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Core Terminology

for use with the OASIS
Transformational Government Framework

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Purpose

This terminology is prepared in order to render explicit a series of concepts, and related terms, that are used in documents forming part of the OASIS Transformational Government Framework.

Methodology

The ISO standard “*Terminology work – Vocabulary – Part 1: Theory and application*” [ISO 1087-1:2000] is used, in particular its definitions of **concept**, **term**, and **terminology**.

The TC will employ the “common sense” understanding of terms wherever possible. However, because of the dangers of ambiguity a number of concepts are defined explicitly and the preferred terms indicated.

We have examined terms employed in a range of reference documents (including all contributions to the TC) and determined whether they adequately distinguish and represent the respective concepts of our domain. The steps followed, implicitly or explicitly, include:

- Distinguishing a “candidate concept”;
- Describing the concept (in formal terms, in order to identify its “unique combination of characteristics”);
- Defining it by providing a descriptive statement which serves to differentiate it from related concepts; and finally
- Naming it – providing the preferred term in English to designate the concept

The sources of terms and definitions and included also for reference, when they have not been defined as part of the Framework itself.

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Terminology

Accessibility

A policy prescription that aims at ensuring that people with disabilities and the elderly can use public services with the same service levels as all other citizens.

Administrative Burden

Definition

Aggregate Public Service

Definition

Architecture

The fundamental organization of a system embodied in its components, their relationships to each other, and to the environment, and the principles guiding its design and evolution. [SOA-RAF]

Authentic(ity)

Definition

Authoritative

Definition

Base Registry

An authentic source of information under the control of a public administration. Examples include registries of persons, vehicles, companies, licences, VAT numbers, locations, buildings, roads, etc. [EIF]

Basic Public Service

A fundamental service component from which European public services can be built. According to the EIF conceptual model, there are three fundamental types of basic public services: base registries, interoperability facilitators, and external services. [EIF]

Building Block

Definition

Business

Definition

Business Model

Definition

Business Process

One or more linked activities that are performed to achieve a certain business outcome. [SOA-RAF]

Business Requirement

Definition

Capability

A combination of resources, defined procedures and interfaces that together provide a potential to deliver a service.

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A real-world effect that a service provider is able to provide to a service consumer [SOA-RM]

An ability to bring a service to bear in order to achieve a real world effect. [SOA-RAF]

Champion

Definition

Championship

Definition

Channel

Definition

Choice

Definition

Citizen

Definition

Citizen-Centric

Definition

Collaborative Platform

Definition

Consent

Definition

Contract

A set of promises (or contractual terms) made by two or more participants (the contracting parties) together with a set of constraints that govern their behavior and/or state in fulfilling those promises.

Control

Definition

Customer

The user of a service

Customer Franchise

A change agent established as a virtual business infrastructure within a current structure of government. Current structures continue to deliver services but the delivery is intermediated through this risk-averse virtual franchise.

Data Repository

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Definition

Data Representation

Definition

Delegate

Some person or agent acting with authority on behalf of another person.

Delivery

Definition

Delivery Roadmap

Definition

Discovery

Definition

Document

Definition

Ecosystem

A system whose members benefit from each other's participation via symbiotic relationships (positive-sum relationships). [EIF]

eInclusion

Definition

eGovernment

Definition

Electronic Certification

Definition

Electronic Signature

Definition

European Public Service

Definition

Formalised Specification

Defined by the European Interoperability Framework as "standards pursuant to EU Directive 98/34 or specifications established by ICT industry fora or consortia"

Goal

Definition

Identity

The collection of individual characteristics by which an entity, human or nonhuman, can be recognized or known.

Identity Relationship

Definition

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Inclusion

A policy prescription that aims at allowing everyone to take full advantage of the opportunities offered by new technologies to overcome social and economic disadvantages and exclusion.

