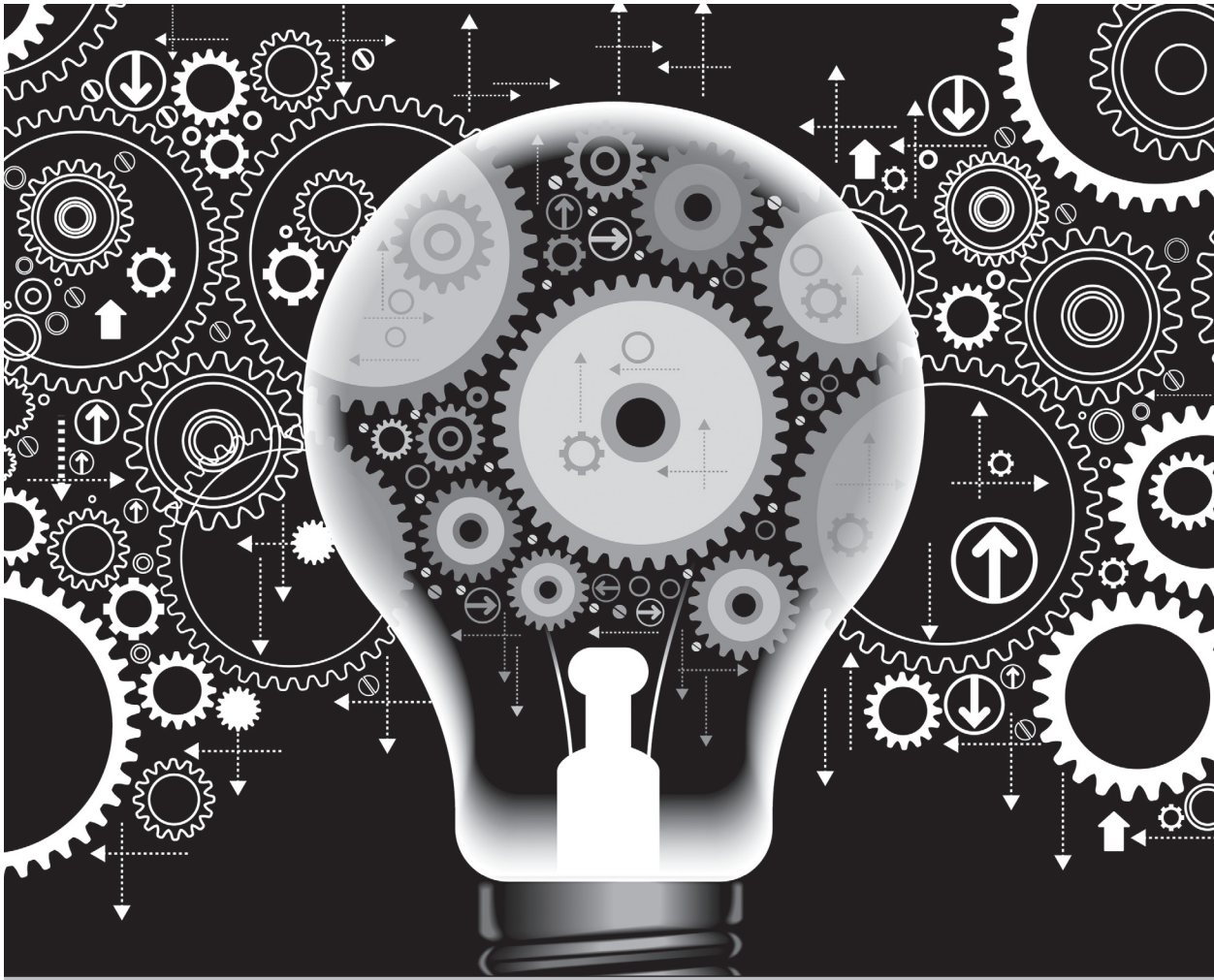
This Technical Report contains a main section that is an alphabetical glossary of **Terms** and several **Appendices**. The Appendices contain lists of international standards and other best practice publications applicable to the archives/records management industry; national libraries and archives from the countries on the ISO/TC 46 (Information and documentation) SC 11 (Archives/records management) subcommittee; and industry-related professional and trade organizations.

Term Entries

Each term is followed in parentheses by its abbreviation (if applicable). A term heading is followed by its definition(s). Where more than one definition applies, the alternative definitions are numbered. Where alternate terminology exists, it is introduced by the phrase “*Also referred to as*.” The alternate terminology is also included alphabetically with a “*See*” reference back to the preferred term. Additional explanatory information may be included in a “*Note*” statement. Related, but not interchangeable, entries in the glossary are cited by the use of “*See also*” cross-references. If the definition has been taken from another document, the referenced document is labeled as the “*Source*.” Bracketed numbers in Source lines refer to the corresponding Bibliography entry where the complete citation can be found.

The following entry example is labeled to indicate the different types of information included:





Terms

A

access

The right, opportunity, or means of finding, viewing, using, or retrieving information.

access control

The framework of policy, processes, and tools to control access to a resource or physical facility based on the permission level, role, and responsibilities assigned to the person requesting access.

See also [restricted access](#).

access copy

An official copy made for regular use rather than preservation.

See also [convenience file](#) and [use copy](#).

access time

The length of time between a request for a record and its delivery to the requester.

accession

The process of accepting legal custody and physical control of materials, documenting information about them in a register, database, or log, and establishing parameters for their use.

Note: May also include acceptance of legal custody.

See also [acquisition](#), [deed of gift](#), and [deposit](#).

accountability

The act of holding an individual or organization responsible for a set of activities, requiring them to ensure that the activities meet desired outcomes, and expecting them to explain any variances or non-conformances.

See also [principle of accountability](#).

acetate film

A safety film substrate used to produce microfilm.

acid-free

Products that do not contain acids (i.e., with a pH level of 7.0 or greater).

acquisition

The process of adding to the holdings of a records center or archives by transfer under an established and legally based procedure, by deposit, purchase, gift, or bequest.

See also [accession](#).

active data

Any readily accessible information in a computer's system or applications.

See also [active record](#) and [backup data](#).

active directory (AD)

A central location for network administration and security that is used for authenticating and authorizing all users and computers within a network of Windows® domain type, assigning and enforcing security policies for all computers in a network, and installing or updating software on network computers.

active record

A readily accessible record related to current, ongoing, or in-process activities and referred to on a regular basis to respond to day-to-day operational requirements.

Also referred to as [current record](#).

See also [inactive record](#) and [semiactive record](#).

activity (reference) ratio

A statistical measure of record activity within a system for a specific time period; it is determined by dividing the number of records requested by the total number of available records.

AD

See [active directory](#).

ADF

See [automatic document feeder](#).

administrative record

1. A record that is related to budget, personnel, supply, audit, accounting, or similar support operations common to all organizations.
2. The official record of decisions, proceedings, or process.

See also [operational record](#).

administrative retention criteria

The standards or rules concerned with the availability of records for long-term administrative consistency and continuity, as well as for day-to-day operations of individual program units.

See also [retention program](#).

administrative value

The usefulness of a record for conducting an organization's support functions (e.g., budget, personnel, supply, audit, accounting).

See also [evidential value](#), [fiscal value](#), [historical value](#), [intrinsic value](#), [legal value](#), [operational value](#), [secondary value](#), and [value](#).

adverse inference

A court's finding that evidence (e.g., records and information) was not produced because it would have been incriminating or unfavorable to the party that failed to produce it.

agent

A program running on a computer that performs as instructed by a central control point to track file and operating system events and takes directed actions, such as transferring a file or deleting a local copy of a file, in response to such events.

Also referred to as a [bot](#) or [robot](#).

air drying

A records and information recovery process to remove humidity, dampness, or wetness from media by drying under normal indoor environmental conditions (i.e., 70-75 degrees Fahrenheit, 40-55% relative humidity).

alienation

The improper, unlawful, or unauthorized separation of a record or records from an institution, a sequence of files, or a records series.

alkaline-buffered paper

A paper that has a reserve of 3-5% alkaline substance added for the purpose of counteracting any acid that may be introduced into the paper later.

alphabetic filing

A filing system in which files and documents are arranged in alphabetic order from A to Z.

See also [numeric filing](#).

alphanumeric filing

A filing system that uses a combination of letters and numbers, usually in combination with punctuation marks, to develop codes for classifying and retrieving information.

ambient data

See [residual data](#).

analog

A continuous wave or signal that has no limitation in amplitude and is used to carry information (e.g., phonographic records, magnetic tape recordings).

See also [digital](#).

analog copier

A copying device that creates an image of an original document using an electric charge on a photoconductive material on a drum to transfer powder (toner) to paper.

See also [digital copier](#).

analog image

An image, such as a photograph, that is represented by continuous tone variations and is not digitized.

analog record

1. A paper or micrographic record.
2. A record created by a continuously varying quantity, such as photographs and films made with light-sensitive media or sound based on magnetic support.
3. Record copies of audio or video recordings that are not digital.

See also [digital](#).

annotation

The changes, additions or editorial comments made or applicable to a document – usually an electronic image file – using electronic sticky notes, highlighter or other electronic tools. Annotations should be overlaid and not change the original document.

Source: *The Sedona Conference® Glossary*. [42]

Note: For electronic records, annotations may be separable and do not make permanent changes.

See also [redaction](#).

annualized loss expectancy

The probable annual dollar loss associated with the loss of a specific vital records series.

Note: The total expected annual loss to an organization is the sum of the expected annualized losses calculated for each vital records series.

anti-malware

A technology widely used to prevent, detect, and remove many categories of malware, including computer viruses, worms, Trojans, keyloggers, malicious browser plug-ins, adware, and spyware.

aperture card

An electronic data processing card with an opening that contains one frame of microfilm.

Note: This frame is usually cut from a roll of microfilm.

API

See [application program interface](#).

application program interface (API)

Tools and connectors used by a software program to communicate with the operating system or another software program so data passes seamlessly between programs.

application software

A computer program designed to help end users perform activities or tasks.

appraisal

The evaluation of a records series or an individual record's value for retention or archival purposes, based upon its current or predicted use(s) for administrative, legal, regulatory, fiscal, research, evidentiary, or historical purposes.

Also referred to as [records appraisal](#).

See also [functional appraisal](#).

archival agency

See [archives](#).

archival authority

An agency or group responsible for selecting and preserving archives, making them available, and approving destruction of other records.

archival data

Information designated for long-term preservation and not readily accessible; such information may be stored on a variety of media and in multiple systems.

archival institution

See [archives](#).

archival integrity

The principle that a body of records resulting from the same activity must be preserved as a group – without division, separation, or addition – to protect the evidential and informational value that can be discerned from such context.

archival program

A program or effort within an institution for identifying and preserving records with historical value to that institution.

archival quality

The material properties inherent in any medium permitting its preservation under controlled circumstances.

See also [durability](#).

archival repository

See [archives](#).

archival value

See [historical value](#).

archives

1. The noncurrent records created or received and accumulated by a person or organization in the course of the conduct of affairs and preserved because of their continuing or enduring value.
2. An institution or a division within an institution responsible for collecting, organizing, preserving, and providing access to records of enduring value.

Also referred to as [archival agency](#), [archival institution](#), and [archival repository](#).

See also [business archives](#) and [electronic archive](#).

archiving

The action of moving inactive electronic records or data offline where they cannot be modified but remain available for use until they are eligible for destruction.

archivist

An individual responsible for appraising, acquiring, arranging, describing, preserving, and providing access to records of enduring value, according to the principles of provenance, original order, and collective control to protect the materials' authenticity and context.

Source: *A Glossary of Archival and Records Terminology*. [36]

See also [Certified Archivist](#), [Certified Information Professional](#), [Certified Records Manager](#), [Information Governance Professional](#), and [records manager](#).

ARMA International Information Governance Maturity Model (IGMM)

A model providing metrics that organizations can use to develop an information governance program, benchmark an information governance program's maturity, identify and analyze gaps in an information governance program, assess information-related risks, and develop plans for mitigating those risks.

See also [information governance](#).

arrangement

1. The process of organizing materials to reflect their provenance and original order in order to protect their context and to achieve physical or intellectual control over the materials.
2. The organization and sequence of items within a collection.

artificial intelligence

The field of computer science that deals with the development of systems that mimic human intelligence.

See also [expert system](#).

asymmetric encryption

See [public key cryptography](#).

attachment

1. Any file(s) or record(s) associated with another parent file or record.
2. Within the context of e-mail, a file transmitted with an electronic message.

See also [unitization](#).

attestation

1. A concluding portion of a document, especially a formal record, signed by witnesses and often containing language intended to strengthen the presumption that all statutory requirements have been met.
2. The process of bearing witness, especially that a document being witnessed is authentic.

Source: *A Glossary of Archival and Records Terminology*. [36]

attorney-client privilege

The requirement that an attorney may not reveal communications that occur with his or her client.

attribute

A characteristic of an element or data that defines its nature and provides additional information.

See also [metadata](#).

audit

A review of information-related activities to ensure that sufficient policies, procedures, and controls are in place and complied with to meet all operational, legal, and regulatory obligations and to identify where and how improvements should be made.

audit log

See [audit trail](#).

audit trail

A record that allows a sequence of activities and their effects on an electronic record to be identified, reviewed, and reconstructed.

Also referred to as [tracking](#).

audit trail metadata

Protected metadata documenting record activity, including information about when and by whom a specific record was created, changed, or deleted.

authentication

1. The process of verifying that a thing is what it purports to be, that it is acceptable as genuine or original.
2. (computing) The process of establishing a user's identity and/or a remote computer's identity.

See also [verification of authenticity](#).

authenticity

The sum of the qualities of a record that establishes the origin, reliability, trustworthiness, and correctness of its content.

See also [principle of integrity](#), [veracity](#), and [verification of authenticity](#).

automatic classification

A process using electronic systems to encode rules and apply them to records in order to categorize and sort them.

automatic document feeder (ADF)

The mechanism used to process a paper document through a scanner; it is rated by the number of scanned pages per minute (PPM) or inches per minute (IPM).

availability

The characteristic of a program that ensures the ability to retrieve records in a timely, efficient, and accurate manner.

See also [principle of availability](#).

B**back up (v)**

The action of duplicating information or data primarily for protection in the event that the original is lost or destroyed.

See also [backup](#).

backfile conversion

The conversion of paper or microfilm information to digital form.

See also [file conversion](#) and [migration](#).

backfiles

Any existing source file in original paper or microfilm format that is logically part of, but pre-dates, an electronic record system.

backup (n)

A copy of information or data to be used for recovery and created as a precaution in the event that the original is intentionally or inadvertently lost or destroyed.

See also [back up](#) and [security copy](#).

backup data

An exact copy of active electronically stored information (ESI) that serves as a source for recovery in the event of a system problem or disaster.

Note: Backup data is generally stored separately from active data, on portable media.

See also [active data](#).

backup policy

An organization's guide describing processes and/or procedures for creating a copy of information as a precaution in case the original is lost or destroyed.

backup tape

Any magnetic tape or related media for storing copies of electronic information for purposes of restoration and/or recovery as part of an organization's backup policy.

backup tape recycling

The process whereby an organization's backup tapes are overwritten with new data, usually on a fixed schedule determined jointly by records management, legal, and information technology personnel.

bandwidth

The amount of simultaneous traffic a network connection can accommodate in a given period of time.

Note: Bandwidth is usually measured "per second," such as gigabytes per second (gps).

barcode

A predetermined pattern of vertical lines that, when read by an optical reader, can be converted to machine readable language.

See also [radio frequency identification](#).

barcode scanner

The equipment that converts a barcode printed image into data to be fed to a computer.

See also [optical scanner](#).

baseline

A specification or set of data that has been formally reviewed and agreed upon, thereafter serving as the foundation for comparison.

batch

A group of documents or data treated as a unit for a specific process.

batch processing

1. A method of executing a series of items via computer, all at one time.
2. A method of grouping a set of documents by a common factor.

See also [batchload](#).

batchload

A method of inputting a large number of computer files at one time.

See also [batch processing](#).

Bates number

Sequential numbering system used to identify individual pages of documents where each page or file is assigned a unique number.

Note: Often used in conjunction with a suffix or prefix to identify a producing party, the litigation, or other relevant information.

Source: *The Sedona Conference® Glossary*. [42]

See also [production number](#).

Bates numbering

See [Bates stamping](#).

Bates stamping

A technique, traditionally used by legal firms, to mark documents with a unique identification code as they are processed.

Also referred to as [Bates numbering](#).

benchmarking

The act of measuring against specified standards, references, or peer practices.

best practices

The procedures and guidelines that are widely accepted because experience and research has demonstrated that they are optimal and efficient means to produce a desired result.

big data

1. An information dataset so large that traditional information management practices are inadequate to efficiently process it.
2. A large volume of structured, semi-structured, and unstructured data that has the ability to add value and insight to organizational practices if analyzed for trends and patterns.

bit

An abbreviation of the words binary digit; the smallest possible unit of information on a machine, which may only hold the values of 0 or 1.

bitmap image

An image made up of pixels in a grid.

See also [raster image](#) and [vector image](#).

blip

An optical mark, usually rectangular, that has been recorded below a microfilm image and used for counting or indexing images or frames automatically.

See also [computer-assisted retrieval](#).

block-numeric filing

A records filing system that assigns number ranges to subjects (e.g., the Dewey Decimal system).

blog

An online journal with regular chronological entries written by one or more individuals that may provide readers with the ability to comment on postings.

Note: Derived from the phrase “web log.”

boilerplate

Any common text or graphics elements used consistently from one document to another.

See also [template](#).

bookmark

A link within an electronic file or webpage that allows a user to move quickly to a previously referenced location.

Also referred to as a [favorite](#).

Boolean logic

1. A method of searching electronic information systems that uses specific terms and symbols to refine a search and improve the chances of obtaining successful search results.
2. An information retrieval technique that uses operators such as “and,” “or,” and “not” to express logical search parameters that determine relationships between propositions or form sets, determine conditional flow of operations, and improve the accuracy of searches in automated catalogs, databases, and search engines.

Boolean search

A search using Boolean logic.

See also [natural language search](#).

bot

See [agent](#).

botnet

A term derived from “robot network” for a large automated and distributed network of previously compromised computers that can be simultaneously controlled to launch large-scale attacks, such as a denial of service attack, on selected victims.

BPM

See [business process management](#).

BPO

See [business process outsourcing](#).

browser

A graphical user interface (GUI) used to view and navigate the Internet, its resources, or program interfaces.

built-in dispersal

The regular distribution of records (especially vital records) to additional locations as a method of protection.

See also [dispersal](#), [load balancing](#), [mirror site](#), and [server clustering](#).

burn

The process of copying files or data to a writeable CD or DVD.

business archives

The accumulated records of an organization, maintained and preserved for their enduring value to document the history of that organization.

business continuity plan

The documented plan that defines the resources, actions, tasks, and data required to manage the disaster prevention, emergency preparedness, disaster response and recovery, and business resumption process in the event of a business interruption.

See also [contingency planning](#) and [disaster recovery plan](#).

business process management (BPM)

The business rules according to which information flows, process steps are drawn, tasks are assigned, and results are measured so efficiency can be improved.

See also [workflow](#).

business process outsourcing (BPO)

An organization's effort to contract with a third party for the management of a business function.

business to business

Electronic commercial transactions conducted between two business entities.

business to consumer

Electronic commercial transactions conducted between a business entity and an individual consumer.

business to enterprise

Electronic commercial transactions conducted within an organization.

business to government

Electronic commercial transactions conducted between a business entity and a government agency.

byte

A unit of measurement of digital data consisting of 8 bits.

Note: In binary terms and beginning with a kilobyte (KB) at 2 to the 10th power or 1,024 bytes, the progression to larger increments includes megabyte (MB) 2 to the 20th power; gigabyte (GB) 2 to the 30th power; terabyte (TB) 2 to the 40th power; petabyte (PB) 2 to the 50th power; exabyte (EB) 2 to the 60th power; zettabyte (ZB) 2 to the 70th power; and yottabyte (YB), 2 to the 80th power.

C**CA**

See [Certified Archivist](#).

caption

1. A title on a file folder, file guide, or drawer that identifies the contents of that file unit.
2. A title of a specific field on a form.

capture

The process by which official records are identified, described, and integrated into an electronic records management system for control throughout the lifecycle.

CAR

See [computer-assisted retrieval](#).

carton

A box or storage container structurally strengthened to hold physical records and standardized in size for efficient shelf storage; it normally holds approximately 1.2 cubic feet of paper records and measures 10" x 12" x 15".

Also referred to as [records storage box](#).

cartridge

A single core and usually closed container that stores, facilitates access to, and allows the automatic threading and rewinding of a single roll of film or tape. The film must be completely rewound to allow removal from the reader.

See also [cassette](#).

case file

A file containing standardized contents relating to a specific action, event, person, place, project, or subject.

See also [project file](#).

cassette

A double core container that stores, facilitates access to, and allows the automatic threading and rewinding of a single roll of film or tape. The film may be removed from the reader without completely rewinding the microfilm onto one of the cores.

See also [cartridge](#).

catalog

1. A systematically arranged list of records or other items and their descriptive details.
2. The act of creating a descriptive index.

categorize

The act of creating the successive and hierarchical representation of information to groups that is both exhaustive and exclusive.

category

An intellectual grouping so that related documents or records are grouped together for ease of use.

CD

See [compact disk](#).

CDIA+

See [Certified Document Imaging Architect](#).

cellulose acetate film

A safety film substrate used to produce microfilm, among other things.

See also [diaz microfilm](#), [microfilm](#), [silver halide microfilm](#), and [storage media](#).

central files

The files of one or more organizational units stored in one physical location to improve their management and control.

Also referred to as [central registry](#).

central registry

See [central files](#).

certificate of destruction

A document stating that certain records were destroyed in accordance with an organization's formal retention policies or schedules.

Certified Archivist (CA)

An archivist who has successfully met all criteria for membership in the Academy of Certified Archivists (ACA), including qualifying for certification by meeting a series of defined professional standards and passing an examination or, prior to 1989, qualifying by petition.

See also [archivist](#), [Certified Information Professional](#), [Certified Records Manager](#), [Information Governance Professional](#), and [records manager](#).

certified copy

A copy of a document attested to be a true copy by the official custodian of the original document.

Certified Document Imaging Architect (CDIA+)

A professional who has earned the vendor-neutral certification administered by CompTIA that validates that professional's level of expertise in the technologies and best practices used to plan, design, and specify a document imaging management system.

Certified Information Professional (CIP)

A professional who has demonstrated knowledge of six domain areas across the spectrum of content and information management by passing a certification examination administered by AIIM.

See also [archivist](#), [Certified Archivist](#), [Certified Records Manager](#), [Information Governance Professional](#), and [records manager](#).

