

Information Management Glossary

Victorian Government

Overview

The Information Management Glossary defines the terms and abbreviations used in information management across the Victorian Government and in the delivery of the Victorian Government's [Information Management Framework](#) and outputs of the framework. It makes no attempt to come up with a common definition for a term but rather brings together the definition variations from across government (including the source). For a more detailed list of subject specific terms the reader should visit the 'source' organisation of each term.

NOTE: This is a working document and will change over time.

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Definitions

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REFERENCE SOURCE NOT FOUND. Y Z

| TERM | SOURCE | DEFINITION |
|-------------|--------|---|
| A | | |
| Agency head | DTF | The head of a department, public body, public statutory body, body, office or trust body as described by the <i>Financial Management Act (Vic) 1994</i> . See also <i>Public sector body head</i> . |
| Aggregation | OVIC | A term used to describe a compilation of information. Compilations of official information may require enhanced protection, as the combination of the information assets may be a greater value than any single part. |
| | DTF | A process in which data is collated and expressed in a summary form, for purposes such as statistical analysis and business |

| TERM | SOURCE | DEFINITION |
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| | | analytics. |
| Application Programming Interface (API) | DPC | A set of defined commands, functions, protocols and objects that can be used for interoperability between systems. |
| Automation | ESB | <p>The technique of making an apparatus, a process, or a system operate automatically.¹</p> <p>The creation and application of technology to monitor and control the production and delivery of products and services.²</p> <p>Application of information technology to the typical clerical and secretarial tasks such as communication, correspondence, documenting, and filing.³</p> |
| Availability | ESB | Ensuring that authorised users have access to information and associated assets when required. |

B

| | | |
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| Business Record | | See <i>Public record</i> . |
| Classification, Business | PROV | Systematic identification and arrangement of business activities and / or records into categories according to logically structured conventions, methods, and procedural rules represented in a classification system. |
| Classification, Security | OVIC | <p>Information that has been security assessed as having a business impact level (BIL) of 2 (high), or above for potential compromise of its confidentiality. This results in a security classification as a protective marking.</p> <p>Security classifications include PROTECTED, CONFIDENTIAL, SECRET and TOP SECRET.</p> |
| | ESB | The categorisation of information or systems according to the business impact level associated with information or a system. ⁴ |

C

| | | |
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| Cabinet in Confidence document (CIC) | Cabinet Office, DPC | <p>A document is a CIC document if it is:</p> <ul style="list-style-type: none"> • an official Record of any deliberation or decision of Cabinet; • a document that has been prepared by a Minister or on their behalf or by an agency for the purpose of submission for consideration by Cabinet; • a document prepared for the purpose of briefing a Minister |
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¹ Automation, Merriam-Webster, 2017, <https://www.merriam-webster.com/dictionary/automation>

² What is Automation?, International Society of Automation, <https://www.isa.org/about-isa/what-is-automation/>

³ Office Automation, BusinessDictionary, 2017, <http://www.businessdictionary.com/definition/office-automation.html>

⁴ Information security management guidelines, Australian Government, v 2.0, 01/11/2014, <https://www.protectivesecurity.gov.au/informationsecurity/Documents/AustralianGovernmentclassificationsystem.pdf>

| TERM | SOURCE | DEFINITION |
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| | | <p>in relation to issues to be considered by Cabinet;</p> <ul style="list-style-type: none"> • a document that is a draft of, or contains extracts from a document referred to above; or • a document, the disclosure of which would involve the disclosure of any deliberation or decision of Cabinet, other than a document by which a decision of Cabinet was officially published.⁵ |
| Caretaker period | Cabinet Office, DPC | The government is in caretaker mode when an election has been called but a new government is yet to be confirmed. During the caretaker period, all major policy decisions, significant appointments and major contracts or undertakings are to be avoided so as not to bind the incoming government. |
| CIO Leadership Group | ESB | The CIO Leadership Group represents the information technology leads of each department. The group oversees the development of whole-of-government policies and standards, and provides guidance on matters relating to information technology, information management and information security. |
| Components | ESB | The components of an enabler of the Information Management Framework are the distinct and necessary functions of information management; they either already exist, or will potentially exist over time. |
| Confidentiality | OVIC | The limiting of official information to authorised persons for approved purposes. The confidentiality requirement is determined by considering the potential consequences of unauthorised disclosure of the official information. |
| | ESB | Ensuring that information is accessible only to those authorised to have access. |
| | FOI | The principle that private or sensitive information provided to a person should not be revealed by that person to another person. Some professionals must keep certain information confidential. Particular exemptions in the FOI Act may apply to information that is considered to be confidential. |
| Context | PROV | The knowledge necessary to sustain a record's meaning or evidential value. Context describes the who, what, where and why of record creation or use. |
| Critical information asset / critical data asset | OVIC | Essential or important assets, which if severely compromised, degraded, rendered unavailable for an extended period or destroyed, would significantly impact on the social or economic wellbeing of the organisation or Victorian community. |
| Correspondence | DPC | Correspondence refers to any form of written communication. In DPC, correspondence (or "corro") is any letter or email addressed to the Premier or the Department from someone |