Information

Definition

Interface

Definition

Intermediation

Definition

Interoperability

The ability of disparate and diverse organisations to interact towards mutually beneficial and agreed common goals, involving the sharing of information and knowledge between the organisations, through the business processes they support, by means of the exchange of data between their respective ICT systems. [EIF]

Interoperability Agreement

Definition

Interoperability Framework

An agreed approach to interoperability for organisations that wish to work together towards the joint delivery of public services. Within its scope of applicability, it specifies a set of common elements such as vocabulary, concepts, principles, policies, guidelines, recommendations, standards, specifications and practices. [EIF]

Leadership

Definition

Legacy System

Definition

Legal Interoperability

Definition

Loose-Coupling

Definition

Multi-channel Delivery

Definition

Need

Definition

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One-stop

Definition

Orchestration

Definition

Organisational Interoperability

Definition

Outcome

Definition

Point of Single Contact

Defined by the EU Services Directive as “Single institutional interlocutor for a given service provider through which the latter can collect all relevant information and easily complete at a distance and by electronic means all procedures and formalities to access a service activity and to the exercise thereof”

Policy

A statement of obligations, constraints or other conditions of use of an owned entity as defined by a participant. [SOA-RM]

An assertion made by a stakeholder which the stakeholder commits to uphold and, if possible and necessary, enforce through stated constraints. [SOA-RAF]

Policy Product

A document that has been formally adopted on a government-wide basis and aimed at helping achieve one or other goal of citizen service transformation

Privacy

Definition

Process

Definition

Proportionality

A principle that limits EU action to what is necessary to achieve agreed policy objectives. This means that the EU will opt for solutions that leave the greatest possible freedom to Member States. [EIF]

Protocol

Definition

Qualification

A public recognition that a person is deemed by some authority to possess a particular skill [SOA-RAF]

Record

Document(s) produced or received by a person or organisation in the course of business, and retained by that person or organisation. In addition to the content of the document(s), it should include contextual information and, if applicable, structural information (i.e. information which describes the components of the record). A key feature of a record is that it cannot be changed. [EIF, MoREQ]

Regulator

Definition

Requirement

Definition

Reusability

Definition

Role

A type of relationship between a participant and a social structure that reflects the rights, responsibilities, qualifications, and authorities of that participant within the context of the social structure. [SOA-RAF]

Security

The set of mechanisms for ensuring and enhancing trust and confidence in a system.

Semantic Interoperability

Definition

Service

The means by which the needs of a consumer are brought together with the capabilities of a provider. [SOA-RM]

Service-Oriented, Service-Oriented

A paradigm for organizing and utilizing distributed capabilities that may be under the control of different ownership domains. It provides a uniform means to offer, discover, interact with and use capabilities to produce desired effects consistent with measurable preconditions and expectations. [SOA-RM]

Skill

A human capability [SOA-RAF]

Social Structure

A nexus of relationships amongst participants brought together for a specific purpose [SOA-RAF]

Sponsor

Definition

Stakeholder

A person with an interest – a ‘stake’ – in an ecosystem.

Standard

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Definition

Strategy

Definition

Subsidiarity

A principle that requires EU decisions to be taken as closely as possible to the citizen. The EU does not take action unless this is more effective than action taken at national, regional or local level. [EIF]

System

A collection of components organized to accomplish a specific function or set of functions. [SOA-RAF]

Technical Interoperability

Definition

Transactional Service

Definition

Transformation

Definition

Transformation Pattern

Definition

Trust

Trust is a private assessment or internal perception of one entity that another entity will perform actions in accordance with an agreed expectation [SOA-RAF, adapted]

User-Centric

Definition

Value Chain

Definition

Vision

Definition

Whole-of-Government

Definition

Workflow

Definition

Terminology Sources:

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EIF	European Interoperability Framework
MoREQ	Model Requirements for the Management of Electronic Records
SOA-RAF	OASIS SOA Reference Architecture Framework
SOA-RM	OASIS SOA Reference Model