Certified Records Manager (CRM)

A professional records manager who has satisfactorily passed the certified records manager examination administered by the Institute of Certified Records Managers and who remains a member in good standing.

See also [archivist](#), [Certified Archivist](#), [Certified Information Professional](#), [Information Governance Professional](#), and [records manager](#).

CFR

See [Code of Federal Regulations](#).

chain index

A hierarchy of terms in a classification scheme that progresses from general to specific terms (e.g., birds, perching birds, swallows).

See also [classification system](#) and [file classification system](#).

chain of custody

The succession of offices or persons having seizure, custody, control, transfer, analysis, and disposition of physical or electronic evidence.

See also [check-in](#) and [check-out](#).

champion

A visionary or advocate of a records and information program that raises awareness by publicizing a project or securing necessary funding.

See also [executive champion](#).

charge-back

The allocation of the costs of programs, functions, or services to the groups who use them.

charge-out

See [check-out](#).

check-in

A control procedure designed to identify the current location of a record or information that has been returned to its assigned location or, if digital, has been released for authorized users.

See also [chain of custody](#) and [check-out](#).

check-out

A control procedure designed to identify the current location of a record or document that has been removed from its assigned location or, if digital, has had its accesses cut from authorized users.

Also referred to as [charge-out](#) and [sign-out](#).

See also [chain of custody](#) and [check-in](#).

chief records officer (CRO)

A top-level executive officer in an organization and the principal decision maker with responsibility to: ensure that the organization leverages records and information for maximum effectiveness enterprise-wide; direct all aspects of the organization's records and information management program; develop and implement strategies to meet business, legal, and regulatory requirements for records management and compliance; and determine staff levels, equipment, and other resources required to meet the organization's records and information management objectives.

See also [RIM director](#).

CHRON

See [chronological file](#).

chron file

See [chronological file](#).

chronological file

Records filed in date sequence.

CIP

See [Certified Information Professional](#).

classes of disaster

Categories of disruptions to routine business activities that help establish the level of response needed to return to normal business operations.

Note: A typical categorization/classification is:

- Class 1 – Most severe conceivable; national in scope
- Class 2 – Severe natural disaster affecting local area
- Class 3 – Destruction of major building of an organization during working hours
- Class 4 – Destruction of major building of an organization during nonworking hours
- Class 5 – One or two functions of an organization affected
- Class 6 – Sub-function affected
- Class 7 – Lost document

classification system

A system in which related material is filed under a major subject and its subheadings.

Also referred to as [encyclopedic subject filing](#).

See also [chain index](#), [file classification system](#), [subject filing](#), and [taxonomy](#).

classified record

A document containing information that, if disclosed, might be harmful to a government, organization, or other entity, or to national security.

See also [confidential record](#), [privileged record](#), [restricted record](#), and [security classification](#).

classifying

The act of analyzing and determining the content of a document and then selecting the subject and access categories under which it will be filed and/or indexed.

Note: This is not to be confused with assigning a value to a record based on its content.

See also [coding](#) and [indexing](#).

C-level

A group of company officials who have corporate titles denoted by three letter initials beginning with the letter "C" for chief and ending in the letter "O" for officer such as the CEO (chief executive officer), COO (chief operating officer), or CIO (chief information officer).

Also referred to as [C-level suite](#).

C-level suite

See [C-level](#).

climate control

The management of temperature and humidity where records are stored.

See also [environmental control](#).

closed file

A file on which action has been completed and to which documents are unlikely to be added.

cloud computing

A model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.

Source: *The NIST Definition of Cloud Computing*. [28]

See also [community cloud](#), [hosted application](#), [hybrid cloud](#), [infrastructure as a service](#), [platform as a service](#), [private cloud](#), [public cloud](#), [vertical cloud](#), and [virtual private cloud](#).

CMS

See [content management systems](#).

Code of Federal Regulations (CFR)

A codification of rules, including those relating to record-keeping, published in the Federal Register by the executive and other branches of the U.S. federal government.

coding

The act of assigning file designations to records as they are classified.

See also [classifying](#) and [indexing](#).

COLD

See [computer-output to laser disk](#).

cold site

An alternative computing facility used as a backup site for disaster recovery in which the vendor provides the office space, but the customer provides and installs all the necessary equipment and software. In some cases, the customer may maintain office space, equipment, and software.

See also [hot site](#) and [warm site](#).

collaboration

To work with others, especially in an intellectual endeavor

collaboration tool

A software application or set of electronic tools that allows multiple authorized users to work on the same document and to see each other's comments and suggested changes.

See also [Web 2.0](#).

collaborative digital preservation

A gathering of individuals, communities, and autonomous institutions working together for the purpose of sharing digital preservation knowledge, training, expertise, and resources to achieve shared and common goals for access, preservation, authenticity, and use.

collate

The action of combining documents from two or more sets into one set that has a specified order.

color coding

The use of color in a filing system to identify file folder or records with certain characteristics to improve speed of access and to reduce the chance of misfiles.

COM

See [computer-output microfilm](#).

commercial records center

A facility that stores the records of other organizations and provides services on a for-profit, fee basis.

community cloud

The cloud infrastructure provisioned for exclusive use by a specific community of consumers from organizations that have shared concerns (e.g., mission, security requirements, policy, and compliance considerations).

Note: It may be owned, managed, and operated by one or more of the organizations in the community, a third party, or some combination of them, and it may exist on or off premises.

Source: *The NIST Definition of Cloud Computing*. [28]

See also [cloud computing](#), [hybrid cloud](#), [private cloud](#), and [public cloud](#).

compact disk (CD)

An optical disk that can store up to 700 megabytes of data.

Note: CDs are available in read-only (CD-ROM), write-once (CD-R), and rewritable (CD-RW) technologies.

See also [digital versatile disc](#), [optical disk](#), and [storage media](#).

compact shelving

A system of mobile shelving intended to save space and/or provide additional levels of security.

compliance

The manner and duties in which an organization conducts its activities in accordance with the requirements of applicable internal and external authorities.

See also [principle of compliance](#).

compound document

A computer-generated document comprising a variety of data formats, such as text and graphics.

compression

The process of condensing digital information to reduce its space requirements for storage or transmission.

Also referred to as [file compression](#).

See also [decompression](#), [lossless compression](#), and [lossy compression](#).

computer-assisted retrieval (CAR)

A technology that combines micrographics with the ability to index and retrieve a specific frame of microfilm according to its coded location on a particular roll.

See also [blip](#).

computer-input microform

A system that converts microform images to digital images and then converts the resulting images to electronic information by optical character recognition.

computer-output microfilm (COM)

The process that converts and records data from a computer directly onto microfilm.

computer-output to laser disk (COLD)

A technology that records and then stores computer-generated data onto optical disks for online access.

See also [enterprise report management](#).

confidential record

A document containing information, the disclosure of which is prohibited by law, regulation, or court decision, or has the potential to harm the privacy of individuals or the security of the entity.

See also [classified record](#), [privileged record](#), and [restricted record](#).

consecutive-numeric filing

A filing system in which records are arranged in ascending number order, from the lowest to the highest number.

Also referred to as [sequential filing](#), [serial filing](#), and [straight numeric filing](#).

See also [numeric filing](#).

conservation

1. The repair or stabilization of materials through chemical or physical treatment to ensure that they survive in their original form as long as possible.
2. The profession devoted to the preservation of cultural property for the future through examination, documentation, treatment, and preventive care, supported by research and education.

Source: *A Glossary of Archival and Records Terminology*. [36]

See also [digital preservation](#).

content management systems (CMS)

Content management systems comprise a set of templates, procedures and standard format software that enables marketers and their proxies (e.g., webmasters) to produce and manage text, graphics, pictures, audio and video for use in Web landing pages, blogs, document repositories, campaigns or any marketing activity requiring single or multimedia content.

Source: *Gartner IT Glossary* [6]

See also [electronic document management system](#) and [electronic records management system](#).

context

See [contextual information](#).

contextual information

The data about the creation, receipt, storage, or use of a document and its relationship to other records.

See also [metadata](#).

contingency planning

The plans or activities that maximize preparedness and minimize the potential loss of records or other organizational assets.

See also [business continuity plan](#).

contingent record

A record whose final disposition is dependent on an action or event, such as the sale of property or destruction of a facility, which will take place at some time in the future.

control of files

The records management process, from creation to disposition, conducted in a centralized or de-centralized manner.

convenience file

An unofficial file that is easily accessible to the user for reference.

Also referred to as [reading file](#).

See also [access copy](#), [reference file](#), [use copy](#), and [working file](#).

conversion

See [file conversion](#).

coordinate indexing

An indexing scheme by which terms may be correlated or combined to show interrelationships and to facilitate more precise retrieval.

copy

A reproduction of an original document.

See also [duplication](#).

copy control

See [copy management](#).

copy management

A control function that regulates the creation, use, and disposal of duplicate records.

Also referred to as [copy control](#).

copyright

A form of protection provided by law to the creators of original intellectual works, securing their exclusive right to reproduce or publish the works.

See also [Digital Millennium Copyright Act](#) and [intellectual property](#).

core competencies

The levels of knowledge, skills, and experience required to perform a specific job or contribute to a specific profession.

corporate memory

The tangible or intangible organizational information that can be contained in records or held as knowledge by current or former employees, contractors, business associates, and partners.

See also [knowledge management](#).

correspondence

A written communication, including letters, memos, transmittals, and e-mail, addressed to a particular individual or group.

correspondence management

A control function used to regulate the volume of correspondence processed and to establish uniform systems for filing maintenance and retrieval.

cost avoidance

A financial justification based on the premise that future expenses will not be incurred if a particular action is taken now.

cost-benefit analysis

The evaluation of an operation, service, or project by quantifying and comparing the projected costs and benefits to aid in decision making or to compare two projects.

CRM

See [Certified Records Manager](#).

CRO

See [chief records officer](#).

cross-reference

1. A notation in a file or on a list showing that a record is stored elsewhere.
2. An entry directing attention to one or more related entries.

crowdsourcing

The collaborative tasks done by an undefined and wide range of users in order to accomplish a goal.

cryptography

Techniques used to scramble or otherwise disguise data during transmission so its content can be read only by the intended recipient.

cumulative index

An index in which successive entries are added or interfiled as the records collection grows.

current record

See [active record](#).

cutoff

A point where a record series is broken into regular segments that can be disposed of as a block.

Also referred to as a [file break](#).

Source: *A Glossary of Archival and Records Terminology*. [36]

D

DAD

See [digital audio disk](#).

dark data

Operational data that is created during normal business transactions and is generally collected and stored by the organization but not used for other purposes.

DAT

See [digital audio tape](#).

data

Any symbols or characters that represent raw facts or figures and form the basis of information.

See also [information](#).

data atlas

A comprehensive inventory of an organization's data maps describing its electronically stored information (ESI).

Note: May consist of maps, charts, lists, spreadsheets, databases, and other formats.

See also [data map](#).

data collection

See [harvesting](#).

data dictionary

A directory of information about the definition, structure, and use of data that does not contain the data itself but contains the name of each data element, its definition, where and how it is used, and its relationship to other data.

data element

A combination of characters or bytes referring to one separate piece of information, such as name, address, or age.

data encryption standard (DES)

A form of private key encryption developed by IBM™ in the late 1970s.

data field

See [field](#).

data format

A standard type of encoding of data for recording, storage, transmission, display, or output.

data loss prevention (DLP)

The process of securing or protecting sensitive or proprietary information and data from internal deletion, destruction, or unauthorized release, whether accidental or deliberate.

data map

A comprehensive and defensible description of each IT system, which includes: its media (online and offline), the business unit(s) it services, its responsible data stewards and custodians, a business unit contact, the policies that govern access to the system, and the associated retention policies and procedures.

See also [data atlas](#) and [mapping](#).

data mining

The process of analyzing a collection of data, often with statistical algorithms or pattern recognition, to identify patterns, trends, or correlations.

See also [text mining](#).

data recovery

The process of restoring information to active status from backup media of any type.

data replication

The process of duplicating data between different sites to enable the continued use of the data.

data verification

The process of checking data for accuracy to ensure it has not been changed.

Note: Data verification typically takes place after data has been migrated from one system or application to another.

See also [digital fingerprint](#), [file level binary comparison](#), and [hash coding](#).

data warehouse

A computer information system for extracting data from diverse applications and databases, converting it into a common structure, and aggregating the data for use in business intelligence, decision making, and organization-wide reporting.

See also [decision support system](#).

database

A set of structured data elements consisting of at least one file, or a group of integrated files, usually stored in one location and made available to multiple users simultaneously.

Note: Databases are generally classified according to their organizational approach, with the most prevalent being a relational database, which consists of data elements organized in tables that can be reorganized or reported in a variety of ways.

See also [hierarchical database](#) and [relational database](#).

database management system (DBMS)

A software system used to record, access, and retrieve data stored in a database.

dataset

A collection of related data.

date created

The date on which a file was created or moved to a particular medium.

See also [document date](#).

date last accessed

The date a file was last opened or moved.

See also [document date](#).

date last modified

The date a file or its metadata was last changed.

See also [document date](#).

date/time normalization

See [normalization](#).

DBMS

See [database management system](#).

DEB

See [digital evidence bag](#).

decentralized files

Any files and/or records located near and under the control of the creating unit.

decimal-numeric filing

A numeric system for filing records by subject in units of 10 and coded for arrangement in numeric order.

Note: An unlimited number of subdivisions are permitted through the use of digits to the right of the decimal point.

decision support system

A computer information system that utilizes aggregated data and allows interactive modeling and visualization of the data to support scenario development and decision making.

See also [data warehouse](#).

decompression

The process of restoring compressed data to its original state.

See also [compression](#).

decryption

The process by which the alteration of the data representation performed by encryption is reversed to render the data into its original, readable format.

See also [encryption](#).

deduplication

The process of identifying and designating and/or removing duplicate files and/or records within a system.

See also [file level binary comparison](#).

deed of gift

An agreement transferring title to property without an exchange of monetary compensation.

Note: Deeds of gift may be for real, personal, or intellectual property. In archives, deeds of gift frequently take the form of a contract establishing conditions governing the transfer of title to documents and specifying any restrictions on access and use.

Source: *A Glossary of Archival and Records Terminology*. [36]

See also [accession](#) and [deposit](#).

defensible disposition

The actions taken under formally defined and approved policies and procedures that result either in records being destroyed or permanently transferred to another organization.

degauss

The process of erasing data by reducing the magnetic flux to virtual zero by applying a reverse magnetizing field.

Also referred to as [demagnetizing](#).

degradation

The damage occurring to magnetic media over time that can result in the loss of stored information due to improper storage conditions, exposure to harmful environments, or excessive handling.

deleted file

1. Any file and/or record no longer in existence.
2. (computing) Space on a disk that is available and can be overwritten.

deletion

The process whereby data is removed from active files and other data storage structures on computers and rendered more inaccessible except through the use of special data recovery tools designed to recover deleted data.

Source: *The Sedona Conference® Glossary*. [42]

Note: Deletion can occur at the file level, record level, or byte level. While deletion may render the information inaccessible through the originating applications, the data is not necessarily permanently removed from the computer system.

demagnetizing

See [degauss](#).

deposit

1. To transfer records or other materials to a repository without transfer of title.
2. Materials placed in a repository by such action.

Note: A deposit does not necessarily imply a future intention to transfer title.

Source: *A Glossary of Archival and Records Terminology*. [36]

See also [accession](#) and [deed of gift](#).

DES

See [data encryption standard](#).

deshading

The process of removing shaded areas to render images more easily recognizable.

Note: Deshading software typically searches for areas with a regular pattern of tiny dots.

deskewing

The process of straightening skewed (tilted) images to improve accuracy.

Note: Documents often become skewed when scanned or faxed.

See also [skew](#).

despeckling

The process of removing imperfections from a scanned or faxed image.

See also [speckle](#).

destruction

The definitive obliteration of a record beyond any possible reconstitution.

See also [disposition](#), [principle of disposition](#), [pulverization](#), and [shredding](#).

destruction hold

A hold placed on the scheduled destruction of records due to foreseeable or pending litigation, governmental investigation, audit, or special organizational requirements.

Also referred to as [destruction moratorium](#), [destruction suspension](#), [freeze notice](#), [hold](#), [hold notice](#), [legal hold](#), [litigation hold](#), [preservation order](#), and [suspension order](#).

See also [frozen records](#).

destruction moratorium

See [destruction hold](#).

destruction notice

A formal notification of the scheduled destruction of records.

destruction suspension

See [destruction hold](#).

diazo microfilm

A type of non-archival quality film processed by exposure to ammonia and used as a medium for use copies of master microforms.

See also [cellulose acetate film](#), [microfilm](#), and [silver halide microfilm](#).

dictionary arrangement

A single alphabetic filing arrangement in which all types of entries (names, subjects, titles, etc.) are interfiled.

Also referred to as [topical arrangement](#) and [topical filing](#).

See also [encyclopedic arrangement](#).

digital

Any data or recorded information that exists as binary code (zeros and ones).

See also [analog](#) and [analog record](#).

digital audio disk (DAD)

A generic term to describe various media that can be used for the storage of digital audio files.

See also [compact disk](#).

digital audio tape (DAT)

Magnetic tape medium designed for the recording and storage of digital audio data, but which can also be used for data storage.

digital certificate

A password-protected, encrypted file identifying a transmitting party.

Note: Such certificates are issued by a trusted, third-party Certificate Authority.

See also [digital signature](#) and [PKI digital signature](#).

digital copier

A copying device that scans an image into a digital file that is then printed; the digital file may also be stored or transmitted through communications technology.

See also [analog copier](#).

digital evidence bag (DEB)

A container file format used for electronic evidence to preserve and transfer evidence in an encrypted or protected form that prevents deliberate or accidental alteration.

Note: The secure “wrapper” provides metadata concerning the collection process and context for the contained data.

Source: *The Sedona Conference® Glossary*. [42]

digital fingerprint

A fixed-length hash code that uniquely represents the binary content of a file.

Source: *The Sedona Conference® Glossary*. [42]

Note: Can be used to identify records for deduplication.

See also [data verification](#) and [file level binary comparison](#).

Digital Millennium Copyright Act (DMCA)

U.S. Public Law 105-304 that protects the rights of copyright holders in the digital environment by creating limitations for online service providers’ liability for its users’ copyright infringement if the provider responds in accordance with the act’s guidance, such as taking action when it is notified about infringing material on its site, terminating the rights of repeat infringers, and accommodating copyright owners’ measures for protecting their copyrighted works.

Note: Text available at: www.gpo.gov/fdsys/pkg/PLAW-105publ304/html/PLAW-105publ304.htm

See also [copyright](#).

digital preservation

The methodologies used to prevent technological obsolescence and/or physical deterioration of digital materials, regardless of whether they are created initially in digital form or converted to digital form.

See also [conservation](#) and [preservation](#).

digital rights management (DRM)

A form of managing digital content to limit access from a specific device and/or to prevent unauthorized copying or conversion. Such controls are usually applied by a publisher or copyright holder

digital signature

An electronic signature that identifies and authenticates the sender and message data using public key encryption.

See also [digital certificate](#), [electronic signature](#), and [PKI digital signature](#).

digital time stamp

Third-party verification of the time at which a file or record was received.

digital versatile disc (DVD)

An optical storage media that can store up to 4.7 gigabytes of data, or the equivalent of 7 compact disks on a single-sided, single-layer disc, or up to 8.5 gigabytes on a single-sided, dual-layer disc.

Note: DVDs are available in read-only (DVD), write-once (DVD+R and DVD-R), and rewritable technologies (DVD+RW, DVD-RW, DVD-RAM).

Also referred to as [digital video disk](#).

See also [compact disk](#), [optical disk](#), and [storage media](#).

digital video disc

See [digital versatile disc](#).

digitizing

The process of converting records and/or files from paper and other formats to electronic format(s) and/or media.

See also [document imaging](#) and [scanning](#).

direct access

1. A system that permits access to files without reference to an index or other finding aid.
2. The capability of electronically locating a given item within a series without having to examine all the items sequentially.

See also [indirect access](#).

direct entry

The selection of natural word order when formulating and indexing a term consisting of two or more words (for example, “diaz microfilm” rather than “microfilm, diazo”).

See also [indirect entry](#) and [inverted entry](#).

directives management

The application of records management principles and techniques to general instructions, bulletins, policies/procedures, or other official issuances.

directory

A structured, hierarchical list for organizing files and/or folders.

dirty text

Output of optical character recognition (OCR) software reflecting text with no clean-up.

disaster preparedness

Policies and procedures for preparing for, mitigating, responding to, and recovering from potential natural or manmade disasters.

disaster recovery manual

A manual documenting the actions an organization will take to restore critical business functions and reclaim damaged or threatened records.

disaster recovery plan

A written and approved course of action to take after a disaster strikes that details how an organization will restore critical business functions and reclaim damaged or threatened records.

See also [business continuity plan](#).

disaster recovery planning

The process of planning and preparing for a potential disaster with the goal of preventing or minimizing loss, restoring critical business functions, and recovering damaged records.

See also [electronic vaulting](#).

discovery

1. The process of identifying, locating, securing, reviewing, and protecting information and materials that are potentially relevant to specific litigation and may need to be produced to other parties.
2. The process of reviewing all materials that may be potentially relevant to a litigation and/or that may need to be disclosed to other parties, and of evaluating evidence to prove or disprove facts, theories, or allegations.

Note: There are several ways to conduct discovery, the most common of which are interrogatories, requests for production of documents, and depositions.

See also [document production](#) and [e-discovery](#).

disk mirroring

The exact replication (mirroring) of disk volumes in real-time to a different physical disk to provide continuous protection of data or to provide additional resources for access of the same data.

See also [mirror image](#) and [shadowing](#).

diskwipe

The process of overwriting data on media as a method to clear the data and render it inaccessible.

dispersal

The transfer of duplicate copies of vital records to locations beyond those where the originals are housed.

See also [built-in dispersal](#), [load balancing](#), [mirror site](#), and [server clustering](#).

disposition

For a record, the final action taken per the retention schedule, concluding with destruction, transfer, or permanent preservation.

See also [destruction](#), [event-based disposition](#), and [principle of disposition](#).

distributed data

The distribution of data and work among more than one machine in the network.

DLP

See [data loss prevention](#).

DM

See [document management](#).

DMCA

See [Digital Millennium Copyright Act](#).

document

Information or data fixed in some media, but which is not part of the official record; a nonrecord.

Source: *Glossary of Archival and Records Terminology*. [36]

See also [record](#).

document date

The date on the face of a document or the official date, for business purposes, associated with a document in any format.

See also [date created](#), [date last accessed](#), and [date last modified](#).

document imaging

A system consisting of hardware and software that converts source documents into digital format.