⁵ S28 of the *Freedom of Information Act 1982 (Vic)*

| TERM | SOURCE | DEFINITION |
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| | | outside of the Department. This is also referred to as incoming correspondence. |
| | | The Premier/Department's letter of reply is referred to as outgoing correspondence, or the response. ⁶ |
| High value, high risk | ESB | High value, high risk information that is essential or important. Its loss would compromise the confidentiality, integrity or availability of a service, resulting in serious damage to the physical, social or economic well-being of the government or the public. |
| | DTF | Refers to a framework for managing infrastructure and ICT projects either meeting an established criteria or identified by the Victorian Government as 'high value, high risk'. |
| Critical information infrastructure | ESB | ICT infrastructure upon which Critical Services are delivered to the community. If this ICT infrastructure is compromised, serious damage could be caused to the State, the government, commercial entities or members of the public. |
| Custodian, information | OVIC | A designated position or person with assigned responsibilities for information asset to ensure that the information asset is managed appropriately over its lifecycle, in accordance with rules set by the information owner or steward. |
| | ESB | An information custodian is a nominated individual who is formally accountable for day-to-day management of the delegated assets in their care. Custodians direct how the information is managed and used on behalf of the owner. Custodians are responsible for ensuring data asset quality is in line with user and business needs and fit for purpose. |
| | DTF | Individual responsible for managing the lifecycle of a dataset. |
| | PROV | A person, business unit or agency that has custody. |
| Cyber security | ESB | Cyber security refers to measures relating to the confidentiality, availability and integrity of information that is processed, stored and communicated by electronic or similar means (Victorian Government Cyber Security Strategy). |
| D | | |
| Data | ESB | Data is a fundamental component of information. It forms the building blocks of information. For information technology purposes, data tends to describe highly structured information (such as in a database). One example is the tables of financial figures in the Budget papers. |

⁶ Processing Correspondence, Department of Premier and Cabinet, July 2014

| TERM | SOURCE | DEFINITION |
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| | DTF | Datasets and databases stored in formats including hardcopy, electronic (digital), audio, video, image, graphical, cartographic, physical sample, textual, geospatial or numerical form. |
| Data aggregation | Data.vic.gov.au | A process in which data is collated and expressed in a summary form, for purposes such as statistical analysis and business analytics. |
| Data asset | ESB | See ' <i>Information asset</i> ' and ' <i>Data set</i> ' |
| Data exchange | ESB | For the purpose of this framework 'data exchange' refers to exchanging or transferring data in a secure, authorised and predefined way whether automated; real time and near real time; system to system; via a file transfer protocol (FTP); bulk uploads or once off. |
| Data management | DAMA | Data management is the development, execution and supervision of plans, policies, programs and practices that control, protect, deliver and enhance the value of data and information assets. |
| Data, public sector | OVIC | Any information (including personal information) obtained, generated, received or held by an agency or body to which Part 4 (of the Privacy and Data Protection Act 2014) applies, whether or not the organisation obtained, generated, received or held that data in connection with the functions of that organisation. See also <i>Information</i> . |
| Data, open | ESB | Open data is information [data] or content made freely available to use and redistribute, subject only to the requirement to attribute it to the source. The term also may be used more casually to describe any data that is shared outside the organization and beyond its original intended use, for example, with business partners, customers or industry associations. ⁷ |
| Data quality | ESB | Data is considered to be of sufficient quality if it is "fit-for-purpose" and for intended uses in operations, decision making and planning, and if it correctly represents the real-world situation to which it refers. |
| Data record | DTF | A collection of data items related in some fashion and usually connecting. |
| Data set | DTF | Data that is machine-readable, reusable and open format. In this Policy (<i>DataVic Access Policy Guidelines</i>), the term also applies to data made available in the form of an API, web services and |