See also [digitizing](#) and [scanning](#).

document imaging programs

Software applications for scanning documents to facilitate more efficient management and/or storage.

document management (DM)

The techniques used to regulate the creation, use, and maintenance of documents according to established policies and procedures.

See also [electronic document management system](#), [electronic records management](#), and [records and information management](#).

document production

The process of retrieving and providing a record for use in a legal proceeding.

See also [discovery](#) and [e-discovery](#).

document type

A categorization of documents based on content, function, or form of presentation.

documentary context

The framework in which a record is found with respect to its internal structure and the collection of documents to which it belongs. An organized set of information that explains the requirements needed to use, maintain, and/or support a system, process, or project.

DoD 5015.02-STD

The designation of the U.S. Department of Defense (DoD) standard *Electronic Records Management Software Applications Design Criteria Standard* [46] that defines mandatory functional requirements for records management application (RMA) software used by DoD components in implementing their records management programs.

Note: Widely used as a de facto standard by many organizations for non-defense and non-governmental applications.

Dodd-Frank Wall Street Reform and Consumer Protection Act

U.S. Public Law 111-203, enacted in 2010, to promote the financial stability of the United States by improving accountability and transparency in the financial system through more frequent and detailed regulatory data requests and new trading-related recordkeeping requirements.

Note: Text available at www.gpo.gov/fdsys/pkg/PLAW-111publ203/html/PLAW-111publ203.htm.

domain name

An identification string that defines a realm of administrative autonomy, authority, or control in the Internet.

Note: Domain names are formed by the rules and procedures of the Domain Name System (DNS); see IETF RFC 1034 [30] and IETF RFC 1035 [31].

double-sided scanning

The scanning of both sides of pages by means of a duplex scanner that has two sets of capturing matrices to capture both sides of a sheet of paper with only one pass.

download

The action of transferring data from one computer to another, often from a server to a client device.

See also [upload](#).

draft

The work-in-progress or preliminary form of a document before it becomes a formal record.

draft record

A work-in-progress or preliminary version of a record.

DRAM

See [dynamic random access memory](#).

DRM

See [digital rights management](#).

DVD

See [digital versatile disc](#).

duplex

The printing, filming, or scanning of both sides of a page.

See also [simplex](#).

duplex-numeric filing

A filing system using numbers with two or more parts separated by a dash, space, or comma.

Note: An unlimited number of items may be included under any one division or subdivision.

duplication

The process of making copies of original documents.

Also referred to as [photocopy](#).

See also [copy](#).

durability

The degree to which a storage medium retains its original strength or properties over time, especially under conditions of heavy, sustained use.

DVD

See [digital versatile disc](#).

dynamic random access memory (DRAM)

A read-write random-access memory whose storage cells are based on transistor-capacitor combinations, in which the digital information is represented by charges that are stored on the capacitors and must be repeatedly replenished in order to retain the information.

E

ECM

See [enterprise content management](#).

EDI

See [electronic data interchange](#).

e-discovery

Any process by which electronic data is sought, located, secured, preserved, and searched with the intent of using it as evidence in a civil or criminal legal case.

See also [discovery](#) and [document production](#).

EDMS

See [electronic document management system](#).

EHR

See [electronic health record](#).

electronic archive

Any repository for the preservation and long-term storage of records in electronic formats.

See also [archives](#).

electronic data interchange (EDI)

The computer-to-computer transmission of records or data in a computer-readable format.

Note: Usually in compliance with the ANSI X12 [52] standards for defining electronic data interchange transactions or the United Nations Electronic Data Interchange for Administration, Commerce and Transport (EDIFACT) [25] standard.

electronic document management system (EDMS)

A system consisting of software, hardware, policies, and processes to automate the preparation, organization, storage, retrieval, tracking, distribution, and disposition of electronic documents.

Note: Electronic document management software includes version control and check-in/check-out capabilities.

See also [content management systems](#), [document management](#) and [electronic records management system](#).

electronic filing

1. The capturing, indexing, and storing of documents, both those that are born digital and those that have been digitized, in an electronic storage and retrieval system.
2. The act of using a computer system to submit documents, such as tax returns, to an official registry.

electronic health record (EHR)

An electronic record of health-related information on an individual that conforms to nationally recognized interoperability standards and that can be created, managed, and consulted by authorized clinicians and staff across more than one health care organization.

Source: *Defining Key Health Information Technology Terms*. [33]

See also: [electronic medical record](#).

electronic mail

A message (i.e., structured content meant for communication) sent between networked computing stations.

Note: Electronic messages are potentially complex in that, in addition to content and structure, they may comprise several sets of metadata (e.g., identity, transmission, security, content type, content transfer encoding, or format metadata), embedded links, attachments, etc.

Also referred to as [electronic messaging](#), [email](#), and [e-mail](#).

See also [text message](#).

electronic medical record (EMR)

An electronic record of diagnosis and treatment information on an individual that can be created, gathered, managed, and consulted by authorized clinicians and staff within one healthcare organization.

See also: [electronic health record](#).

electronic messaging

See [electronic mail](#).

electronic record

A record that exists in digital form from the time of its capture throughout the record lifecycle. Computer technology must be used to access the contents of the record.

electronic recordkeeping system

See [electronic records management system](#).

electronic records management (ERM)

1. The application of records management principles to electronic records and systems.
2. The management of records using electronic systems to apply records management principles.

See also [document management](#), [electronic records management system](#), [records and information management](#), and [records system](#).

electronic records management administrator

An individual who designs, implements, manages, and administers electronic records management systems.

electronic records management system (ERMS)

A system consisting of software, hardware, policies, and processes to automate the preparation, organization, tracking, distribution, and disposition of records, regardless of media.

Also referred to as [electronic recordkeeping system](#).

Note: Electronic records management software includes retention scheduling and disposition.

See also [content management systems](#), [electronic document management system](#), [electronic records management](#), and [records and information management](#).

electronic signature

An electronic symbol or process attached to or logically associated with an electronic record and executed or adopted with the intent to authenticate the record.

Note: Electronic signatures are used to verify both the identity of the originator and that the document is unchanged.

See also [digital signature](#).

Electronic Signatures in Global and National Commerce Act (E-SIGN)

U.S. Public Law 106-229 that facilitates the use of electronic records and signatures in interstate or foreign commerce.

Note: This statute granted electronic signatures equal legal status with handwritten ones.

electronic vaulting

The process of moving data over a network to a secure remote site according to an established schedule.

See also [disaster recovery planning](#).

electronically stored information (ESI)

Any information created, managed, and/or stored in digital form.

email

See [electronic mail](#).

e-mail

See [electronic mail](#).

e-mail thread

An electronic message conversation of at least one response on a similar subject; the conversation can be broken or continuous over time.

embedded metadata

The metadata maintained and stored within the object it describes; the opposite of stand-alone metadata.

EMR

See [electronic medical record](#).

encrypted drive

A specific encryption, which may assume two forms:

1. The general encryption of the data existing in a computer drive.
2. The creation of an encrypted file that, when decrypted, shows as an ordinary disk drive for a computer.

encryption

The rendering of electronic data or documents unintelligible to unauthorized users.

See also [decryption](#).

encryption key

A data value that is used to encrypt and decrypt data.

Note: The number of bits in the encryption key is a rough measure of the encryption strength; generally, the more bits in the encryption key, the more difficult it is to break.

Source: *The Sedona Conference® Glossary*. [\[42\]](#)

encyclopedic arrangement

An arrangement in which records are filed under broad, major headings and then under the specific subheading to which they relate; headings and subheadings are arranged alphabetically.

See also [dictionary arrangement](#).

encyclopedic subject filing

See [classification system](#).

enterprise content management (ECM)

The management of an organization's electronically stored information, regardless of where it exists, throughout the entire lifecycle.

enterprise report management (ERM)

A system that transforms reports into documents and data that can be searched, accessed, and leveraged in business processes.

See also [computer-output to laser disk](#).

environmental control

The management of the conditions where records are stored, including temperature, humidity, air quality, light, and pests.

See also [climate control](#).

ERM

See [electronic records management](#).

See [enterprise report management](#).

ERMS

See [electronic records management system](#).

error trapping

Processes and systems that reduce or eliminate input errors and encourage proper and complete responses.

Note: Examples include defined field parameters (e.g., forced numeric entry or drop-down menu options), discrepancy validation controls, and manual form design.

ESI

See [electronically stored information](#).

E-SIGN

See [Electronic Signatures in Global and National Commerce Act](#).

essential record

See [vital record](#).

event-based disposition

A concept wherein once a registered event occurs, the disposition schedule starts.

evidential value

The qualities that are necessary to provide the trustworthiness, reliability, and authenticity of a record and that can be used to prove or disprove a fact in a legal proceeding.

See also [administrative value](#), [fiscal value](#), [historical value](#), [intrinsic value](#), [legal value](#), [operational value](#), [secondary value](#) and [value](#).

executive champion

A senior-level executive who establishes credibility, integrity, and executive presence for the organization's records management program and ensures awareness, advocacy, resources, and management support.

expert system

An artificial intelligence application that uses a knowledge base of human expertise to aid in solving problems.

Note: The problem-solving capability is based on the quality of the data and rules obtained from the human expert.

See also [artificial intelligence](#).

extensible markup language (XML)

A standard [50] developed by the World Wide Web Consortium (W3C) that defines a format for representing and sharing information between people or computers.

See also [hypertext markup language](#) and [standard generalized markup language](#).

extension

A file name suffix (separated from the base file name by a dot) appended to the name of a computer file to indicate the encoding (file format) of its contents or usage.

F**facet classification**

A classification system that allows multiple attributes or facets to be assigned to an information object and provides for multiple navigation paths for accessing an information object.

facsimile

An electronic means for transmitting an exact reproduction of an image using communications lines.

Note: The image is scanned by the transmitter and reconstructed at the receiving station.

Also referred to as [fax](#).

FACT Act

See [Fair and Accurate Credit Transactions Act](#).

FACTA

See [Fair and Accurate Credit Transactions Act](#).

Fair and Accurate Credit Transactions Act (FACT Act or FACTA)

U.S. Public Law 108-159, enacted in 2003, to amend the Fair Credit Reporting Act with the purpose of preventing identity theft, improving resolution of consumer disputes, improving the accuracy of consumer records, and making improvements in the use of and consumer access to credit information.

Note: Text available at: www.gpo.gov/fdsys/pkg/PLAW-108publ159/html/PLAW-108publ159.htm

Family Educational Rights and Privacy Act (FERPA)

U.S. statute (20 U.S.C. § 1232g; 34 CFR Part 99), enacted in 1974, to protect student and parent rights to access the student's records kept by the school and to restrict access to those records by others without the permission of the student or parents.

Note: This law is also commonly referred to as the Buckley Amendment, in reference to the bill's sponsor.

Text available at: www2.ed.gov/policy/gen/guid/fpco/ferpa/

favorite

See [bookmark](#).

fax

See [facsimile](#).

Federal Emergency Management Agency (FEMA)

A U.S. government agency that works as a central organization point for all federal emergency preparedness and mitigation and response activities.

Federal Information Processing Standards (FIPS)

U.S. federal standards and guidelines developed by the National Institute of Standards and Technology (NIST) for use in non-military federal computer systems in the absence of acceptable industry standards and when there are compelling federal government requirements, such as for security and interoperability.

Note: FIPS standards are available at www.itl.nist.gov/fipspubs/

Federal Rules of Civil Procedure (FRCP)

The regulations that specify procedures for civil legal suits within U. S. federal courts.

Note: The Supreme Court establishes or modifies the rules, usually on the recommendation of the Judicial Conference. Congressional approval is the final step.

federated records management

The management of records centrally while in their native repositories.

Also referred to as [in-place governance](#).

FEMA

See [Federal Emergency Management Agency](#).

FERPA

See [Family Educational Rights and Privacy Act](#).

field

1. A set of one or more characters treated as a unit of information.
2. A space in which these characters may fit.

Also referred to as [data field](#).

field separator

One or more characters that are used to indicate the boundary between fields within a database record (e.g., comma, caret).

file

A group of documents related by subject, activity, or transaction and often handled as a unit. In records management, the file can be electronic, microform, or any other media.

file break

See [cutoff](#).

file classification system

A logical and systematic arrangement for classifying records into subject groups or categories based on some definite scheme of natural relationships representing numbers, letters, or keywords for identification.

Also referred to as [uniform file classification](#).

See also [chain index](#), [subject filing](#), [taxonomy](#), and [uniform filing system](#).

file clerk

See [records clerk](#).

file compression

See [compression](#).

file conversion

The process of changing legacy documents and records from one format, storage media, application, and/or system to another.

Also referred to as [conversion](#).

See also [backfile conversion](#) and [migration](#).

file format

The organization or characteristics of a file that determine with which software programs it can be used.

See also [format](#).

file guide

A separation device that denotes a section of a file and directs the user to that section quickly.

Also referred to as [finding aid](#).

file identifier

The unique identifier used to assign a file location for a record or document.

file integrity

1. The state of being accurate, complete, and in original order.
2. The state of being free of corruption.

See also [principle of integrity](#).

file level binary comparison

Method of deduplication using the digital fingerprint (hash) of a file to compare the individual content and location of bytes in one file against those of another file.

Source: *The Sedona Conference® Glossary*. [42]

Note: File level binary comparison ignores metadata.

See also [data verification](#), [deduplication](#), [digital fingerprint](#), and [hash coding](#).

file maintenance

The activity of preserving the integrity and/or maintaining the currency of a file by reviewing, deleting duplicates, and/or adding information.

file management

A method utilizing the application of records management principles and techniques to organize and maintain documents properly, in order to ensure efficient and economical operations.

file name

A specific electronic document or record name.

file plan

A classification scheme that describes and identifies all files, including indexing and storage of the files, and referencing the disposition schedule for each file.

file recovery

The restoration of electronic documents, records, and/or files that have been corrupted, lost, or destroyed, utilizing backups.

file server

A computer that serves as a storage location for files on a network.

file sharing

The practice of providing access across a network by multiple users to the same digital files or information.

file transfer protocol (FTP)

An Internet protocol that enables the transfer of files between computers over a network or the Internet.

Note: Specified in IETF RFC 959. [37]

filing inch

The linear capacity of filing expressed in inches.

Note: For example, 25 filing inches are in a standard, letter-size vertical file drawer.

See also [linear foot](#).

filing segment

One or more filing units that comprise an entire personal, organizational, or governmental name used in coding and arranging files.

filing system

The systematic indexing and arrangement of records based on established procedures.

filing unit

Each character, number, or word used to file information.

FIPS

See [Federal Information Processing Standards](#).

Financial Services Modernization Act

See [Gramm-Leach-Bliley Act](#).

finding aid

See [file guide](#).

fire rating

The length of time a structure or piece of equipment can endure standard fire testing.

fire-resistant filing equipment

Containers, such as cabinets and media vaults, that are designed to protect various media (e.g., paper, magnetic tapes, photographs, and computer disks) from burning and heat intensity when exposed to various durations of fire exposure in accordance with UL 72, *Tests for Fire Resistance of Record Protection Equipment* [45].

fire-suppression system

Systems that minimize fire damage to records through the application of liquid, dry, or chemical suppression substances.

Note: Different systems (liquid and dry) are used for paper and digital collections. Systems frequently include early smoke detection and signaling equipment.

firewall

1. A device or set of devices designed to permit or deny network transmissions based upon a set of rules and frequently used to protect networks from unauthorized access, while permitting legitimate communications to pass.

2. Sprinkler systems that minimize fire damage to records.

Note: Different systems (liquid and dry) are used for paper and digital collections. Systems frequently include early smoke detection and signaling equipment.

fiscal value

The worth of records for the conduct of current or future financial or tax business and/or evidence.

See also [administrative value](#), [evidential value](#), [historical value](#), [intrinsic value](#), [legal value](#), [operational value](#), [secondary value](#) and [value](#).

fixity

The qualities of stability and immutability as they pertain to a record or document.

flash drive

A small, portable memory card that plugs into a computer's universal serial bus (USB) port and functions as portable storage media.

Also referred to as [jump drive](#), [key drive](#), [pen drive](#), [thumb drive](#), and [USB drive](#).

flat file

Storage units with wide shallow drawers that permit large documents to be stored without folding.

Note: Typically used for maps and engineering drawings.

floor load

The capacity of a floor area to support a given weight, expressed in terms of weight per unit of area.

floor space ratio

The filing capacity expressed in cubic volume of records per square unit of floor space.

floppy disk

A thin, plastic magnetic medium for portable data storage, encased in plastic, and available in various sizes, including 3.5, 5.25, and 8 inches.

Note: Floppy disks have been largely superseded by other higher-capacity storage media.

See also [storage media](#).

flowchart

A graphical representation using symbols and text to document the flow of information, the decision-making process, and/or the sequence of operations that are to be included in a program, project, or system.

FOIA

See [Freedom of Information Act](#).

folder

1. A directory structure that organizes files into groups; a directory or sub-directory
2. A sheet of cardboard or heavy paper stock that is used as a loose cover to keep documents and other flat materials together, especially for purposes of filing.

Source: *A Glossary of Archival and Records Terminology*. [36]

footprint

The two-dimensional space that any device, equipment, cabinet, or structure occupies or utilizes on a surface. A footprint may be physical or digital.

forensic copy

An exact copy of an entire physical storage media (hard drive, CD-ROM, DVD-ROM, tape, etc.), including all active and residual data and unallocated or slack space on the media.

Source: *The Sedona Conference® Glossary*. [42]

Note: Data on forensic copies is often encrypted to ensure authentication and protect the chain of custody.

See also [mirror image](#).

forensic examination

The process of collecting, assessing, classifying, and documenting digital evidence to assist in identifying who damaged or deleted information or in recovering information for use in an official proceeding.

forensics

The scientific examination and analysis of data stored on or retrieved from computer storage media in order to certify that key elements of documents are authentic or to identify unauthorized attempts to modify or delete information.

form

A paper or electronic document with a fixed arrangement of predetermined spaces designed for entering and extracting prescribed information or variable data.

form of production

Both the file format and media used to present a document in response to a discovery request.

format

1. The standardized encoding scheme used to structure data.
2. To overwrite a computer's file allocation table.
3. The media of a record, e.g., paper, microform.

See also [file format](#).

forms analysis

The process of determining how a form is to be used or revised.

forms control

See [forms management](#).

forms design

The process of planning, analyzing, and assembling a logical data format for the creation of a form.

forms inventory

A survey of all forms currently in use by the organization for the purposes of improving form quality, effectiveness, and/or efficiency.

forms management

The function that establishes standards for the creation, design, analysis, revision, procurement, and warehousing of all forms within an organization, regardless of format or medium.

Also referred to as [forms control](#).

forms processing

The process of automatically scanning paper forms, applying recognition technologies, extracting relevant data from the form, and then validating, correcting, and exporting that data to a business application.

Freedom of Information Act (FOIA)

U.S. statute (5 U.S.C. § 552), enacted in 1966 and taking effect on July 5, 1967, that provides that any person has a right, enforceable in court, to obtain access to federal agency records, except to the extent that such records (or portions of them) are protected from public disclosure by one of nine exemptions or by one of three special law enforcement record exclusions.

Note: Although this act is specific to U.S. federal law, many countries, states, and provinces have similar legislation and requirements.

Note: Text available at: www.archives.gov/about/laws/foia.html.

Also referred to as [open records laws](#) and [sunshine laws](#).

freeze drying

To preserve by rapid freezing and drying in a high vacuum.

See also [vacuum freeze drying](#).

freeze notice

See [destruction hold](#).

FRCP

See [Federal Rules of Civil Procedure](#).

frozen records

Records that are being retained due to special circumstances, such as an audit, legal hold, court order, or investigation. These circumstances may result in records being retained beyond their normal retention period.

See also [destruction hold](#).

FTP

See [file transfer protocol](#).

full-text indexing

The process of capturing and storing in a system all the words existing in the stored electronic documents with the exception of those listed in an exclusion list (e.g., articles such as the, and, or).

full-text search

The capability of a system to provide search and retrieval of documents based on a search of the complete text within the documents, not just on keywords.

See also [keyword search](#), [search engine](#), and [text search](#).

fumigation

The process of exposing records to a poisonous vapor to destroy insects, mold, mildew, and other destructive biological infestations.

functional appraisal

The process of assessing the enduring value of records by determining the functions of the organization to be documented, identifying which offices or individuals created records in carrying out those functions, and selecting the records that provide the most complete and concise documentation of the functions.

See also [appraisal](#).

functional classification

A system for organizing materials on the basis of the function, activity, or task performed by an organization to fulfill its mandate, instead of by department, name, or subject.

See also [structured-functional filing](#), and [subject filing](#).

functional records schedule

Schedules that categorize records series by the business function to which they pertain rather than by the organizational units where they are maintained.

fuzzy search

In computer science, approximate string matching (often colloquially referred to as fuzzy string searching) is the technique of finding strings that match a pattern approximately (rather than exactly).

See also [pattern recognition](#) and [search engine](#).

G

gateway

Computer hardware and/or software configured to interface between networks.

general records schedule

A type of records schedule using a functional approach and acknowledging the role of enterprise-wide or organization-wide information processing systems and records that are common to multiple departments across the organization.

Generally Accepted Recordkeeping Principles® (Principles)

A framework of definitive principles for governing an organization's information as a strategic asset. These information governance principles support organizational goals, facilitate compliance with regulatory, legislative, and information management requirements, and limit risks.

Note: Established by ARMA International in 2009, the Principles were synthesized from authoritative international and national standards and global best practice resources for governing information. [3]

generation

The degree of remoteness of a copy, usually photographic, from the original. Subsequent generations can incur degradation of the image.

generation loss

Any degradation of density and/or resolution (for an image file) or signal (for an analog audio file) resulting from each successive reproduction or re-recording.

geographic filing system

The classification of records, usually arranged by numeric code or in alphabetic order, by geographic location such as country, region, state, province, county, city, or other geographic identifier.

geographic information system (GIS)

A combination of hardware, software, and rules that supports complex analysis of geospatial and temporal information and that often uses static or dynamic maps for reports.

Source: *A Glossary of Archival and Records Terminology*. [36]

Note: GIS data exists as maps, tri-dimensional virtual models, lists, and tables.

GIF

See [graphic interchange format](#).

GIS

See [geographic information system](#).

global positioning system timestamp

A file identifier that uses time as a function of its relationship to Greenwich Mean Time.

governance

The oversight, direction, and high-level monitoring and control of an enterprise to ensure the achievement of defined and approved objectives.

Governance Maturity Model

See [ARMA International Information Governance Maturity Model](#).

GPS timestamp

See [global positioning system timestamp](#).

Gramm-Leach-Bliley Act

U.S. Public Law 106-102, enacted in 1999, for regulation of the financial services sector, including service providers such as banks, brokerages, and security firms.

Note: Text available at business.ftc.gov/privacy-and-security/gramm-leach-bliley-act.

Also referred to as [Financial Services Modernization Act](#).

granularity

1. [photography] An objective measure of variation in density caused by the size of particulate silver or dyes that give the appearance of grain.
2. The degree to which data is broken up into its most elemental components.

Source: *A Glossary of Archival and Records Terminology*. [36]

graphic

A visual representation, such as a picture, drawing, or diagram.

graphic interchange format (GIF)

A bitmap image file format, widely utilized on websites due to its small file size and ability to incorporate animation.

graphical user interface (GUI)

A type of software interface that utilizes icons and menus and with which users interact through a mouse or pointing device.

groupware

Software designed to enable users to work collaboratively on a common task or towards a common goal.

GUI

See [graphical user interface](#).

H**HaaS**

See [hardware as a service](#).

handwriting recognition software (HRS)

Software that interprets handwriting into a machine-readable format.

See also [intelligent character recognition](#).

hardware

The equipment or physical devices used to store or process data.

hardware as a service (HaaS)

Hardware utilized on a pay-per-use basis, either onsite or in cloud computing.

See also [infrastructure as a service](#), [platform as a service](#), and [software as a service](#).

harvesting

The process of retrieving or collecting electronically stored information (ESI) from any media.

Source: *The Sedona Conference® Glossary*. [42]

Also referred to as [data collection](#).

hash coding

A mathematical algorithm that represents a unique value for a given set of data, similar to a digital fingerprint, representing the binary content of the data to assist in subsequently ensuring that data has not been modified.

Source: *The Sedona Conference® Glossary*. [42]

See also [data verification](#), [digital fingerprint](#), and [file level binary comparison](#).

header

Information located at the beginning of a file that provides metadata about the file attributes, such as when the file was created or last changed.

heading

A keyword or phrase set apart from the text as a title or a summary of the text that follows.

health information exchange (HIE)

The electronic movement of health-related information among organizations according to nationally recognized standards.

Source: *Defining Key Health Information Technology Terms*. [33]

Health Insurance Portability and Accountability Act (HIPAA)

U.S. Public Law 104-191, enacted in 1996, that addresses the use of individuals' protected health information by organizations that are subject to the Standards for Privacy of Individually Identifiable Health Information. Its goal is to allow for the exchange of information needed to provide high-quality health care while protecting patient privacy.

Note: Text available at www.gpo.gov/fdsys/pkg/PLAW-104publ191/html/PLAW-104publ191.htm.

hidden data

Information within an electronic document or record that is created or maintained by the application but is not readily visible to the user as part of the document.

Note: Examples of hidden data that may exist in a word processing document include creator, creator's organization, date created, date last modified, deleted or changed text from earlier versions, comments, field codes, and bookmarks. These examples are metadata, though not all metadata are hidden.

See also [steganography](#).

hidden files

Computer files that do not display in the system directory in the default mode, usually as a means of protecting them from accidental deletion.

HIE

See [health information exchange](#).

hierarchical data model

The organization of files based on relationships established along progressive levels of a tree structure or hierarchy.

See also [relational database](#).

hierarchical database

A database organized in a tree-like structure where records have a parent-child relationship; parent records may have many children records, but child records can have only one parent.

See also [relational database](#).

hierarchical storage management

A mass storage device that automatically moves data from expensive, rapid-access online media to less-expensive, near-line storage based on the frequency of use of the data.

Source: *A Glossary of Archival and Records Terminology*. [36]

See also [near-line](#) and [periodic transfer](#).

HIPAA

See [Health Insurance Portability and Accountability Act](#).

historical value

A determination during appraisal that the item has continuing usefulness or significance in documenting the history of an entity.

Also referred to as [archival value](#).

See also [administrative value](#), [evidential value](#), [fiscal value](#), [intrinsic value](#), [legal value](#), [operational value](#), [secondary value](#) and [value](#).

hold

See [destruction hold](#).

hold notice

See [destruction notice](#).

holding area

An area used for the temporary storage of records awaiting accession, disposition, or movement to a more permanent location.

See also [staging area](#).

holdings

The overall volume and type of records stored in a records center, archive, or other repository.

holdings maintenance

The activities to stabilize and organize materials for long-term storage by placing materials in appropriate housings and environments, including maintenance of all aspects of the storage environment, such as temperature, humidity, and shelving.

hollerith

The encoded data on aperture cards or paper punch cards that contain machine-readable, encoded data.

host

A computer connected to a network and assigned a network layer host address.

hosted application

An Internet-based or web-based application software program that runs on a remote server or local network and can be accessed via an Internet-connected computer or thin client.

See also [cloud computing](#) and [software as a service](#).

hot site

An alternate computing facility that has the equipment and resources to immediately recover the business functions affected by the occurrence of a disaster.

See also [cold site](#) and [warm site](#).

HRS

See [handwriting recognition software](#).

HTML

See [hypertext markup language](#).

HTTP

See [hypertext transfer protocol](#).

HTTPS

See [hypertext transfer protocol secure](#).

humidification

1. The process of adding moisture to the atmosphere, such as in a records center.
2. A physical treatment conducted by a conservator to restore pliability and flatten documents by placing them in a chamber where moisture may be absorbed from the air.

humidity

The amount of absolute moisture in the air.

Note: For records scheduled for indefinite retention, environmental conditions should be monitored, including temperature and relative humidity.

See also [relative humidity](#).

hybrid cloud

The cloud infrastructure that is a composition of two or more distinct cloud infrastructures (private, community, or public) that remain unique entities, but are bound together by standardized or proprietary technology that enables data and application portability.

Source: *The NIST Definition of Cloud Computing*. [28]

See also [cloud computing](#), [community cloud](#), [private cloud](#), and [public cloud](#).

hybrid system

A system that contains mixed components of other systems; for example, a system that employs both analog and digital techniques.

hygrometer

An instrument to measure the amount of moisture in the air.

hygrothermograph

An instrument to measure and record humidity and temperature levels in a facility.

hyperlink

An electronic link providing direct access from one distinctively marked place in a hypertext or hypermedia document to another place in the same or a different document.

See also [link](#) and [uniform resource locator](#).

hypertext markup language (HTML)

A standard developed by the World Wide Web Consortium (W3C) that defines a text-based publishing language for creating electronic documents for the Web that encompasses text, multimedia, and hyperlink features.

See also [extensible markup language](#) and [standard generalized markup language](#).

hypertext transfer protocol (HTTP)

An application protocol that defines how computers (whether clients or servers) communicate with each other over the Internet or through intranets.

hypertext transfer protocol secure (HTTPS)

An application protocol used by computers to communicate over the Internet that combines the hypertext transfer protocol (HTTP) with encryption.

Note: HTTP clients (such as Web browsers) and servers exchange information via HTTP request and response messages.

Note: Specified in IETF RFC 2616. [5]

I**IaaS**

See [infrastructure as a service](#).

ICR

See [intelligent character recognition](#).

identity management

The use of administrative tools used to distinguish and recognize individuals within a system.

IGMM

See [ARMA International Information Governance Maturity Model](#).

IGP

See [Information Governance Professional](#).

illustrative sampling

A method of appraisal that selects a portion of records for preservation from a larger series based on the selector's judgment, which may be informed by specific criteria.

Note: Illustrative sampling is neither systematic nor random.

Source: *A Glossary of Archival and Records Terminology*. [36]

imaging

See [document imaging](#).

imaging manager

See [RIM manager](#).

imaging technician

See [records technician](#).

import

The process of incorporating data or documents from an external source into an application.

Note: Transferring data from one source to another may be merely copying. "Import" connotes a transformation of the data in order to integrate it with existing data or by changing it to a useful form.

Source: *A Glossary of Archival and Records Terminology*. [36]

inactive record

A record no longer needed to conduct current business but preserved until it meets the end of its retention period.

Note: Inactive records are often stored in a records center or on offline media.

See also [active record](#) and [semiactive record](#).

inalienability

A prohibition against the transfer or assignment of title.

Note: As regards public records, inalienability prevents such materials from being given, surrendered, or transferred to anybody except those the law allows to possess them.

Source: *A Glossary of Archival and Records Terminology*. [36]

index

A systematic guide that allows access to specific items contained within a larger body of information.

indexing

The act of specifying the predetermined topic, name, number, or caption under which a document is to be filed.

See also [classifying](#) and [coding](#).

indirect access

A method of access to records requiring prior use of an external index.

See also [direct access](#).

indirect entry

A principle of indexing wherein headings are incorporated under a hierarchical structure leading from broad to specific concepts.

See also [direct entry](#) and [inverted entry](#).

information

Data that has been given value through analysis, interpretation, or compilation in a meaningful form.

See also [data](#).

information architecture

The structure and interrelationship of information, especially with an eye toward using business rules, observed user behaviors, and effective interface design to facilitate access to the information.

Note: Information architecture is frequently used in the context of websites. It covers how the underlying information is organized and how users gain access to that information.

Source: *A Glossary of Archival and Records Terminology*. [36]

information clerk

See [records clerk](#).

information governance

A strategic, cross-disciplinary framework composed of standards, processes, roles, and metrics that hold organizations and individuals accountable for the proper handling of information assets. The framework helps organizations achieve business objectives, facilitates compliance with external requirements, and minimizes risk posed by sub-standard information handling practices.

Note: Records and information management (RIM) is an essential building block of an information governance program.

See also [ARMA International Information Governance Maturity Model](#).

Information Governance Professional (IGP)

An individual who has the strategic perspective, knowledge, and skills to lead an organization's information governance initiatives, leverage information for maximum value, reduce costs, and mitigate risks associated with using and governing information assets.

Note: Although ARMA International encouraged and provided resources for the development of the IGP certification, the IGP program is administered by the IGP Governance Board, which is incorporated separately from ARMA International.

See also [archivist](#), [Certified Archivist](#), [Certified Information Professional](#), [Certified Records Manager](#), and [records manager](#).

information management

Managing information, whether record or nonrecord, throughout its life cycle of creation, use, and destruction, while also obtaining business value from it.

information services

See [information systems](#).

information specialist

See [records coordinator](#).

information systems (IS)

The infrastructure, processes, and technologies used to store, generate, manipulate, and transmit information to support an organization.

Also referred to as [information services](#) and [information technology](#).

information technology (IT)

See [information systems](#).

infrastructure as a service (IaaS)

A cloud computing service model where the fundamental infrastructure of networks, servers, and storage is delivered as a service over the Internet.

Note: In this model, the customer does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, and deployed applications; and possibly limited control of select networking components (e.g., host firewalls).

Note source: *The NIST Definition of Cloud Computing*. [28]

See also [cloud computing](#), [hardware as a service](#), [platform as a service](#), and [software as a service](#).

ingest

The process by which digital information is received and incorporated into a database or storage repository.

Note: In a records environment, the ingest process should include the transfer of the associated metadata.

instant message

See [text message](#).

in-place governance

See [federated records management](#).

integrity (of a record)

The quality of a record that is complete and unaltered from the time of creation throughout its life.

See also [principle of integrity](#).

intellectual property

An idea, secret, mark, or expression that has property rights created through intellectual and/or discovery efforts of a creator and that are generally protectable under patent, trademark, or copyright.

See also [copyright](#).

intelligent character recognition (ICR)

An advanced optical character recognition (OCR) such as a handwriting recognition system that allows fonts and different styles of handwriting to be learned by a computer during processing to improve accuracy and recognition levels.

See also [optical character recognition](#).

intelligent search

The computer forensic process of finding relevant information that approximately matches entered terms in one or more repositories using heuristic, experiential, linguistic, and/or natural language processing techniques.

interface

A device or program that permits one part of a computer system to work with another.

interfile

To place an item or items in sequence within other materials.

Internet

An international telecommunications network that uses the transmission control protocol/Internet protocol (TCP/IP) to interconnect.

Internet Protocol address (IP address)

A numerical label assigned to each device (e.g., computer, printer) participating in a computer network that uses the Internet Protocol (IP) for communication that serves as a host or network interface identification and provides location addressing.

interoperability

The ability of different systems to use and exchange information through a shared format.

intranet

A private network inside a company or organization that uses Internet protocols and software.

intrinsic value

The usefulness or significance of an item derived from its physical or associational qualities, inherent in its original form, and generally independent of its content that is integral to its material nature and would be lost in reproduction.

Source: *A Glossary of Archival and Records Terminology*. [36]

See also [administrative value](#), [evidential value](#), [fiscal value](#), [historical value](#), [legal value](#), [operational value](#), [secondary value](#) and [value](#).

inventory

See [physical inventory](#) and [records inventory](#).

inverted entry

A heading with the natural order of words transposed so it is sorted under a word that normally appears at the end.

Source: *A Glossary of Archival and Records Terminology*. [36]

See also [direct entry](#) and [indirect entry](#).

IP address

See [Internet Protocol address](#).

IS

See [information systems](#).

IT

See [information technology](#).

J

JFIF

See [JPEG file interchange format](#).

Joint Photographic Experts Group (JPEG)

A joint working group of the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) created in 1986 to develop standards for the coding of still pictures.

Note: The official working group hierarchy and designation is ISO/IEC JTC1/SC29/WG1, where JTC1 is the Joint Technical Committee for Information Technology and SC29 is the Subcommittee for Coding of audio, picture, multimedia and hypermedia information.

See also [JPEG](#).

journaling

A method used in electronic messaging systems where messages and/or information about messages are captured, often in real-time, and retained in separate storage as a method of preservation.

Note: Journaling offers advantages over traditional archiving in that it captures messages that may have been both created and deleted before an archive or backup takes place. Messages placed in journaling storage are typically encrypted for additional security.

JPEG

A compression algorithm and format for still images defined in ISO/IEC 10918-1. [\[15\]](#)

Note: The acronym for the format was derived from the group that developed the standard.

See also [Joint Photographic Experts Group](#), [lossless compression](#), and [lossy compression](#).

JPEG 2000

An image compression algorithm developed as an upgrade to the original JPEG standard for improved quality, performance, and error resilience for highly compressed images in low bandwidth and noisy transmission environments.

JPEG file interchange format (JFIF)

An image file format developed for the exchange and transmission of JPEG files.

Note: JFIF was published as ISO/IEC 10918-5 *Information technology – Digital compression and coding of continuous-tone still images: JPEG File Interchange Format (JFIF)* in 2013.

jukebox

An online storage device that holds optical disks or tapes and has one or more drives that provides read and/or read/write of information on that media.

jump drive

See [flash drive](#).

jurisdiction

A regional area or geography where laws, policies, or other governance applies.

K

key drive

See [flash drive](#).

key performance indicator (KPI)

A unit of measurement used to demonstrate the effectiveness of a business program (e.g., records and information management) in achieving key objectives.

keyword

A word or phrase, taken from the title or text of a document, characterizing its content and facilitating its retrieval.

keyword search

A search based on given keyword(s) and any Boolean relationships among them.

See also [full-text search](#) and [search engine](#).

KM

See [knowledge management](#).

knowledge management (KM)

The strategies and processes designed to identify, capture, structure, value, leverage, and share an organization's intellectual assets to enhance its performance and competitiveness.

Note: KM is based on two critical activities: (1) capture and documentation of individual explicit and tacit knowledge, and (2) its dissemination within the organization.

See also [corporate memory](#).

KPI

See [key performance indicator](#).

L

LAN

See [local area network](#).

landscape mode

The horizontal orientation of an object so its width is greater than its height.

See also [portrait mode](#).

latent data

See [residual data](#).

latent semantic indexing and analysis

A method of processing data that identifies relationships between data sets by analyzing terms and term frequency.

Source: *The Sedona Conference® Glossary*. [42]

Note: Common applications include grouping documents together based on the documents' concepts and meanings instead of by simple searching.

lateral file

1. A system in which files are accessed side to side, not front to back.
2. Furniture built to support this type of file system.

See also [vertical file](#).

legacy application

An application kept in archival format or in continued use despite the obsolescence of its operating systems or programming.

legacy data

The information already stored in an old or obsolete format or computer system.

legacy networks

A network that is not based on the transmission control protocol/Internet protocol (TCP/IP).

legacy system

Any software and/or hardware that is retained despite its obsolescence or replacement.

legal health record (LHR)

A subset of a patient's data that is the documentation of healthcare services provided by an organization and which constitutes the organization's official business record for the patient for evidentiary purposes.

legal hold

See [destruction hold](#).

legal value

The usefulness of a record in complying with statutes and regulations, as evidence in legal proceedings, as legal proof of business transactions, or to protect an individual's or organization's rights and interests.

See also [administrative value](#), [evidential value](#), [fiscal value](#), [historical value](#), [intrinsic value](#), [operational value](#), [secondary value](#) and [value](#).

letter-by-letter arrangement

A sorting technique that orders entries based on each character in a heading without regard for spaces or punctuation.

See also [word-by-word arrangement](#).

LHR

See [legal health record](#).

life cycle (of a record)

The major milestones of a record's existence, subject to changing requirements: creation/receipt, classification, use, retention, and disposition (i.e., transfer to another entity, archival retention, or destruction).

limitation of assessment

The fiscal counterpart of the statute of limitations that prescribes the period of time that a government agency can determine taxes owed.

Source: *RIM Fundamentals, 2d. Ed.* [40]

linear foot

A measurement used to calculate space requirements.

Note: A linear foot measures 12 inches for documents stored on edge.

See also [filing inch](#).

link

1. An expression that implies a connection between informational objects that can be one-to-one or one-to-many.
2. A connection between documents based on defined criteria, usually the content of one or more data fields.
3. The connections between fields in relational database tables.

See also [hyperlink](#) and [uniform resource locator](#).

Linux

A free, open source computer operating system closely modeled on Unix®.

list index

An alphabetical list of words or phrases.

litigation hold

See [destruction hold](#).

load balancing

A method to distribute workload across multiple servers for maximum performance and redundancy.

See also [built-in dispersal](#), [dispersal](#), [mirror site](#), and [server clustering](#).

local area network (LAN)

A network of connected devices, typically within a small area such as an office or building, supporting high-speed transmission of data over twisted pair (older technology), coaxial cable, fiber optic cable, or wireless infrastructure.

locator

A tool that helps a user find and access information throughout a system of records.

log file

A file generated by a computer application recording activity, such as user access.

Note: For example, a web server's log file may record information about website visitors, including their Internet protocol addresses, when they visited, what pages they visited, and what they downloaded.

logical unitization

The process of human review of each individual page in an image collection using logical cues to determine pages that belong together as documents.

Source: *The Sedona Conference® Glossary*. [42]

See also [physical unitization](#).

long-term record

A record with a retention period of between 10 years and permanent.

lookup table

1. A collection of data stored in a row and column format and used as ready reference.
2. A table used to associate a name and a value.
3. In electronic content management software, a list of admissible values for the content of metadata fields.

lossless compression

The reduction in the size of an informational object by removing irrelevant data and allowing an exact recovery of the original.

See also [JPEG](#) and [lossy compression](#).

lossy compression

The act of reducing the file size of an information object by removing irrelevant and selected relevant data. Though compression prevents an exact recovery of the original, it reduces needed storage and results in faster retrieval of the object.

See also [JPEG](#) and [lossless compression](#).

M

machine learning

A type of artificial intelligence that provides computers with the ability to learn without being explicitly programmed.

machine-readable record

The digitized and coded information that must be translated by a computer or other type of equipment to make it intelligible to humans.

magnetic media

Any data storage media based on its magnetic properties.

See also [magnetic tape](#), [magneto-optical drive](#), [optical media](#), and [storage media](#).

magnetic tape

A magnetically coated strip on which analog or digital data can be recorded.

Note: Magnetic tape is frequently used to back up large quantities of electronically stored information due to its large capacity and lower cost relative to other storage options.

See also [magnetic media](#) and [storage media](#).

magneto-optical drive

A data storage drive with rewrite capability that uses both magnetic and optical technologies to obtain higher density storage.

See also [magnetic media](#), [optical disk](#), and [optical media](#).

mail management

The application of records management principles and techniques to the flow and proper archiving of mail within the organization.

mailto

The protocol for a uniform resource locator e-mail address.

Note: "Mailto" is often seen on webpages and when clicked on, the user's e-mail client automatically opens with the "To" field already filled in with the e-mail address specified in the underlying link. The "mailto" scheme is specified in IETF RFC 2368. [7]

main heading

In indexing, the heading under which a related group of other subheadings (other indexes) belongs.

See also [primary subject](#).

mainframe

A class of powerful, general purpose computers that can manage large amounts of data at high speed.

Note: Mainframes often provide processing to many connected terminals.

malware

Any type of malicious software program created for illicit purposes (e.g., computer viruses, worms, trojans).

See also [phishing](#), [spear phishing](#), [spyware](#), [trojan](#), [virus](#), and [worm](#).

management information systems (MIS)

A system that collects and processes data, generating information for decision-making, planning, program implementation, and control.

management system

A framework of guidelines, policies, procedures, processes and associated resourced aimed at ensuring an organization meets its objective.

Source: ISO/IEC 27000. [21]

mandatory fields

The metadata fields that must be filled in before a document can be filed.

mapping

1. (information) The methods of producing structured documents and communications to quickly understand the information contained on those documents.
2. (computing) A method of assigning internal or external drives or jukeboxes to specific characters for the purpose of processing data.

See also [data map](#).

mash-up

A webpage or application that integrates complementary elements from multiple sources.

MCRS

See [MoReq2010® compliant records system](#).

mean time between failure (MTBF)

The average time between failures; used to compute the reliability of devices/equipment.

mean time to repair (MTTR)

The average time to repair; the higher the number, the costlier and more difficult it is to fix the component.

media

See [medium](#).

medium

A general term referring to the material onto which information or data has been recorded and may subsequently be used.

Also referred to as [media \(plural form\)](#).

memory

The internal storage in a computer, usually in the format of chips located on the motherboard, available for processing data and executing instructions.

See also [random access memory](#).

memory management

The process of allocating computer memory to separate tasks so data is protected from corruption.

menu

Available commands in a computer application presented as a list of options.

message header

In electronic communications, the message area that contains metadata describing the identities of the author and recipients, the subject of the message, and the date the message was sent.

metadata

The structured information that describes, explains, locates, or otherwise makes it easier to retrieve, use, or manage information resources.

Note: Metadata is typically broken down into broad types that include, but are not limited, to administrative metadata, content metadata, descriptive metadata, preservation metadata, and structural metadata.

See also [attribute](#), [audit trail metadata](#), [contextual information](#), [embedded metadata](#), and [vendor-added metadata](#).

metadata comparison

A comparison of specified metadata as the basis for identifying possible candidates for deduplication without regard to content.

metric paper size

An international measure for paper based on the subdivisions of a square meter.

microfiche

A flexible, transparent sheet of film bearing a number of micro-images arranged in a grid pattern with a heading area across the top.

microfilm

1. A high-resolution film in roll form or mounted onto aperture cards containing micro-images.
2. The action of recording micro-images on film.

See also [cellulose acetate film](#), [diaz microfilm](#), [silver halide microfilm](#), and [storage media](#).

microfilm jacket

A flat, transparent, plastic carrier with single or multiple film channels made to hold single or multiple film strips.

microfilm reader

A device that enlarges micro-images for viewing, usually consisting of a light source, illuminating optics, microfilm holder, lens, and screen.

microfilm reader/printer

A machine with the capability of viewing microfilm and producing an enlarged, hard copy of an image.

microforms

Generic term for any material, usually photographic film, that contains microimages.

Source: ISO 6196-1 [\[22\]](#)

micrographics

Techniques associated with the production, handling, and use of microforms.

Source: ISO 6196-1 [\[22\]](#)

micro-image

An image too small to be read without magnification.

Source: ISO 6196-1 [22]

middle-digit filing

A numeric filing system in which the middle digits are used as the finding aid to organize the filing system.

See also [primary-digit filing](#) and [terminal-digit filing](#).

middleware

The software “glue” that helps programs and databases (which may be on different computers) work together. Its most basic function is to enable communication between different pieces of software.

Source: *Gartner IT Glossary*. [6]

migration

The process of moving data from one information system or storage medium to another while maintaining the record’s authenticity, integrity, reliability, and usability.

Note: Migration is done to ensure continued access to the information as the system or medium is replaced, becomes obsolete, or degrades over time.

See also [backfile conversion](#) and [file conversion](#).

MIME

See [multipurpose Internet e-mail extensions](#).

mirror image

The process of making an identical copy of a hard drive.

See also [disk mirroring](#), [forensic copy](#), and [mirroring](#).

mirror site

A file server containing an identical copy of the operating system, applications, databases, and files located in a different physical or virtual area for the purposes of providing security and ensuring business continuity.

See also [built-in dispersal](#), [dispersal](#), [load balancing](#), and [server clustering](#).

mirror user

The method of granting equal computer, information, and records permissions by mirroring an active user’s profile after an existing user’s profile. The practice is common in settings where access is based on roles and responsibilities.

mirroring

A method of data replication that maintains an exact copy of electronic records by applying changes at the secondary site(s) in lockstep with or synchronous to changes at the primary site.

See also [disk mirroring](#), [mirror image](#), and [shadowing](#).

MIS

See [management information systems](#).

mnemonic filing

A system to classify files using codes or symbols that have an easily remembered relationship to the actual meaning or function (e.g., “LA” for Los Angeles or “FIN” for Finance).

mobile-aisle file system

Rows of shelving used for compact storage that travel on tracks, allowing only one or a limited number of aisles to be opened to access the system.

Also referred to as [movable shelving](#).

mobile devices

Any portable equipment that can be used to create, transmit, and/or store content.

mobile governance

The specific applications and/or policies designed to ensure compliance with records and information management principles when creating, transmitting, and/or storing content via mobile devices.

mode of transmission

The method by which information is communicated over space or time.

model

1. A potential best practice representation.
2. The definition of a database describing tables and their interconnections.

modem

Electronic equipment that changes digital computer data to analog data (and vice versa) for transmission/reception over analog equipment, such as telephone lines.

Note: A contraction of MODulator/DEMulator.

MoReq

The European Union specification *Modular Requirements for Records Systems* [32] that defines the functional requirements for the management of electronic records in an electronic records management system.

MoReq2010® compliant records system (MCRS)

A records system that complies with the MoReq specification, 2010 version [32], allowing it to transfer entities and processes in a standardized format that can easily be understood by another MCRS.

Motion Picture Experts Group (MPEG)

A joint working group of the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) established to develop standards for the coding of moving pictures and audio.

Note: The official working group hierarchy and designation is ISO/IEC JTC1/SC29/WG11, where JTC1 is the Joint Technical Committee for Information Technology and SC29 is the Subcommittee for Coding of audio, picture, multimedia and hypermedia information.

See also [MPEG](#).

movable shelving

See [mobile-aisle file system](#).

MPEG

A series of related international (ISO/IEC) standards that define compression algorithms for video and associated audio information.

Note: The acronym for the format was derived from the group that developed the standard.

See also [Motion Picture Experts Group](#).

MSG

A file format for e-mail messages used in Microsoft products such as Outlook®.

MTBF

See [mean time between failure](#).

MTTR

See [mean time to repair](#).

multimedia

The combined use of different media, integrated video, audio, text, and data graphics in digital form.

multipurpose Internet mail extensions (MIME)

A standard for encoding attachments in mail messages.

N**NAS**

See [network-attached storage](#).

native format

The original format that a computer application uses to create and save information.

natural language search

A manner of searching that permits the use of plain language without special connectors or precise terminology.

Source: *The Sedona Conference® Glossary*. [42]

See also [Boolean search](#).

near-line

A storage medium that is not directly connected on a permanent basis.

See also [hierarchical storage management](#), [offline](#), and [online](#).

needed source records

A source record after conversion that, instead of being destroyed, is returned to storage as a semiactive record.

Source: *The InterPares Glossary*. [24]

network

1. A collection of individuals or objects and their interconnections, seen as a whole.
2. (computing) The equipment and materials used to connect servers and terminals.

network address

The part of an Internet protocol (IP) address that is uniquely assigned by a sanctioned agency.

network architecture

The high-level concepts and frameworks for the network's physical, methodological, and social components to work together in an organized manner.

network-attached storage (NAS)

An integrated storage product with bundled hardware and software that is attached to an organization's network and used for file sharing and storage.

network intrusion detection system (NIDS)

A system that tries to detect malicious activities perpetrated against the network from a simple denial of access to the theft of information.

network operating system (NOS)

Software that manages the operation of a local area network (LAN).

network segmentation

1. A technique used to improve security of a network by means of "cutting off" a segment that is under attack so information on other segments may be safe.
2. A method of organizing a network that groups and restricts areas of the network to certain user groups.

Note: Also used as a booster in performance of local network traffic.

NIDS

See [network intrusion detection system](#).

NIST list

A hash database of computer files developed by the National Institute of Standards and Technology (NIST) to identify files that are system generated and generally accepted to have no substantive value in most instances.

node

An addressable entity, such as a computer, a storage device, or a storage subsystem, connected to a network.

nonfunctional requirements

The qualitative requisites of how well an application or a system should perform without going into specific metrics.

nonrecord

Any information that does not meet the definition of record or that has been excluded from coverage by the definition.

Note: Examples of nonrecords are extra copies of documents kept only for reference, publications, and library or museum materials intended solely for exhibit or reference.

See also [record](#).

normalization

1. The process of reformatting data so it is stored in a standardized form.
2. The process of reviewing electronically stored information (ESI) in a tabular form or a spreadsheet to identify irregular data in entries allowing for corrections to stored information tags and metadata elements.

Also referred to as [date/time normalization](#).

NOS

See [network operating system](#).

numeric alphabetic indexing

An alphanumeric system in which numerals precede alphabetic coding.

numeric filing

Any filing system for arranging records that is based on numbers.

See also [alphanumeric filing](#), [consecutive-numeric filing](#), [middle-digit filing](#), [primary-digit filing](#), and [terminal-digit filing](#).

**OAIS**

See [open archive information system](#).

object

In personal computing, a representation of something a user can work with to perform a task; can appear as text or an icon.

OCR

See [optical character recognition](#).

ODA

See [open document architecture](#).

ODF

See [open document format](#).

office of origin

The organizational unit that creates or originally receives a record.

Also referred to as [originating department](#).

office of record

An organizational unit designated to maintain the record or its official copy.

office open XML (OOXML)

A set of XML vocabularies for representing word-processing documents, spreadsheets and presentations, based on Microsoft Office.

Note: Specified in the multipart standard ISO/IEC 29500. [16] Used as an alternative to portable document format/A (PDF/A) and open document format (ODF) for long-term preservation.

offline

A storage device that is not connected to a server or network.

See also [near-line](#) and [online](#).

offsite storage

A location, remote from the primary location, at which records are stored, regardless of their format.

See also [onsite storage](#).

online

A storage device that is connected to a server or network.

See also [near-line](#) and [offline](#).

onsite storage

The storage of records on the premises of the organization, regardless of their format.

See also [offsite storage](#).

ontology

A formal representation of the concepts within a domain and their relationship to one another.

See also [taxonomy](#) and [vocabulary control](#).

OOXML

See [office open XML](#).

open access

1. The concept of allowing users to retrieve documents themselves.
2. Any record that is non-restricted and non-confidential.

open archive information system (OAIS)

A preservation model for digital archiving that includes six distinct functional areas: ingest, archival storage, data management, administration, preservation planning, and access.

Note: Specified in ISO 14721. [\[23\]](#)

open document architecture (ODA)

A standard to facilitate the storage and interchange of documents in a format that can be processed.

Note: Specified in the multi-part standard ISO/IEC 8613 [\[18\]](#) and the ITU Telecommunication Standardization Sector series T.411-T.419, T.421-T.424.

open document format (ODF)

An open standard format for office documents based on XML.

Note: Specified in ISO/IEC 26300. [\[19\]](#) Used as an alternative to portable document format/A (PDF/A) and office open XML (OOXML) for long-term preservation.

open records laws

See [Freedom of Information Act](#).

open-shelf filing

A system where files are placed on shelves without any doors or drawers.

Note: Side- or end-tab file folder labels and guides are used to locate the file titles.

open source

Any program where source code is made available for use or modification as users or other developers see fit.

Note: Open source software is usually developed as a public collaboration and made freely available.

open systems interconnection (OSI)

A set of interface standards aimed at allowing the exchange of information between computers, networks, and applications.

Note: Specified in the multi-part standard ISO/IEC 7498 [\[20\]](#) and the ITU Telecommunication Standardization Sector series X.200, X.207, X.210-X.217.

operational record

A record that relates to the substantive activities an organization undertakes to accomplish its mission or mandate.

See also [administrative record](#).

operational records classification systems (ORCS)

The integrated records classification and scheduling systems tailored to the operational records of a specific function or program adopted by some governments.

operational value

The usefulness or significance of records to support ancillary operations and management of an organization.

Note: Operational value is generally considered to be limited to that period in which the documented activities occur and ending with any audit of those activities.

Source: *A Glossary of Archival and Records Terminology*. [\[36\]](#)

See also [administrative value](#), [evidential value](#), [fiscal value](#), [historical value](#), [intrinsic value](#), [legal value](#), [secondary value](#) and [value](#).

optical character recognition (OCR)

A technology whereby a machine reads data from source documents and scans the characters for storage on a magnetic medium, providing text-searchable capabilities.

See also [intelligent character recognition](#).

optical disk

A disc-shaped storage medium to which data is written and read using light, usually laser technology.

See also [compact disk](#), [digital versatile disc](#), and [magneto-optical drive](#).

optical jukebox

See [jukebox](#).

optical media

Any storage media where data is recorded and read back with the aid of light, usually laser.

See also [magneto-optical drive](#) and [optical disk](#).

optical scanner

An input device that scans paper or another medium to a digital image that can be stored, displayed, and (possibly) manipulated on a computer.

See also [barcode scanner](#).

oral history

A method of gathering and preserving historical information through recorded interviews with participants about past events and ways of life.

ORCS

See [operational records classification systems](#).

original order

The archival principle that states that records should be placed in the order in which they were arranged by the organization, individual, or family that created them.

original record

1. A primary or first-generation record.
2. A record that is designated as the official record.

originating department

See [office of origin](#).

OSI

See [open systems interconnection](#).

outcard

A device used to replace material that has been removed from a file and indicate what was taken, by whom, and when.

output device

A computer hardware component that converts electronic information into human-readable form.

outsourcing

The process of contracting functions or activities of an organization to external providers.

overwrite

To record or copy new data over existing data on electronic media, as when a file or directory is updated.

Note: This process does not always render overwritten information unreadable.

P

PaaS

See [platform as a service](#).

page file

A memory management method where data is stored outside of a computer's main memory in a secondary storage area in a block called a page; the data can be quickly retrieved and swapped with the data in the main memory.

Also referred to as [swap file](#).

paperless

The scenario where all documents exist only in digital format and are created and managed in that format.

partition

An individual section of computer storage media such as a hard drive.

Note: For example, a single hard drive may be divided into several partitions in order that each partition can be managed separately for security or maintenance purposes.

Source: *The Sedona Conference® Glossary*. [42]

Note: In Windows environments, each partition is designated by a separate drive letter (e.g., C, D). Other environments use alternate means of naming the partitions.

path

The description of the location of an item, such as a file or folder, in a computer's directory system.

pattern recognition

Technology that searches electronically stored information (ESI) for like patterns and flags and extracts the pertinent data, usually utilizing an algorithm.

Source: *The Sedona Conference® Glossary*. [42]

See also [fuzzy search](#) and [search engine](#).

payback period

The length of time required to recover the cost of an investment (e.g., purchase of hardware or software) from its cost savings or revenues.

See also [return on investment](#).

PCX

See [picture exchange format](#).

PDF

See [portable document format](#).

PDF/A

A version of the portable document format (PDF) that is intended for the digital preservation (archiving) of page-oriented electronic documents.

Note: Specified in the multi-part standard ISO 19005. [9]

pen drive

See [flash drive](#).

pending file

A file of materials held for further action.

periodic transfer

The process of moving records between active, semiactive, and inactive storage sites on a scheduled basis.

See also [hierarchical storage management](#).

peripheral device

An auxiliary piece of equipment connected to a computer, but not a necessary part of the computer.

permanent record

A record that has been determined to have sufficient historical, administrative, legal, fiscal, or other value to warrant continuing preservation.

personal file

Any material belonging to an individual that was not created or received in the conduct of business while in the employ of an organization.

personal health record (PHR)

An electronic record of an individual's health information that can be drawn from multiple sources and that is managed, shared, and controlled by or primarily for the individual.

personally identifiable information (PII)

Any information that can be used in isolation or in combination with other sources to uniquely identify, contact, or locate a specific individual.

phishing

A way of attempting to acquire information such as usernames, passwords, or bank account numbers by masquerading as a trustworthy entity in an electronic communication.

See also [malware](#), [spear phishing](#), [trojan](#), [virus](#), and [worm](#).

phonetic index

A listing organized by the sound of a word rather than its spelling.

photocopy

See [duplication](#).

PHR

See [personal health record](#).

physical inventory

The process of identifying all tangible records of an organization.

See also [records inventory](#).

physical unitization

Utilizes actual objects such as staples, paper clips, and folders to determine pages that belong together as documents for archival and retrieval purposes.

Source: *The Sedona Conference® Glossary*. [\[42\]](#)

See also [logical unitization](#).

pick list

1. A list containing specific records that are to be retrieved.
2. A list of authorized contents for a metadata field.

picture exchange format (PCX)

An image file format, originally developed as the native file format for PC Paintbrush, that has become one of the most widely used imaging formats.

PII

See [personally identifiable information](#).

pixel

The smallest element (or dot) on a display.

Note: An abbreviation of the words "picture element." The closer the spacing of the pixels, the higher the resolution and the sharper the image.

PKC

See [public key cryptography](#).

PKI

See [public key infrastructure](#).

PKI digital signature

A scheme using private key security.

See also [digital certificate](#) and [digital signature](#).

platform as a service (PaaS)

A cloud computing service model where the computing platform (generally, operating system, database, and web server) is delivered as a service over the Internet.

Note: In this model, the customer does not manage or control the underlying cloud infrastructure, including network, servers, operating systems, or storage, but has control over the deployed applications and possibly configuration settings for the application-hosting environment.

Note source: *The NIST Definition of Cloud Computing*. [\[28\]](#)

See also [cloud computing](#), [hardware as a service](#), [infrastructure as a service](#), and [software as a service](#).

PNG

See [portable network graphics](#).

pointer

Directory data that points to the location of a file stored on electronic media.

Note: When a file is deleted, only the pointer to the file is actually deleted, so the file can no longer be located easily by the operating system. However, deleting the pointer allows the space where that file was located to be overwritten with new data.

portable document format (PDF)

A format for documents that retains its full presentation format and is viewable on multiple computer platforms and operating systems.

Note: Originally a proprietary specification of Adobe, Inc., it has been published as an international standard, ISO 32000-1. [\[10\]](#)

portable network graphics (PNG)

A file format for the lossless, portable, and compressed storage of raster images.

Note: PNG provides a patent-free alternative to graphic interchange format (GIF) and can also replace many common uses of tagged image file format (TIFF). Indexed-color, grayscale, and true color are supported.

portal

A unique user interface application to provide a single point of access to information and tools.

portrait mode

A display where the height exceeds the width (vertical).

See also [landscape mode](#).

preservation

The process and operation involved in ensuring the technical and intellectual survival of authentic records through time.

See also [digital preservation](#).

preservation order

See [destruction hold](#).

primary-digit filing

A numeric filing system in which the first digits are used as the method of organizing and finding items in a records management system.

See also [middle-digit filing](#) and [terminal-digit filing](#).

primary subject

The main topical heading in a hierarchal file classification system.

See also [main heading](#).

principle of accountability

A Generally Accepted Recordkeeping Principle®: A senior executive (or a person of comparable authority) shall oversee the information governance program and delegate responsibility for records and information management to appropriate individuals. The organization adopts policies and procedures to guide personnel and ensure that the program can be audited. [3]

principle of availability

A Generally Accepted Recordkeeping Principle®: An organization shall maintain its information assets in a manner that ensures their timely, efficient, and accurate retrieval when needed. [3]

principle of compliance

A Generally Accepted Recordkeeping Principle®: An information governance program shall be constructed to comply with applicable laws, other binding authorities, and the organization's policies. [3]

See also [compliance](#).

principle of disposition

A Generally Accepted Recordkeeping Principle®: An organization shall provide secure and appropriate disposition for information assets no longer required to be maintained by applicable laws and the organization's policies. [3]

See also [destruction](#) and [disposition](#).

principle of integrity

A Generally Accepted Recordkeeping Principle®: An information governance program shall be constructed so the information assets generated by or managed for the organization have a reasonable and suitable guarantee of authenticity and reliability. [3]

See also [authenticity](#), [file integrity](#), and [integrity \(of a record\)](#).

principle of protection

A Generally Accepted Recordkeeping Principle®: An information governance program shall be constructed to ensure a reasonable level of protection to information assets that are private, confidential, privileged, secret, classified, or essential to business continuity or that otherwise require protection. [3]

See also [security copy](#) and [vital record](#).

principle of retention

A Generally Accepted Recordkeeping Principle®: An organization shall maintain its information assets for an appropriate time, taking into account their legal, regulatory, fiscal, operational, and historical requirements. [3]

See also [retention period](#) and [records retention schedule](#).

principle of transparency

A Generally Accepted Recordkeeping Principle®: An organization's business processes and activities, including its information governance program, shall be documented in an open and verifiable manner, and that documentation shall be available to all personnel and appropriate interested parties. [3]

Principles

See [Generally Accepted Recordkeeping Principles®](#).

privacy

The right to be let alone or to be free from interference by others. Information privacy is the right of an individual to control how information about him or her is used and/or released to the public.

See also [principle of protection](#).

Privacy Shield, The EU-U.S.

A framework approved in July 2016 that defines requirements for U.S. companies to protect the privacy of EU individuals' personal data.

Note: This replaces the EU-U.S. Safe Harbor program, which was invalidated in October 2015 by the European Commission, the Privacy Shield allows U.S. organizations to certify compliance with EU privacy requirements for trans-border transfer of EU personal data.

private cloud

The cloud infrastructure provisioned for exclusive use by a single organization comprising multiple consumers (e.g., business units). It may be owned, managed, and operated by the organization, a third party, or some combination of them, and it may exist on or off premises.

Source: *The NIST Definition of Cloud Computing*. [28]

See also [cloud computing](#), [community cloud](#), [hybrid cloud](#), [public cloud](#), and [virtual private cloud](#).

private key

In a dual-key encryption system, the sequence of characters used to decrypt cipher text encrypted with the corresponding public key.

See also [public key cryptography](#) and [public key infrastructure](#).

private network

A network that uses Internet protocol (IP) addresses that are not publicly accessible.

Note: Private networks are typically used in organizations or home networks to connect multiple devices.

See also [public network](#).

private record

A record in the private sector as opposed to a record in the public (government) sector.

See also [public record](#).

privilege data set

The universe of documents identified as responsive and/or relevant, but withheld from production on the grounds of legal privilege, a log of which is usually required to notify of withheld documents and the grounds on which they were withheld (e.g., work product, attorney-client privilege).

Source: *The Sedona Conference® Glossary*. [42]

See also [production data set](#).

privileged record

A record that contains information that is accessible only to those authorized to view it.

See also [classified record](#), [confidential record](#), and [restricted record](#).

processing

The activities needed to prepare information and/or documents for use and/or storage.

Note: Generally includes, but is not limited to, documentation, physical preparation, coding, and filing.

production

1. In a legal setting, the process of delivering paper or digital documents in response to a discovery request.
2. The environment that manages live, real data.

Note: In contrast to a production environment, a test environment is where updates and upgrades, as well as applications, are checked to evaluate readiness prior to roll-out.

production data set

The universe of documents and/or electronically stored information (ESI) identified as responsive to document requests and not withheld on the grounds of privilege.

Source: *The Sedona Conference® Glossary*. [42]

See also [privilege data set](#).

production number

A sequential number assigned to every page of a production for fixed image production formats, or to every file in a native file production; used for tracking and reference purposes.

Note: Often used in conjunction with a suffix or prefix to identify the producing party, the litigation, or other relevant information.

Source: *The Sedona Conference® Glossary*. [42]

See also [Bates number](#).

profile

A set of access or functionality rights in an ECM application that can be assigned to a user or group of users to define what those users can or can't do with documents.

project file

An assembly of records and other data regardless of media (e.g., hardcopy, electronic, film) that pertains to a set of activities or pursuits designated as a project by the organization.

See also [case file](#).

PRONOM

A resource developed by The National Archives of the United Kingdom to register data file formats and software products in support of digital preservation.

protective storage

The use of special fire, water, shock, and magnetic resistant vaults designed for the protection of stored media whether digital or paper.

protocol

Defined methods and rules by which different types of computers and devices communicate with each other over a network.

provenance

Information regarding the origins, custody, and ownership of an item or collection.

Note: Provenance is a fundamental principle of archives, referring to the individual, family, or organization that created or received the items in a collection. The principle of provenance or the respect des fonds dictates that records of different origins (provenance) be kept separate to preserve their context.

Source: *A Glossary of Archival and Records Terminology*. [36]

See also [respect des fonds](#).

proximity search

Full-text search for terms within a specific distance of each other; for example, “filing” within three words of “record.”

See also [search engine](#).

public cloud

The cloud infrastructure provisioned for open use by the general public. It may be owned, managed, and operated by a business, academic, or government organization, or some combination of them. It exists on the premises of the cloud provider.

Source: *The NIST Definition of Cloud Computing*. [28]

See also [cloud computing](#), [community cloud](#), [hybrid cloud](#), and [private cloud](#).

public key cryptography (PKC)

A secure data transmission scheme, also called non-secret encryption, using a dual-key encryption system where one key is used to encrypt plain text or a file so that it cannot be read without the correspondent private key.

Note: A public key algorithm does not require a secure initial exchange of one or more secret keys between sender and receiver.

Also referred to as [asymmetric encryption](#).

See also [private key](#).

public key infrastructure (PKI)

A set of hardware, software, personnel, policies, and procedures needed to create, manage, distribute, use, store, and revoke digital certificates.

Note: In cryptography, a PKI is an arrangement that binds public keys with respective user identities by means of a certificate authority.

public key infrastructure digital signature

A scheme or means of encrypting signatures using private key security to protect information during transmission and authenticate it at the destination.

public network

A data network that is established to provide public access and services.

See also [private network](#).

public record

1. A record available to the public.
2. A record made by a public officer or a government agency in the course of the performance of a duty.

See also [private record](#).

pulverization

A method of destroying records using a device that renders media into small, random-shaped particles.

See also [destruction](#).

purging

The removal of inactive or obsolete records or data from a set of active files for archiving or destruction, usually according to a records retention schedule.

See also [weeding](#).

**QBIC**

See [query by image content](#).

QC

See [quality control](#).

qualifier

The refinement of an element by defining its semantics or values.

quality control (QC)

Any step(s) taken to ensure a quality product or service, including the fulfillment of techniques and activities associated with a product's or service's quality requirements.

quarantine

1. The status of a file suspected to be infected by any kind of malware that is placed in a specified folder for further testing and correction.
2. An operational term for the first phase of the digital preservation process that checks the data transfer for content accuracy, integrity, and malware.
3. The isolation of a quantity of physical records contaminated by an outside source or material from the balance of a collection until treated and returned to the collection.

query

A structured request for information from a database.

query by image content (QBIC)

The action of retrieving digital images in a database.

See also [search engine](#).

R

radio frequency identification (RFID)

A technology that uses radio frequencies and a data tag to identify, track, locate, and manage items.

See also [barcode](#).

RAID

See [redundant array of independent disks](#).

RAM

See [random access memory](#).

random access memory (RAM)

In a computer, the place where information in use is stored, as well as the data source feeding the central processing unit.

Note: RAM memory is lost when the computer is turned off.

random filing

The filing of entities without regard to a particular order or pattern; used with an indexing system to locate the entities.

raster image

An image that is made up of a grid pattern of pixels. Resolution of the images is measured in pixels per inch (PPI).

Also referred to as [bitmap image](#).

See also [vector image](#).

reading file

See [convenience file](#).

reading room

The area in an archival institution or a library where users may search for printed or electronic information, finding aids, and associated reference sources.

read-only (RO)

1. An optical medium that will never erase any data and is not rewritable.
2. A mode switch activated in order to prevent accidental deletion from or rewriting on magnetic media.

Note: If not “closed” at its first recording, an RO disk can accept other recordings, up to the disk’s capacity.

read-only memory (ROM)

Any random memory that can be read but not written to or changed.

record

Any recorded information, regardless of medium or characteristics, made or received and retained by an organization in pursuance of legal obligations or in the transaction of business.

See also [document](#) and [nonrecord](#).

record attribute

A defining characteristic of a record or a record element.

record copy

The official copy of an original record that is retained for legal, operational, or historical purposes.

record version

A particular form or variation of an earlier or original record. For electronic records, the variations may include changes to file format, metadata, or content.

records analyst

An individual who designs, evaluates, reviews, recommends, creates, implements, updates, and maintains records management-related systems.

Also referred to as [records management consultant \(internal\)](#)

See also [senior records analyst](#).

records and information management (RIM)

The field of management responsible for establishing and implementing policies, systems, and procedures to capture, create, access, distribute, use, store, secure, retrieve, and ensure disposition of an organization’s records and information.

Note: Records – which are evidence of an organization’s or an individual’s activities and business transactions – and information are both subject to RIM management and requirements, regardless of their format, media, or location. RIM is an essential building block of an information governance program.

Also referred to as [records management](#).

See also [document management](#), [electronic records management](#), and [electronic records management system](#).

records appraisal

See [appraisal](#).

records center

1. (digital records) A storage device with lower operating costs, which may be online or offline depending on the speed and frequency of access required for the records.
2. (paper records) An area for lower-cost storage, maintenance, and reference use of semiactive or inactive records pending their ultimate disposition.

records clerk

An individual responsible for processing incoming information, retrieving information for users, and maintaining logs and indexes. Generally an entry-level position.

Also referred to as [file clerk](#) and [information clerk](#).

See also [senior records clerk](#).

records coordinator

The individual responsible for providing expertise on records and information management issues to functional areas within the organization and for coordinating the implementation of active records systems and retention schedules.

Also referred to as [information specialist](#), [records specialist](#), and [technologist](#).

records inventory

A detailed listing that includes the types, locations, dates, volumes, equipment, classification systems, and usage data of an organization's records.

Note: The inventory is usually prepared to facilitate evaluation, appraisal, and organization of the records for ease of access as well as for backup and disaster recovery planning and procedures.

See also [physical inventory](#) and [records survey](#).

records management

See [records and information management](#).

records management consultant (internal)

See [records analyst](#).

records management manual

A publication that defines the scope of the records management program, its authority, the services it provides, and an introduction to concepts.

records management policy

The mandated guidelines for managing records within an organization.

records manager

The individual within an organization who is responsible for systematically managing the recorded information generated and received by the organization.

See also [archivist](#), [Certified Archivist](#), [Certified Information Professional](#), [Certified Records Manager](#), and [Information Governance Professional](#).

records protection

The safeguarding of records against unauthorized access, theft, and intentional or unintentional destruction, damage, or alteration.

records retention schedule (RRS)

A comprehensive list of records series titles, indicating for each series the length of time it is to be maintained. May include retention in active office areas, inactive storage areas, and when and if such series may be destroyed or formally transferred to another entity, such as an archives for historical preservation.

Also referred to as [retention schedule](#) and [records schedule](#).

records schedule

See [records retention schedule](#).

records series

A group of related records filed/used together as a unit and evaluated as a unit for retention purposes (e.g., a personnel file consisting of an application, reference letters, benefit forms, etc.).

records specialist

See [records coordinator](#).

records storage box

See [carton](#).

records survey

A broad overview of the quantity and type of records within an organization, which is usually completed prior to a detailed inventory.

See also [records inventory](#).

records system

An information system that captures, manages, and provides access to records through time.

See also [electronic records management system](#).

records technician

An individual responsible for equipment operation and for processing materials, documents, or records for the organization's film- or computer-based imaging operations.

Also referred to as [imaging technician](#).

redaction

The process of masking or removing sensitive information in a document before releasing it for public use.

See also [annotation](#).

reduction ratio

The relationship between the dimensions of the original or master and the corresponding dimensions of the micro-filmed or photocopied image, or resulting digital files of the type image, sound, or video.

redundant array of independent disks (RAID)

A bank of hard disks that behaves as a single hard disk to a computer system.

Note: Data stored on RAID is organized on the several parallel disks of the bank such that the failure of any single disk does not cause a total loss of data. This enables the system to remain in use while a faulty disk is replaced and its contents automatically created based on an algorithm and the data existing on the other disks.

reference analysis

A statistical breakdown of requests for records during a specific period to determine usage of individual types of records.

reference file

A file containing unofficial copies of documents maintained for information purposes.

See also [convenience file](#) and [working file](#).

reference materials

The items needed in-house to complete work, usually considered as nonrecords and not included in a records inventory or on a records retention schedule.

reference room

See [search room](#).

refile

The process of returning a physical record to its proper place.

registration

The act of giving a record a unique identifier on its entry into a system.

relational database

A database in which information is stored in tables, also called relations, where columns are used for data categories and rows are particular instances of data, allowing data to be quickly retrieved, combined, or reorganized.

Note: For example, a particular customer would be stored in a table row, with columns used to record the address and phone number. Another table might store information about an order. The data from the tables would be combined to retrieve all of a particular customer's orders.

See also [hierarchical data model](#) and [hierarchical database](#).

relative humidity

The amount of water vapor actually present in the air as a ratio to the greatest amount possible at the same temperature.

reliability

1. The quality of being trustworthy over time.
2. The ability of a system to consistently perform its intended or required function on demand and without degradation or failure.

Note: In the case of records, reliability is confirmed by ensuring that a record was validated by a competent authority according to the established processes and legislative or regulatory requirements, that the record contains all the necessary elements of an official record, and that those elements are truthful.

See also [digital preservation](#).

remote login

A unique identifier that allows a user to remotely access information at an offsite location via a computing device.

removable storage

An external storage medium that can be disconnected from one system and connected to another.

Note: Common examples are hard disk drives, flash drives, and optical disks.

replevin

A legal action used to recover materials by the organization or individual claiming that the materials were illegally or improperly taken.

replication

The making of a duplicate copy of similar data on the same or a different platform.

repository

A physical or digital storage area where documents and records are kept.

Note: Repositories can be integrated with other applications so various electronic documents and records can be searched and found in one location.

research room

See [search room](#).

residual data

Data that is not active on a computer system as the result of being deleted or moved to another location and is intentionally left behind.

Note: Residual data includes 1) data found on media free space; 2) data found in file slack space; and 3) data within files that has functionally been deleted in that it is not visible using the application with which the file was created, without use of undelete or special data recovery techniques. May contain copies of deleted files, Internet files and file fragments.

Source: *The Sedona Conference® Glossary*. [42]

Also referred to as [ambient data](#) and [latent data](#).

resolution

The number of distinct pixels in each dimension on an image or video. It often refers to the distinct pixels on a line, since standard formats define the number of lines per field.

respect des fonds

In a records and archives environment, the concept of respect for the creator of the records or archives. The principle of respect des fonds is achieved by maintaining provenance and original order of records and archives from a single creating agency.

See also [provenance](#).

restoration

1. The process of rehabilitating an item to return it as nearly as possible to its original condition.
2. The process of retrieving data from a backup medium and returning it to a computer.

restricted access

A limitation on access to records or information of a specified type imposed by general or specific requirements.

See also [security classification](#).

restricted record

A record for which access is limited by the imposition of general or specific requirements.

See also [classified record](#), [confidential record](#), and [privileged record](#).

retention period

The length of time a record must be kept to meet administrative, fiscal, legal, or historical requirements.

See also [principle of retention](#) and [records retention schedule](#).

retention program

A system established and maintained in an organization to define and foster adherence to records retention periods.

See also [administrative retention criteria](#), [principle of retention](#) and [retention period](#).

retention schedule

See [records retention schedule](#).

retrieval

1. (physical records) The process of locating and withdrawing a record from a filing system or records center.
2. (electronic records) The action of searching and accessing records from stored data on a computer system.

See also [semantics](#).

retrieval ratio

A quotient calculated by dividing the total needed time to retrieve items by the total number of item requests.

return on investment (ROI)

A cost justification method for an investment (e.g., purchase of hardware or software) that compares the cost outflows (expenses) to the cash inflows (benefits).

See also [payback period](#).

rewriteable (RW)

The capability of a storage device for data to be written, erased, and rewritten multiple times.

RFID

See [radio frequency identification](#).

rich text format (RTF)

A file format that allows exchange of text files between different word processors in different operating systems, while retaining much of the formatting.

RIM

See [records and information management](#).

RIM director

An individual who designs and implements the organization's vision for records and information management through policy, budget, and inter-organizational initiatives; directs people and programs to realize the records and information management vision through strategic and business planning; and serves as the principal advisor to senior executive management concerning records and information management policies and practices.

See also [chief records officer](#).

RIM manager

An individual who has programmatic responsibility for the organization's records and information management program and personnel; manages, controls, and directs active records systems and centers; provides expertise to other functional areas regarding records and information management; audits for organizational records compliance; and manages, controls, and directs records and information management budgets, staff, and projects.

Also referred to as [senior RIM supervisor](#) or [imaging manager](#).

RIM supervisor

An individual who has responsibility for a segment of the records and information management program (e.g., active records, inactive records, vital records, records retention). For that segment, the individual typically supervises operations; develops procedures; has budgeting and time management oversight responsibilities; and is involved with staff training, evaluation, and development.

See also [RIM manager](#).

risk management

The identification, assessment, and prioritization of risks (defined as the effect of uncertainty on objectives, whether positive or negative) followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of undesired events.

RM

See [records and information management](#).

RO

See [read-only](#).

robot

See [agent](#).

ROI

See [return on investment](#).

ROM

See [read-only memory](#).

root directory

The top level directory or folder within a hierarchical file system.

rotary camera

A machine used in microfilming, whereby papers are read “on the fly” with a camera that is synchronized to the motion.

router

A computing device that links networks together and forwards data packets between them.

RRS

See [records retention schedule](#).

RTF

See [rich text format](#).

Rule 30(b)(6)

The U.S. Federal Rules of Civil Procedures rule that addresses testimony provided by a party’s expert witness(es).

RW

See [rewriteable](#).

S

SaaS

See [software as a service](#).

sampling

The selection of items from a body of paper or electronic records or information in order to provide a representation of the whole body for further evaluation and analysis.

SAN

See [storage area network](#).

sandboxing

An isolated environment within a computer that allows for testing or running software while preventing the application or its data from affecting the production system.

Note: Used as a security mechanism to protect an unknown or untested program from compromising the rest of a computer system.

Sarbanes-Oxley Act (SOX)

U.S. Public Law 107-204, enacted in 2002, that set new or enhanced standards for corporate auditing and accountability.

Note: Text available at www.gpo.gov/fdsys/pkg/PLAW-107publ204/html/PLAW-107publ204.htm.

SAS-70

Statement on Auditing Standards (SAS) No. 70, Service Organizations is a widely recognized auditing standard developed by the American Institute of Certified Public Accountants to provide guidance to auditors when assessing a service organization.

Note: An organization’s compliance with SAS-70 ensures its customers that it has adequate information technology and related process controls to safeguard customer data it is processing or storing.

scalability

The ability of a computer system or application to handle expanded work or capacity without significant reconfiguration or performance degradation.

scanner

See [barcode scanner](#) and [optical scanner](#).

scanning

The act of moving a beam of light or electrons in a systematic pattern over a surface in order to reproduce or transmit an image.

See also [digitizing](#) and [document imaging](#).

schema

1. Logical plan showing the relationships between metadata elements, normally through establishing rules for the use and management of metadata specifically as regards the semantics, the syntax and the optionality (obligation level) of values.

Source: ISO 23081-1. [\[13\]](#)

2. In XML, a language used to express the constraints of an XML document.

screening

The examination of holdings to determine the presence of documents or information subject to restricted access.

search engine

A software program that allows a user to search a database, the Internet, or other electronic information resource by one or more indexed entries in order to identify references to the search item.

See also [full-text search](#), [fuzzy search](#), [keyword search](#), [pattern recognition](#), [proximity search](#), and [query by image content](#).

search room

The area in an archival institution or a library where users may search for printed or electronic information, finding aids, and associated reference sources.

Also referred to as [reference room](#) and [research room](#).

secondary subject

The subdivision of a primary subject in a hierarchal file classification system.

See also [subheading](#).

secondary value

The enduring value of records, by virtue of their content, for purposes other than the transaction of the business for which they were created.

See also [administrative value](#), [evidential value](#), [fiscal value](#), [historical value](#), [intrinsic value](#), [legal value](#), [operational value](#), and [value](#).

secure

Protected against unauthorized alteration, access, and destruction, whether intentional, unintentional, or natural.

See also [secure area](#) and [secure sockets layer](#).

secure area

A controlled location where media containing sensitive information are stored.

secure sockets layer (SSL)

A protocol for transmitting private documents over the Internet.

security classification

A classification placed on records limiting their accessibility for retrieval or use.

See also [restricted access](#).

security copy

A copy made to preserve the information in case the original is lost, damaged, or destroyed.

See also [backup](#), [principle of protection](#), and [vital record](#).

semantics

The interpretation of an expression.

Note: Electronic content retrieval also includes semantics.

See also [retrieval](#).

semiactive record

A record that is infrequently referred to but is still needed for reference and has not reached the end of its assigned retention period.

See also [active record](#) and [inactive record](#).

semistructured information

Any data lacking discrete descriptions of the data type or structure.

See also [structured information](#) and [unstructured information](#).

senior file clerk

See [senior records clerk](#).

senior information clerk

See [senior records clerk](#).

senior records analyst

An individual who directs, designs, develops, recommends, and implements manual and/or automated records filing and retrieval systems; creates, updates, and maintains organization retention schedules; conducts legal research to determine retention values; and recommends designation of vital records.

Also referred to as [senior records management consultant \(internal\)](#).

See also [records analyst](#).

senior records clerk

An individual responsible for executing defined procedures to ensure compliance with records and information management policies and the organization's standards.

Also referred to as [senior information clerk](#) and [senior file clerk](#).

See also [records clerk](#).

senior records management consultant (internal)

See [senior records analyst](#).

senior RIM supervisor

See [RIM manager](#).

sequential filing

See [consecutive-numeric filing](#).

serial filing

See [consecutive-numeric filing](#).

series

See [records series](#).

server

A computer that provides services to other fixed or mobile workstations. Servers have specific operating systems to manage access by simultaneous users using the same applications and databases residing on the server.

server clustering

The action of having more than one server working together to provide failover and increased availability of applications in the event of a server failure.

Note: Also used for parallel computing power for high-performance computing, usually in the same geographic location.

See also [built-in dispersal](#), [dispersal](#), [load balancing](#), and [mirror site](#).

service level agreement (SLA)

A contract between parties defining and guaranteeing the service(s) to be provided and the metrics to determine agreed-upon performance targets for the service(s).

SGML

See [standard generalized markup language](#).

shadowing

A method of data replication that maintains an exact copy of electronic records, typically by continuously capturing changes and applying them at the recovery site.

See also [disk mirroring](#) and [mirroring](#).

shelf life

The period of time before deterioration renders media materials unusable.

short message service (SMS)

A system for sending text messages from one mobile phone or smartphone to another.

shredding

A procedure to destroy paper or electronic files so they cannot be recovered.

See also [destruction](#).

sign-out

See [check-out](#).

silver halide microfilm

Photographic film that has a photosensitive layer composed of silver halides suspended in a suitable binder.

Note: When properly processed and stored, it can be suitable for long-term preservation of images.

See also [cellulose acetate film](#), [diaz microfilm](#) and [microfilm](#).

simple mail transfer protocol (SMTP)

The standard Internet protocol for transmitting electronic mail.

Note: Defined in IETF RFC 2821. [\[27\]](#)

simplex

The printing, filming, or scanning of a single side of a page.

See also [duplex](#).

simplex scanner

A scanner that captures the image on only one side of a sheet of paper; double-sided pages must be turned over and separately scanned.

skew

In imaging, an error in the scanning process that results in an image that is rotated at an angle. Skewing affects the quality of optical character recognition of text and results in larger file sizes.

See also [deskewing](#).

SLA

See [service level agreement](#).

smart card

A pocket-sized card with embedded integrated circuit and microprocessor that is used for identification and authentication.

smartphone

A mobile phone that, in addition to using wireless cellular technology for the transmission of voice calls, text messages, and data, offers access to the Internet.

SMS

See [short message service](#).

SMTP

See [simple mail transfer protocol](#).

snaking

A system of filing records continuously, from one row to another, in a winding format.

social media

The tools and platforms, usually on the Internet, specifically designed for participatory interaction such as publishing, conversing, and sharing content, including multimedia. The tools include, but are not limited to blogs, wikis, photo or video sharing, microblogging, and social networking sites.

See also [Web 2.0](#).

software

The instructions that tell computers how, and under what circumstances, to function.

See also [application software](#).

software as a service (SaaS)

A cloud computing service model where application software is delivered as a service over the Internet.

Note: In this model, the customer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

Note source: *The NIST Definition of Cloud Computing*. [28]

See also [cloud computing](#), [hardware as a service](#), [hosted application](#), [infrastructure as a service](#), and [platform as a service](#).

sort

1. The arrangement of documents in the sequence in which they are to be filed or stored.
2. The action of arranging documents in a particular order.

source document

1. The document with the highest resolution from which lower resolution copies can be made.
2. The document first created and from which others may derive.

SOX

See [Sarbanes-Oxley Act](#).

spam

An unsolicited electronic message from an entity using bulk distribution lists.

spear phishing

Phishing targeted at a particular group of people with a known affiliation to some organization.

See also [malware](#), [phishing](#), [trojan](#), [virus](#), and [worm](#).

speckle

Extraneous dots that appear on an image of a scanned document.

Source: ISO 12651-1 [11]

See also [despeckling](#).

spoliation

The intentional or unintentional destruction of records that may be relevant to ongoing or anticipated litigation, government investigation, or audit.

spyware

A type of malware installed on computers that collects information about users without their knowledge.

SQL

See [structured query language](#).

SSL

See [secure sockets layer](#).

stability

The ability of media to resist decomposition or change.

staging area

An area set aside for processing materials for records centers or archival repositories.

See also [holding area](#).

standard

A method, material, or practice developed through consensus by experts in the field, which leads to results that are consistent, predictable, and desirable.

standard generalized markup language (SGML)

A standardized language used to markup documents on Internet sites to define how its information is organized and displayed so they are readable regardless of a computer's operating system or applications.

Note: Specified in ISO 8879. [14]

See also [extensible markup language](#) and [hypertext markup language](#).

statute of limitations

A period of time within which legal action can be taken.

Note: Federal, state, and provincial statutes of limitation should be considered when developing the retention period of records.

steganography

A technique for hiding data in open sight by making it appear to be something else. In digital steganography, data can be hidden in transport layers or within the pixels of an image.

Note: First used in ancient Greece, thus the term is derived from the Greek word Steganos.

See also [hidden data](#).

storage area network (SAN)

A network dedicated to moving data between storage devices and information systems.

storage device

A generic term for any type of device capable of recording and storing data.

storage media

The various types of storage materials on which information is recorded, such as paper, magnetic, microform, and optical.

See also [compact disk](#), [diaz microfilm](#), [digital versatile disc](#), [floppy disk](#), [magnetic media](#), [magnetic tape](#), [microfilm](#), [optical disk](#), and [silver halide microfilm](#).

straight numeric filing

See [consecutive-numeric filing](#).

streaming indexing

The process of indexing data as it is moved, i.e., indexing occurs in real-time or near real-time and in conjunction with the transition from one data storage medium to another.

structure

The format and relationships between the elements comprising a record.

structured-functional filing

A filing system in which records are under primary subject headings according to the basic activities or functions of the organization.

See also [functional classification](#).

structured information

Information with a high degree of pre-defined organization so humans and/or software applications handling it know exactly where to find each data element.

Note: An example is a relational database with tables, data fields, and relations among fields in different tables.

See also [semistructured information](#) and [unstructured information](#).

structured query language (SQL)

A method of searching and retrieving information from database systems.

subheading

A secondary heading used as the division of a subject to delineate a particular group under the major heading.

See also [secondary subject](#).

subject entry

A heading under a person, place, or thing that represents the content of the item being indexed.

subject filing

A file system in which each document relates to a specific subject matter and is arranged in alphabetic order by subject.

See also [file classification system](#), [functional classification](#), and [taxonomy](#).

subseries

A division of records within a larger system that is readily separable in terms of physical form, type, subject, or filing arrangement.

sunshine laws

See [Freedom of Information Act](#).

suspension notice

See [destruction hold](#).

suspension order

See [destruction hold](#).

swap file

See [page file](#).

SWOT analysis

A particular method for presenting information in the form of an assessment of strengths, weaknesses, opportunities, and threats that serves as an aid to decision making.

sysadmin

See [system administrator](#).

sysop

See [system administrator](#).

system administrator

An individual with responsibility for managing and maintaining a computer system or network.

Also referred to as [sysadmin](#) and [sysop](#).

system files

Files that are integral to the working of a computer system's operating system.

systems integrator

In the context of information management, any company providing expertise and third-party products, applications, and services for implementation, integration, and support.

T

tab

A part (extension) of a file guide or folder that is used for a label.

tablet

A portable, lightweight computing device that is larger than a smartphone and smaller than a laptop and is operated by direct screen contact via a pen or touch interface.

tagged image file format (TIFF)

A standard graphic file format for bitmapped images that is supported by facsimile, scanning, and many imaging programs.

tape

A medium in the form of a long, narrow strip that is used for storing electronic information.

See also [backup tape](#), [digital audio tape](#), and [magnetic tape](#).

tape drive

A hardware device used to read and write electronic information stored on magnetic tape.

target

In imaging systems, any document or chart containing identifying information about the content.

taxonomy

A collection of controlled vocabulary terms used to describe an organization's information components. The taxonomy may or may not be organized in a hierarchical structure.

See also [classification system](#), [file classification system](#), [ontology](#), [subject filing](#), [thesaurus](#), and [vocabulary control](#).

TCP/IP

See [transmission control protocol/Internet protocol](#).

technologist

See [records coordinator](#).

template

1. A pre-formatted document or program that is used as the foundation for creating a new document or program.
2. Any pre-defined area of the computer screen or of a document where information is to be read and inserted into related metadata fields.

See also [boilerplate](#).

temp file

See [temporary file](#).

temporary file

1. Files stored on a computer for temporary use only.
2. A document or set of documents awaiting processing, after which the document(s) will be managed according to the relevant records schedule.

Note: Forensic techniques can be used to track the history of a computer's Internet usage through the examination of temporary files created by a web browser.

Also referred to as [temp file](#).

temporary record

A record of short-term value that can be destroyed immediately or after meeting its transitory need.

Also referred to as [transitory record](#).

terminal-digit filing

A system of numeric filing using the last two or three digits right to left of each number as the primary division under which the record is filed.

See also [middle-digit filing](#) and [primary-digit filing](#).

tertiary subject

The subdivision of a secondary subject in a hierarchical file classification system.

text message

A message sent to a recipient where the content is text-based although it may contain other types of informational objects, such as images or hyperlinks. A text message may assume the form of an e-mail, a posting on social media, or a mobile phone message usually known as an SMS.

Also referred to as [instant message](#).

See also [electronic mail](#).

text data mining

See [text mining](#).

text mining

The process of using specialized software to analyze large amounts of unstructured text to extract data from multiple sources and identify previously unknown information.

See also [data mining](#).

text search

The act of retrieving documents by looking for text printed on them and not necessarily looking for text in metadata fields.

See also [full-text search](#) and [wildcard operator](#).

thesaurus

A controlled vocabulary of terms arranged in a structured order and with relationships between terms indicated with standardized designations; used to aid document indexing and searching.

See also [taxonomy](#) and [vocabulary control](#).

thread

An electronic message conversation of at least one response on a similar subject; the conversation can be broken or continuous over time.

thumb drive

See [flash drive](#).

thumbnail

A small version of a page or image that aids in organization and recognition of the content.

TIFF

See [tagged image file format](#).

tiling

The technique of reproducing large format documents, e.g., drawings and maps, by breaking the image into parts or tiles.

toolbar

A row of buttons, icons, or menus used with a graphical user interface that generally appears along the edge of a computer screen or application's window to provide shortcuts for common functions.

topical arrangement

See [dictionary arrangement](#).

topical filing

See [dictionary arrangement](#).

tracking

The component of a records management system that ensures records can be located when needed.

See also [audit trail](#).

transfer custody

The change of custody, ownership, and/or responsibility for records.

transfer list

See [transmittal list](#).

transitory record

See [temporary record](#).

transmission control protocol/Internet protocol (TCP/IP)

The dominant protocol used for data transmission over the Internet and similar networks. It is connection-oriented in that it has end-to-end responsibility for ensuring that information arrives without errors and in the correct order.

transmittal list

A document that lists the records being transferred from one area to another.

Note: A transmittal list may also transfer legal responsibility for and the physical custody of the records.

Also referred to as [transfer list](#).

transportability

The capability for a set of records, associated metadata, and even the search application to be recorded in a portable medium so it can be imported by another information system or used in stand-alone mode.

trigger event

An occurrence, either calendar- or event-based (e.g., end of year, termination date, end of matter, end of project) that begins the retention period.

trojan

A program that does something undocumented that the programmer intended, but that the user would not approve of if it were known.

See also [malware](#), [phishing](#), [spear phishing](#), [virus](#), and [worm](#).

trojan horse

See [trojan](#).

true resolution

The number of pixels per inch produced by a device or in a digital image, without any interpolation or other software augmentation.

trusted digital repository

An archival repository designed to provide reliable, long-term access to managed digital resources for its designated user community, now and in the future.

U

ultrafiche

A type of microfiche that can hold 1,000 documents per sheet, as opposed to the normal 270.

UMS

See [universal messaging system](#).

unallocated space

The area on a hard drive or other computer media that does not contain normally accessible data.

Note: Unallocated space is usually the result of a file being deleted.

uniform file classification

See [file classification system](#).

uniform filing system

A filing system using universal filing standards.

See also [file classification system](#).

uniform resource locator (URL)

The unique address of an Internet resource that is used by a web browser to locate it.

See also [hyperlink](#) and [link](#).

unique identifier

The numeric or alphanumeric tag assigned to a record when it is captured in a records system.

unitization

The assembly of individually scanned pages into documents.

Source: *The Sedona Conference® Glossary*. [42]

See also [attachment](#), [logical unitization](#), and [physical unitization](#).

universal messaging system (UMS)

A service that provides the user with a single phone number to which faxes and voice messages can be sent, converts them into e-mails, and sends them to the user.

universal unique identifier (UUID)

A 128-bit number used to uniquely identify an object or entity on the Internet.

Note: Depending on the mechanisms used, a UUID is either guaranteed to be different or is extremely likely to be different from any other UUID generated until 3,400 A.D.

unscheduled record

Any record for which no retention period (schedule) has been determined.

unstructured data

Any data lacking a data structure or having a data structure not easily readable by machine.

Note: Examples of unstructured data may include audio, video, and unstructured text, such as the body of an e-mail or word processing document.

See also [unstructured information](#).

unstructured information

Any information that has no identifiable structure of any kind (e.g., unstructured text, audio, or video files).

See also [structured information](#), [semistructured information](#), and [unstructured data](#).

upgrade

The replacement of hardware, software, or other technology with a newer, typically enhanced, version.

upload

To copy or move data, generally from a source computer device to an alternate computing device, such as a record-keeping database, shared network, or desktop computer.

See also [download](#).

URL

See [uniform resource locator](#).

usability

1. The qualities of a record that allow it to be accessed, processed, and understood over time.
2. The qualities of applications, software, programs, and/or media that allow records to be accessed, processed, and understood over time.

use copy

A reproduction of a copy created to protect the original from wear or loss.

Also referred to as [work copy](#).

See also [access copy](#).

USB drive

See [flash drive](#).

USE reference

A notation in a list or thesaurus that indicates the term is not to be used and points to the alternate preferred heading.

Note: In this Glossary, a “See” reference is used to direct readers to the preferred term.

USED FOR reference

A notation in a list or thesaurus that indicates the term is the preferred term that is used instead of the indicated alternate terminology.

Note: In this Glossary, the notation “Also referred to as” is used to indicate there is alternate terminology.

user interface

The means by which humans interact with computers in order to access and/or process information.

UUID

See [universal unique identifier](#).

V

vacuum drying

The treatment of water-soaked documents by extracting the water under high vacuum to prevent further damage.

vacuum freeze drying

The process of stabilizing water-soaked documents by freezing them to prevent further damage from water in its liquid state and subsequently drying them under high vacuum with the controlled application of heat.

See also [freeze drying](#).

vacuum thermal drying

The treatment of water-soaked documents by drying under high vacuum and high temperature to prevent further damage.

validate

Any action taken to confirm or ensure well-grounded logic and true and accurate determinations.

valuation

The determination, based on fair market prices, of the monetary value of documents of historical or intrinsic worth.

value

The usefulness, significance, or worth of a record.

Note: Records may have one or more value(s).

See also [administrative value](#), [evidential value](#), [fiscal value](#), [historical value](#), [intrinsic value](#), [legal value](#), [operational value](#), and [secondary value](#).

vault

A fire-resistive enclosure used entirely for storing particularly valuable holdings, material, or media with special preservation or security needs.

vector graphics

The technique of manipulating or displaying an image whereby each line, object, and shape is described by a formula from which it can be reconstructed without visual degradation.

Note: Vector graphics are preferred for computer-aided design (CAD) systems and for electronic maps.

vector image

A representation of graphic images by mathematical formulas; for example, a circle is defined by a specific position and radius.

Note: Vector images are typically smoother than raster images and used for drawings, graphic designs, and geospatial information.

See also [bitmap image](#) and [raster image](#).

vendor-added metadata

Any metadata created and maintained by a vendor as a result of processing the document.

veracity

The truthfulness of a document.

Note: A document can be authentic (signed by whoever has the legal competence for it) but not be truthful.

See also [authenticity](#) and [verification of authenticity](#).

verbatim coding

Extracting data from documents for entry into an information system in a way that matches exactly to how the information appears in the documents.

verification of authenticity

The act or process of establishing a correspondence of known facts about a record and the various contexts in which it has been created and maintained with the proposed fact of the record's authenticity.

See also [authentication](#) and [veracity](#).

version

One of two or more iterations in which a document has been modified and is different in some way from another form of the same document.

Note: With each new version a new record is created and stored with a new version number and metadata field, based on an existing record.

See also [record version](#).

version control

The systems and procedures to identify the sequence and different versions of a document, allowing users to manage successive iterations of the document in a controlled manner.

version number

A unique number assigned to each iteration of a document to keep track of incrementally different versions.

vertical cloud

A cloud computing environment that is optimized for use in a particular industry, such as health care or financial services.

See also [cloud computing](#).

vertical file

A system in which physical files are accessed from front to back or from side to side.

Note: Also used to describe furniture built to support this type of file system.

See also [lateral file](#).

virtual private cloud (VPC)

A private cloud that exists within a shared or public cloud.

See also [cloud computing](#), [public cloud](#), and [private cloud](#).

virtual private network (VPN)

A method of using public communications channels, such as the Internet, to securely connect to a private network.

Note: These systems use encryption and other security mechanisms to ensure that only authorized users can access the network and that the data cannot be intercepted.

virtualization

The creation of a nonphysical, or simulated hardware platform, operating system, storage device, or network resource.

virus

A self-replicating program that spreads by inserting copies of itself into other executable code or documents.

Note: A program into which a virus has inserted itself is said to be infected, and the infected file (or executable code that is not part of a file) is a host. Viruses are a kind of malware (malicious software). Viruses can be intentionally destructive, for example by destroying electronically stored information (ESI), but many viruses are merely annoying. Some viruses have a delayed payload, sometimes referred to as a bomb. The primary downside of viruses is uncontrolled self-reproduction, which desecrates or engulfs computer resources.

See also [malware](#), [phishing](#), [spear phishing](#), [trojan](#), and [worm](#).

vital record

A record that is fundamental to the functioning of an organization and necessary to the continuance of operations.

Also referred to as [essential record](#).

See also [principle of protection](#) and [security copy](#).

vocabulary control

A classification system or index supported by and suited to the complexity of the records of an organization. Such vocabulary controls should explain organization-specific definitions or usage of terms.

See also [ontology](#), [taxonomy](#), and [thesaurus](#).

voice over Internet protocol (VoIP)

Telephonic capability across an IP connection.

Note: VoIP is increasingly used in place of standard telephone systems.

VoIP

See [voice over Internet protocol](#).

VPC

See [virtual private cloud](#).

VPN

See [virtual private network](#).

W

WAN

See [wide area network](#).

warm site

An alternative computing facility that has the equipment and resources available to recover business functions in the event of a disaster and is regularly synchronized with the main site.

See also [cold site](#) and [hot site](#).

watermark

1. A translucent mark on paper incorporated during manufacturing for purposes of identification or protection of a document.
2. A mark that is imprinted on a document using color-shifting ink, thermal ink, or other printing technologies for purposes of identification, validation, or protection of a document.
3. The copyright or authorship information that is embedded in an electronic document and is not visible to the eye, but can be read using appropriate software.

WAV file

The file extension name for Windows sound files. Stands for waveform audio file format.

Web 2.0

A term used to cover the use of the web for interactive and collaborative purposes such as social networking, wikis, blogs, and a number of web-based applications to manage information.

Also referred to as a [collaboration tool](#).

See also [social media](#).

web browser

A software tool designed for navigation of the World Wide Web and resources run on web servers.

web client

Any client software that is web-based and runs independent of the user platform.

weeding

The process of identifying and removing unwanted materials from records or files.

See also [purging](#).

what you see is what you get (WYSIWYG)

A software application where the display during editing is the same or very similar to the appearance in a production mode or when published or printed.

wide area network (WAN)

A means of connecting computer systems where distance considerations preclude the possibility of using direct local area network (LAN) connections.

wide extended graphic array (WXGA)

A high resolution, wide aspect ratio electronic display standard that supports a resolution of 1366 to 1280 pixels horizontally by 768 to 720 pixels vertically and an aspect ratio of 16:9.

WiFi

Technology that allows computer devices or peripherals to wirelessly exchange data or connect to each other.

wiki

A website for multiple users for the purposes of collaboration and collective authoring/editing.

Note: Derived from the phrase “What I Know Is.”

wildcard operator

A character representing another alphanumeric character or characters and used to expand a search so that wider-ranging results are obtained; used in text-based searching when desired outcomes are not initially apparent.

See also [text search](#).

wireless local area network (WLAN)

A technology providing wireless connection to a network, rather than to specific computing devices.

WLAN

See [wireless local area network](#).

word-by-word arrangement

A method of filing that treats each word as an individual filing unit.

See also [letter-by-letter arrangement](#).

work copy

See [use copy](#).

workflow

1. A series of tasks defined within an organization to produce a final outcome.
2. The technology of implementing business processes as a controlled and conditional sequence of steps, ad hoc or business rule-based, each having tasks to be performed by users or other applications where information has to be analyzed and new information is fed into a system.

See also [business process management](#).

working file

The notes and reference materials used in the preparation and completion of other documents.

See also [convenience file](#) and [reference file](#).

World Wide Web (WWW)

The term used to describe the hypertext system devised to publish and link documents on the Internet.

worm

A malicious software application that, without human intervention, replicates and sends multiple copies of itself over network connections to other computers.

See also [malware](#), [phishing](#), [spear phishing](#), [trojan](#), and [virus](#).

WORM

See [write once read many](#).

write once read many (WORM)

A technology to write data onto a storage medium and which does not permit changes.

WWW

See [World Wide Web](#).

WXGA

See [wide extended graphic array](#).

WYSIWYG

See [what you see is what you get](#).

X**XML**

See [extensible markup language](#).

XGA

See [wide extended graphic array](#).

Z**zip**

To compress a file via a computer program/application, reducing the file's size.

ZIP

A computer program/application that compresses a file and allows for more efficient transmission and/or storage.

zoom

The functionality of increasing (zoom-in) or decreasing (zoom-out) the detail and size of an image or contents of a computer application.

Appendix A

Records Management and Information Governance Standards, Technical Reports, and Best Practices

ARMA International

(Listed alphabetically, by title)

American National Standards (approved by the American National Standards Institute)

- *Implications of Web-based, Collaborative Technologies in Records Management*, ANSI/ARMA 18-2011

Technical Reports (registered by the American National Standards Institute)

- *Auditing for Records and Information Management Program Compliance ARMA International TR 25-2014*
- *Best Practices for Managing Electronic Messages ARMA International TR 24-2013*
- *Developing Electronic File Structures ARMA International TR 23-2013*
- *Glossary of Records Management and Information Governance Terms*, ARMA TR 22-2016
- *Metadata: A Basic Tutorial for Records Managers*, ARMA TR 03-2009
- *Mobile Communications and Records and Information Management*, ARMA TR 20-2012
- *Records Center Operations*, ARMA TR 01-2011
- *Retention Management for Records and Information*, ARMA International TR 27-2015
- *Revised Framework for Integration of EDMS and ERMS*, AIIM/ARMA TR 48-2006
- *Secure Management of Private Information*, ARMA International TR 28-2015
- *Understanding Electronic Records Storage Technologies ARMA International TR 26-2014*
- *Using DoD 5015.02 STD Outside the Federal Government Sector*, ARMA TR 04-2009
- *Using Social Media in Organizations*, ARMA TR 21-2012

Guidelines

- *Contracted Destruction for Records and Information Media (2009)*
- *Controlled Language in Records and Information Management: An Introductory Guideline and Discussion (2008)*
- *Establishing Alphabetic, Numeric, and Subject Filing Systems (2005)*
- *Evaluating and Mitigating Records and Information Risks (2009)*
- *Guideline for Evaluating Offsite Records Storage Facilities (2007)*
- *Guideline for Outsourcing Records Storage to the Cloud (2010)*
- *Records and Information Management for IT Professionals (2009)*
- *Records Management Responsibility in Litigation Support (2007)*
- *Website Records Management (2009)*
- *Working Collaboratively in an Electronic World (2007)*

ISO TC 46/SC 11 Archives/Records Management

(Listed numerically)

- *ISO 13008:2012, Information and documentation – Digital records conversion and migration process*
- *ISO/TR 13028:2010, Information and documentation – Implementation guidelines for digitization of records*
- *ISO 15489-1:2016, Information and documentation – Records management – Part 1: Concepts and principles*

-
- ISO 16175-1:2010, *Information and documentation – Principles and functional requirements for records in electronic office environments – Part 1: Overview and statement of principles*
 - ISO 16175-2:2011, *Information and documentation – Principles and functional requirements for records in electronic office environments – Part 2: Guidelines and functional requirements for digital records management systems*
 - ISO 16175-3:2010, *Information and documentation – Principles and functional requirements for records in electronic office environments – Part 3: Guidelines and functional requirements for records in business systems*
 - ISO/TR 17068:2012, *Information and documentation – Trusted third party repository for digital records*
 - ISO/TR 18128:2014, *Information and documentation – Risk assessment for records processes and systems*
 - ISO 22310:2006, *Information and documentation – Guidelines for standards drafters for stating records management requirements in standards*
 - ISO 23081-1:2006, *Information and documentation – Records management processes – Metadata for records – Part 1: Principles*
 - ISO 23081-2:2009, *Information and documentation – Managing metadata for records – Part 2: Conceptual and implementation issues*
 - ISO/TR 23081-3:2011, *Information and documentation – Managing metadata for records – Part 3: Self-assessment method*
 - ISO/TR 26122:2008, *Information and documentation – Work process analysis for records*
 - ISO 30300:2011, *Information and documentation – Management systems for records – Fundamentals and vocabulary*
 - ISO 30301:2011, *Information and documentation – Management systems for records – Requirements*
 - ISO 30302:2015, *Information and documentation – Management systems for records – Guidelines for implementation*

Appendix B

National Libraries and Archives: Participating Countries ISO/TC 46/SC 11 Archives/Records Management

Australia

National Archives (www.naa.gov.au)

National Library (www.nla.gov.au)

Bulgaria

State Agency Archives (www.archives.government.bg)

SS. Cyril and Methodius National Library (www.nationallibrary.bg)

Canada

Library and Archives Canada (www.collectionscanada.gc.ca)

Chile

National Archives (www.archivonacional.cl/616/w3-channel.html)

National Library (www.bibliotecanacional.cl/615/w3-channel.html)

China

State Archives Administration of the People's Republic of China (www.saac.gov.cn)

National Library (www.nlc.gov.cn/newen)

Colombia

General Archive of the Nation (www.archivogeneral.gov.co)

National Library (www.bibliotecanacional.gov.co)

Czech Republic

National Archives (www.nacr.cz/eindex.htm)

National Library (www.nkp.cz/en/index.php3)

Estonia

National Archives (www.arhiiv.ee/en/national-archives)

National Library (www.nlib.ee/en)

Finland

National Archives Service (www.arkisto.fi/en/etusivu)

National Library (www.nationallibrary.fi)

France

National Archives (www.archivesnationales.culture.gouv.fr)

National Library (www.bnf.fr/en/tools/lsp.site_map.html)

Germany

Federal Archives (www.bundesarchiv.de/index.html.en)

German National Library (www.dnb.de/EN)

Ireland

National Archives (www.nationalarchives.ie)

National Library (www.nli.ie)

Italy

State Central Archives (www.acs.beniculturali.it/english)

National Central Library of Rome (www.bnccrm.librari.beniculturali.it/index.php?en/1/home)

Japan

National Archives (www.archives.go.jp/english/index.html)

National Diet Library (www.ndl.go.jp/en)

Kenya

Kenya National Archives and Documentation Service (www.archives.go.ke)

Kenya National Library Service (www.knls.ac.ke)

Korea, Republic of

National Archives (www.archives.go.kr/english)

National Assembly Library (www.nanet.go.kr/english)

Luxembourg

National Archives (www.anlux.lu/multi/index.php)

National Library (www.bnl.public.lu/fr/index.html)

Malaysia

National Archives (www.arkib.gov.my/en/web/guest/arkib-negara-malaysia)

National Library (www.pnmdigital.gov.my)

Netherlands

National Archives (www.en.nationaalarchief.nl)

National Library (www.kb.nl/index-en.html)

New Zealand

Archives New Zealand (www.archives.govt.nz)

National Library (www.natlib.govt.nz)

Norway

National Archives (www.arkivverket.no/eng)

National Library (www.nb.no/english)

Portugal

National Archives of Torre do Tombo (www.antt.dglab.gov.pt)

National Library (www.bnportugal.pt)

Russian Federation

State Archive of the Russian Federation (www.statearchive.ru)

National Library (www.nlr.ru/eng)

South Africa

National Archives (www.national.archives.gov.za)

National Library (www.nlsa.ac.za/index.php)

Spain

Archives (en.www.mcu.es/archivos/MC/AHN)

National Library of Spain (www.bne.es/en/Inicio)

Sweden

Swedish National Archives (www.riksarkivet.se/startpage)

National Library (www.kb.se/english)

Switzerland

Swiss Federal Archives (www.bar.admin.ch/bar/en/home.html)

Swiss National Library (www.nb.admin.ch/index.html?lang=en)

Ukraine

V. I. Vernadsky National Library of Ukraine (www.nbuv.gov.ua)

United Kingdom

National Archives (www.nationalarchives.gov.uk)

British Library (www.bl.uk)

United States

National Archives and Records Administration (www.archives.gov)

Library of Congress (www.loc.gov)

Appendix C

Organizations Involved in Records Management and Information Governance

Academy of Certified Archivists (ACA)

A United States-based, non-profit, certifying organization of professional archivists founded in 1989. ACA allows archivists to become certified by meeting educational and experience requirements, including passing the archival certification examination. Certified Archivists possess expertise in and knowledge of all aspects of archival management.

www.certifiedarchivists.org

AIIM

A United States-based, non-profit organization that provides independent research, education, and certification programs to information professionals. Founded in 1943, it offers programs and content for practitioners, technology suppliers, integrators, and consultants.

www.aiim.org

American Association for State and Local History (AASLH)

A United States-based, non-profit organization that provides leadership and support for its members who preserve and interpret state and local history, offering programs and services to professionals, organizations, and volunteers.

www.aaslh.org

American Health Information Management Association (AHIMA)

A United States-based, non-profit organization of health information management professionals, founded in 1928. It is committed to advancing the profession in an increasingly electronic and global environment through leadership in advocacy, education, certification, and lifelong learning.

www.ahima.org

American Library Association (ALA)

A United States-based, non-profit, organization founded in 1876. It provides leadership for the development, promotion, and improvement of library and information services and the profession of librarianship, in order to enhance learning and ensure access to information for all.

www.ala.org

American National Standards Institute (ANSI)

A nongovernmental, non-profit organization that administers and coordinates the United States' voluntary standardization and conformity assessment system. ANSI serves as the national standards body representing the United States to the International Organization for Standardization (ISO).

www.ansi.org

ARMA International (ARMA)

A United States-based, not-for-profit, professional organization founded in 1955 and the authority on governing information as a strategic asset. ARMA provides information professionals with the resources, tools, and training needed to effectively manage information assets within an established information governance framework.

www.arma.org

Association of Canadian Archivists (ACA)

A not-for-profit organization founded in 1975 to enhance the archival profession in Canada and provide leadership of the profession, including government advocacy and education programs.

www.archivists.ca

Association of Commonwealth Archivists and Records Managers (ACARM)

A United Kingdom-based association founded in 1984 to provide a link for archival institutions, archivists, and records managers from across the Commonwealth. Its purpose is to share strategies and address professional issues of concern to its members.

www.acarm.org

Australian Society of Archivists (ASA)

A not-for-profit, organization for archivists in Australia. Formed in 1975, its mission is to advocate for the best interests of the archival and recordkeeping profession and widely promote the value of archives and records; to uphold quality and ethical standards of archival and recordkeeping practice; and to support and promote progressive research and enquiry into archival and recordkeeping theory and application.

www.archivists.org.au

Compliance, Governance and Oversight Council (CGOC)

A United States-based forum for practitioners focused on the intersection and challenges of e-discovery, retention, information governance, and management. Founded in 2004, its mission is to provide executives the opportunity to benchmark and exchange case studies. Its practice groups focus on discrete areas in preservation, retention, and information governance to deliver work products that help members best approach the challenges in maintaining best-in-class programs.

www.cgoc.com

Council of State Archivists (CoSA)

A United States-based, non-profit organization incorporated in 2001 comprising the individuals who serve as directors of the principal archival agencies in each U.S. state and territorial government. CoSA encourages cooperation on matters of mutual interest, defines and communicates archival and records concerns at a national level, and works with the National Historical Publications and Records Commission (NHPRC), as well as other national organizations to ensure that the nation's documentary heritage is preserved and accessible.

www.statearchivists.org

Information and Records Management Society (IRMS)

A United Kingdom-based organization founded in 1983 for those who work in or are concerned with records or information management, regardless of their professional or organizational status or qualifications. It provides leadership in records and information management with the aims of: championing the status of information and records management through representation and external liaison and promotion; supporting professional development through sharing knowledge and expertise; and promoting all aspects of good information and records management.

www.irms.org.uk

Information Resources Management Association

A United States-based organization dedicated to advancing the research community by bringing together researchers, practitioners, academicians, and policy makers in information technology management. Its objectives are to promote and encourage interaction among individuals with an interest in the field of management of information resources; provide resources, assistance, encouragement, and incentives to individuals either engaged in or planning to become engaged in the field of information resources management; and to promote and publish professional and scholarly resources.

www.irma-international.org

Institute of Certified Records Managers (ICRM)

The United States-based certifying organization, incorporated in 1975, for professional records and information managers. The ICRM exists to develop and administer a certification program, including written examinations assessing the professional knowledge and skills of candidates for certification.

www.icrm.org

International Council on Archives (ICA)

An organization founded in 1948 and based in France. The aim of the ICA is to promote the management and use of records and archives. It focuses on the preservation of the archival heritage of humanity around the world through the sharing of experiences, research, and ideas on professional archival and records management matters, and on the management and organization of archival institutions.

www.ica.org

International Organization for Standardization (ISO)

A nongovernmental organization founded in 1947 and located in Switzerland. ISO forms a bridge between the public and private sectors, serving as the world's largest developer and publisher of consensus-based standards.

www.iso.org

International Records Management Trust (IRMT)

A charitable organization registered in the United Kingdom and created in 1989 to work with governments around the world. Its aim is to strengthen records systems as a basis for accountable and transparent democracies and efficient resource management. Its programs address the issues involved as governments make the transition to an electronic environment.

www.irmt.org

International Research on Permanent Authentic Records in Electronic Systems (InterPARES)

A multi-stage project, based in Canada, aimed at developing the knowledge essential to the longterm preservation of authentic records created and/or maintained in digital form and providing the basis for standards, policies, strategies, and plans of action capable of ensuring the longevity of such material and the ability of its users to trust its authenticity.

www.interpares.org

National Association of Government Archives and Records Administrators (NAGARA)

A United States-based organization founded in 1974 and dedicated to the improvement of federal, state, and local U.S. government records and information management, including the professional development of government records administrators and archivists.

www.nagara.org

National Information Standards Organization (NISO)

A United States-based, non-profit organization founded in 1939 that identifies, develops, maintains, and publishes technical standards to manage information. NISO addresses the full range of information-related needs, including retrieval, re-purposing, storage, metadata, and preservation.

www.niso.org

National Institute of Standards and Technology (NIST)

A United States government agency founded in 1901 and currently operating under the auspices of the Department of Commerce. It is a non-regulatory entity focused on advancing measurement science, standards, and technology in ways that enhance economic security and improve quality of life. NIST's involvement in fostering development of new technologies bears direct impact upon the field of records and information management.

www.nist.gov

Object Management Group (OMG®)

A United States-based, not-for-profit consortium founded in 1989. It is dedicated to bringing together end users, government agencies, universities, and research institutions to share experiences in transitioning to new management and technology approaches, like cloud computing.

www.omg.org

PRISM International (PRISM)

A United States-based, not-for-profit organization founded in the 1990s and serving records management-related vendors and service providers. PRISM International provides support and education pertaining to confidential destruction services, data protection services, imaging and conversion services, physical records storage and management, and confidential destruction services.

www.prismintl.org

**Records and Information Management Professionals Australasia
(RIM Professionals Australasia)**

An organization based in Australia and established in 1969. As the largest organization for records and information management professionals in Oceania, it enables professionals to develop and utilize their skills and experience to leverage the value of records as corporate assets and as evidence of business activities.

www.rimpa.com.au

Society of American Archivists (SAA)

A United States-based, non-profit organization founded in 1936. SAA's mission is to serve the educational and informational needs of individual and institutional members and to provide leadership to ensure the identification, preservation, and use of records of historical value.

www.archivists.org

Society of Archivists (SoA)

A United Kingdom-based organization for archivists, archive conservators, and records managers in the United Kingdom and the Republic of Ireland. It fosters, promotes, and seeks to broaden the care, management, access to, and use of records and archives.

www.archives.org.uk

Special Libraries Association (SLA)

A United States-based, non-profit organization founded in 1909. SLA supports information resource experts who collect, analyze, evaluate, package, and disseminate information to facilitate accurate decision-making in corporate, academic, and government settings.

www.sla.org

Storage Networking Industry Association (SNIA)

A United States-based, non-profit organization founded in 1997 and dedicated to developing and promoting standards, technologies, and educational services to empower organizations in the management of information. SNIA focuses on end-to-end storage and information management solutions.

www.snia.org

The Sedona Conference®

A United States-based, non-profit research and educational institute founded in 1997 and dedicated to the advanced study of law and policy in the areas of antitrust law, complex litigation, and intellectual property rights.

www.sedonaconference.com

Bibliography

- [1] AHIMA. Glossary of Terms. Chicago, IL: American Health Information Management Association. Available at www.myphr.com/HealthLiteracy/glossary.aspx.
- [2] American Health Information Management Association. *Pocket Glossary of Health Information Management and Technology*. 4th edition. AHIMA Press, 2014. ISBN 978-1584260868
- [3] ARMA International. *Generally Accepted Recordkeeping Principles®*. Overland Park, KS: ARMA International. Available at www.arma.org/principles.
- [4] Electronic Discovery Reference Model (EDRM). EDRM Glossary. St. Paul, MN: EDRM. Available at: www.edrm.net/resources/glossary
- [5] Fielding, R., J. Gettys, J. Mogul, H. Frystyk, L. Masinter, P. Leach, and T. Berners-Lee. *Hypertext Transfer Protocol – HTTP/1.1*. RFC 2616. Internet Engineering Task Force, June 1999. Available at www.rfc-editor.org/rfc/rfc2616.txt.
- [6] *Gartner IT Glossary*. Gartner, Inc. Available at www.gartner.com/it-glossary.
- [7] Hoffman, P., L. Masinter, and J. Zawinski. *The mailto URL scheme*. RFC 2368. Internet Engineering Task Force, July 1998. Available at www.rfc-editor.org/rfc/rfc2368.txt.
- [8] International Council on Archives. *ISAD(G): General International Standard Archival Description*. 2nd edition. Paris: International Council on Archives, 1999. Available at www.icads.org.uk/eng/ISAD%28G%29.pdf.
- [9] International Organization for Standardization. *Document management – Electronic document file format for long-term preservation*. ISO 19005. Issued in 3 parts. Geneva, Switzerland: International Organization for Standardization, 2005, 2011, and 2012.
- [10] _____. *Document management – Portable document format – Part 1: PDF 1.7*. ISO 32000-1:2008. Geneva, Switzerland: International Organization for Standardization, 2008.
- [11] _____. *Electronic document management – Vocabulary – Part 1: Electronic document Imaging*. ISO 12651-1:2012. Geneva, Switzerland: International Organization for Standardization, 2012.
- [12] _____. *Information and documentation – Records management – Part 1: General*. ISO 15489-1:2016. Geneva, Switzerland: International Organization for Standardization, 2016.
- [13] _____. *Information and documentation – Records management processes – Metadata for records – Part 1: Principles*. ISO 23081-1:2006. Geneva, Switzerland: International Organization for Standardization, 2006.
- [14] _____. *Information processing – Text and office systems – Standard Generalized Markup Language (SGML)*. ISO 8879:1986 and Amd 1:1988. Geneva, Switzerland: International Organization for Standardization, 1986 and 1988.
- [15] _____. *Information technology – Digital compression and coding of continuous-tone still images: Requirements and guidelines*. ISO/IEC 10918-1:1994. Geneva, Switzerland: International Organization for Standardization, 1994.
- [16] _____. *Information technology – Document description and processing languages – Office Open XML File Formats*. ISO/IEC 29500. Issued in four parts. Geneva, Switzerland: International Organization for Standardization, 2012. Available at standards.iso.org/ittf/PubliclyAvailableStandards/index.html.
- [17] _____. *Information technology – JPEG 2000 image coding system*. ISO/IEC 15444. Issued in 13 parts. Geneva, Switzerland: International Organization for Standardization, 2003-2015.
- [18] _____. *Information technology – Open Document Architecture (ODA) and interchange format*. ISO/IEC 8613. Issued in 14 parts. Geneva, Switzerland: International Organization for Standardization, 1994-1998. Also issued by the ITU Telecommunication Standardization Sector as T.411-T.419, T.421-T.424 and available at www.itu.int/rec/T-REC-T/en.

-
- [19] _____. *Information technology – Open Document Format for Office Applications (OpenDocument) v1.0*. ISO/IEC 26300:2006/Amd 1:2012/Cor 1:2014. Geneva, Switzerland: International Organization for Standardization, 2006. Available at standards.iso.org/ittf/PubliclyAvailableStandards/index.html.
- [20] _____. *Information technology – Open Systems Interconnection*. ISO/IEC 7498. Issued in 4 parts. Geneva, Switzerland: International Organization for Standardization, 1987-1999. Also issued by the ITU Telecommunication Standardization Sector as X.200, X.207, X.210-X.217 and available at: www.itu.int/rec/T-REC-X/e.
- [21] _____. *Information technology – Security techniques – Information security management systems – Overview and vocabulary*. ISO/IEC 27000:2016. Geneva, Switzerland: International Organization for Standardization, 2016.
- [22] _____. *Micrographics – Vocabulary – Part 1: General Terms*. ISO 6169-1:1993. Geneva, Switzerland: International Organization for Standardization, 1993.
- [23] _____. *Space data and information transfer systems – Open archival information system (OAIS) – Reference model*. ISO 14721:2012. Geneva, Switzerland: International Organization for Standardization, 2012.
- [24] InterPARES Project, The. *The InterPARES Glossary*. Vancouver, BC: University of British Columbia, 2001. Available at www.interpares.org/book/interpares_book_q_gloss.pdf.
- [25] *Introducing UN/EDIFACT*. United Nations Economic Commission for Europe. Available at www.unece.org/trade/untdid/welcome.html.
- [26] *ISACA® Glossary of Terms*. ISACA/IT Governance Institute, 2012. Available at www.isaca.org/Pages/Glossary.aspx.
- [27] Klensin, J. *Simple Mail Transfer Protocol*. RFC 2821. Internet Engineering Task Force, April 2001. Available at www.rfc-editor.org/rfc/rfc2821.txt.
- [28] Mell, Peter, and Timothy Grace. *The NIST Definition of Cloud Computing*. Special Bulletin 800-145. Gaithersburg, MD: National Institute of Science and Technology, September 2011. Available at <http://dx.doi.org/10.6028/NIST.SP.800-145>.
- [29] Millar, Laura. *Training in Electronic Records Management Glossary of Terms*. London: International Records Management Trust, 2009. Available at www.irmt.org/documents/educ_training/term%20modules/IRMT%20TERM%20Glossary%20of%20Terms.pdf.
- [30] Mockapetris, P. *Domain Names – Concepts and Facilities*. RFC 1034. Internet Engineering Task Force, November 1987. Available at www.rfc-editor.org/rfc/rfc1034.txt.
- [31] _____. *Domain Names – Implementation and Specification*. RFC 1035. Internet Engineering Task Force, November 1987. Available at www.rfc-editor.org/rfc/rfc1035.txt.
- [32] *MoReq2010®: Modular Requirements for Records Systems – Volume 1: Core Services & Plug-in Modules*. DLM Forum Foundation, 2011. Available at www.moreq.info/index.php/specification.
- [33] *The National Alliance for Health Information Technology Report to the Office of the National Coordinator for Health Information Technology on Defining Key Health Information Technology Terms*. U.S. Department of Health and Human Services, 2008. Available at www.hitechanswers.net/wp-content/uploads/2013/05/NAHIT-Definitions2008.pdf.
- [34] National Fire Protection Association. *NFPA Glossary of Terms*. 2008. Available at www.nfpa.org/assets/files/pdf/codesstandards/glossary_a09.pdf.

-
- [35] Office of the National Coordinator for Health Information Technology. *Glossary of Selected Terms Related to Health IT*. U.S. Department of Health & Human Services, 2009. Available at http://nhitunderserved.org/nhit_docs/NHIT%20Glossary%20of%20Health%20IT%20Definitions_v%201%201%20FINAL.pdf.
- [36] Pearce-Moses, Richard. *A Glossary of Archival & Records Terminology*. Chicago: Society of American Archivists, 2005. Available at www.archivists.org/glossary/.
- [37] Postel, J., and J. Reynolds. *File Transfer Protocol (FTP)*. RFC 959. Internet Engineering Task Force, October 1985. Available at www.rfc-editor.org/rfc/rfc959.txt.
- [38] Robek, Mary F., Gerald F. Brown, and David O. Stephens. *Information and Records Management: Document-Based Information Systems*. 4th ed. New York: Glencoe/McGraw-Hill, 1995. ISBN 978-0028017938.
- [39] Saffady, William. *Micrographics: Technology for the 21st Century*. Prairie Village, KS: ARMA International, 2000. ISBN 978-0933887930.
- [40] Saffady, William. *Records and Information Management: Fundamentals of Professional Practice*. 2nd edition. Lenexa, KS: ARMA International, 2011. ISBN: 978-1936654000
- [41] Saffady, William. *Records and Information Management: Fundamentals of Professional Practice*. 3rd edition. Lenexa, KS: ARMA International, 2015. ISBN: 978-1936654727.
- [42] Sedona Conference®, The. *The Sedona Conference® Glossary: E-Discovery & Digital Information Management*. 4th edition. Sedona, AZ, 2014. Available at <https://thesedonaconference.org/publication/The%20Sedona%20Conference%C2%AE%20Glossary>.
- [43] Servais, Cheryl, E. *The Legal Health Record*. Chicago: American Health Information Management Association, 2008. ISBN 978-1584261827
- [44] Storage Networking Industry Association, The. *The 2016 SNIA Dictionary*. The Storage Networking Industry Association, 2016. Available at www.snia.org/education/dictionary.
- [45] UL. *Standard for Tests for Fire Resistance of Record Protection Equipment*. UL 72. Edition 16. Camas, WA: UL, April 7, 2015.
- [46] U.S. Department of Defense. *Design Criteria Standard for Electronic Records Management Software Applications*. DOD 5015.02-STD. Washington, DC: Assistant Secretary of Defense for Command, Control, Communications, and Intelligence, 2007. Available at www.dtic.mil/whs/directives/corres/pdf/501502std.pdf.
- [47] U.S. Library of Congress. *Thesaurus for Graphic Material, II: Genre and Physical Characteristics Terms*. 2nd edition. Washington, DC: Library of Congress Cataloging Distribution Service, 1993. Available at www.loc.gov/rr/print/tgm2/.
- [48] Withers, Kenneth. "Electronically Stored Information: The December 2006 Amendments to the Rules of Civil Procedure." *Northwestern Journal of Technology and Intellectual Property*, Spring 2006, 4(6): 171-211.
- [49] Wong, Wayne. "Mapping Your Way to Compliance with a Data Atlas." *Information Management*, January/February 2012, 46(1): 20-25. Available at <http://content.arma.org/IMM/January-February2012/mappingyourwaytocompliance.aspx>.
- [50] World Wide Web Consortium. *Extensible Markup Language (XML) 1.0*. Fifth edition. W3C Recommendation, November 26, 2008. Available at www.w3.org/TR/2008/REC-xml-20081126/.
- [51] _____. *HTML 4.01 Specification*. W3C Recommendation, December 24, 1999. Available at www.w3.org/TR/1999/REC-html401-19991224/.
- [52] *X12 EDI Transaction Sets*. Falls Church, VA: Accredited Standards Committee (ASC) X12, July 19, 2011. Available at www.x12.org/x12org/docs/EDITransactions.pdf.

About ARMA International

ARMA International is a not-for-profit professional association and the authority on governing information as a strategic asset. Established in 1955, its members include records and information management (RIM) and information governance (IG) professionals, archivists, corporate librarians, imaging specialists, legal professionals, IT managers, consultants, and educators, all of whom work in a wide variety of industries, including government, legal, healthcare, financial services, and petroleum in the United States, Canada, and many other countries around the globe.

The association's mission is to provide information professionals the resources, tools, and training they need to effectively manage records and information within an established IG framework. Among the resources it provides are:

- **A vibrant community of RIM and IG colleagues and leaders.** With a network of more than 120 chapters around the world, ARMA makes it easy for to connect with other information professionals. Extend those connections through regional events, our annual conference and expo, our virtual conferences, and social media forums.
- **24/7 education.** ARMA International membership offers unparalleled education with a library of products that includes more than 200 hours of free web seminars, more than 250 free job aids, numerous discounted online courses, and dozens of discounted RIM and IG books – all available through the ARMA International online bookstore. Members also receive our award-winning Information Management magazine. Get face-to-face education at local chapter events, ARMA regional events, and ARMA's annual conference and expo.
- **The profession's leading standards and best practices.** ARMA International leads the RIM profession in developing standards and best practices, including the globally recognized Generally Accepted Recordkeeping Principles® and the Information Governance Maturity Model, which together provide a scalable framework for establishing and evaluating RIM and IG programs.
- **Leadership and career development opportunities.** Members can take their careers to the next level by developing strategic and management skills as a leader at the local chapter, regional, or international level. They can also use our online career search and résumé-posting service to keep on top of the latest job openings and in front of employers looking for candidates like them.

Visit www.arma.org/membership for more information or to join ARMA International. Or, contact our membership team at members@armaintl.org for more assistance.

The ARMA International headquarters office is located in Overland Park, Kansas, in the Kansas City metropolitan area. Office hours are 8:30 a.m. to 5:00 p.m. (CT), Monday through Friday.

ARMA International

11880 College Blvd., Suite 450

Overland Park, KS 66210

913.341.3808

Fax: 913.341.3742

headquarters@armaintl.org

www.arma.org



ARMA International
11880 College Blvd., Suite 450
Overland Park, KS 66210
headquarters@armaintl.org
www.arma.org

ISBN: 978-1-936654-75-8

Catalog No. V5032