⁷ IT Glossary, Gartner, 2017, <http://www.gartner.com/it-glossary/open-data>

| TERM | SOURCE | DEFINITION |
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| | | existing data tools. |
| | ESB | A collection of related sets of information that is composed of separate elements but can be manipulated as a unit by a computer. ⁸ |
| Departments | ESB | In-scope departments and agencies |
| Digital continuity | NAA | An approach to creating and managing information that can be trusted and used for as long as needed despite technological change. |
| Digital engagement | ESB | Digital engagement that involves an online conversations e.g. chat, social media, etc. ⁹ |
| Digitalisation | ESB | Digitalisation is the transition to internal digital business processes , meaning processes are designed digitally end to end, and information is created, managed, and used in a digital format. ¹⁰ |
| Digitisation | ESB | Digitisation is about converting physical or analogue information into an electronic or digital format, for example physical records into electronic records. It is about removing hardcopy records from the government workplace and is the first step to realising digitalisation. ¹¹ Digitisation involves the conversion of an object, document or an image into electronic format. Digitisation is one means of converting an original, source record and is usually carried out through scanning or photographing the source record." ¹² |
| Digital signature | ESB | A digital signature is a mathematical scheme for demonstrating the authenticity of a digital message or documents. A valid digital signature gives a recipient reason to believe that the message was created by a known sender (authentication), that the sender cannot deny having sent the message (non-repudiation), and that the message was not altered in transit (integrity). ¹³ A digital signature contains an algorithm that encrypts the signature to generate a unique signature certificate. It's a way to |

⁸ Definition of data set in English by Oxford Dictionaries, Oxford University Press, 2018, https://en.oxforddictionaries.com/definition/data_set

⁹ What is digital engagement?, The Digital Engagement Guide, 2016, <http://www.digitalengagement.info/what/>

¹⁰ Digital Continuity 2020 Policy, National Archives of Australia, 2016, <http://www.naa.gov.au/information-management/digital-transition-and-digital-continuity/digital-continuity-2020/index.aspx>

¹¹ How to win "Digitization vs Digitalization" debate? - A boring post, Balachandar R. Amarnath, Airbus Group Innovations, 26/08/2015, <https://www.linkedin.com/pulse/how-win-digitization-vs-digitalization-debate-boring-r-a>

¹² Digitisation - A-Z Topics, Public Record Office Victoria, <https://www.prov.vic.gov.au/recordkeeping-government/a-z-topics/digitisation>

¹³ Digital Signature, Wikipedia, 07/11/2016, https://en.wikipedia.org/wiki/Digital_signature

| TERM | SOURCE | DEFINITION |
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| | | encrypt a document with invisible digital codes, making it practically impossible to duplicate or tamper with. ¹⁴ |
| Disposal | PROV | <p>Once public records are no longer required by a Victorian government agency for current business use, the agency will need to decide whether the records should be:</p> <ul style="list-style-type: none"> • stored by the agency pending destruction or transfer • transferred to another agency • transferred to PROV to be preserved as state archives or destroyed. • Collectively all of these actions are known as records 'disposal'. <p>See also <i>Retention and Disposal Authorities (RDAs)</i>.</p> |
| Disposal authorities | PROV | See <i>Retention and Disposal Authorities (RDAs)</i> . |
| Document | FOI | Any written, printed or electronic record that can be requested under the FOI Act. Under the FOI Act, the definition of document is broad and includes books, maps, plans, graphs, drawings, photographs, labels, discs, tapes, soundtracks, films, negatives, electronic information and data. |
| E | | |
| Electronic signature | ESB | Also referred to as an e-signature or eSignature, an electronic signature is a verified intent to sign a document. This can be anything from a verbal authorisation, an electronically signed authorisation, or just checking a box. The authorisation is usually in the form of simply typing or signing your name on a document, but it could also be in the form of a sound, symbol, or process that signifies intent to sign, such as entering in a numbered code. ¹⁵ |
| Enablers | ESB | The enablers of the Information Management Framework are the logical constructs of information management that contribute to improving information management practice across the government. |
| Enterprise Architecture | DoF | A discipline to guide and enable the high-level planning and relationship management necessary to realise the organisation's strategic direction and its intended outcomes. |

¹⁴ Ferraud, A., Electronic vs. Digital Signatures: What's The Difference?, SFCG, 2016, <http://sfcg.com/electronic-vs-digital-signatures-whats-the-difference/>

¹⁵ Glossary, National Archives of Australia, 2016, <http://www.naa.gov.au/records-management/publications/glossary.aspx#d>

| TERM | SOURCE | DEFINITION |
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| External parties | ESB | Service providers/external entities who are agents of the government or commercial entities we engage with. |
| F | | |
| Fit for purpose | ESB | Information that is good enough to do the job it was designed to do. ¹⁶ Information that is well-equipped or well suited for its designated role or purpose. ¹⁷ |
| G | | |
| Government | ESB | “The government” formally refers to in-scope departments; however Enterprise Solution’s statements of direction, policies, standards and guidelines have applicability to the broader Victorian Government. |
| I | | |
| ICT network | ESB | Means for the exchange of data between computers. This particularly relates to the physical structure and logical configuration that enables digital connectivity between trusted government environments. |
| Information | ESB | Information is what humans consume. It has been put into context, analysed to some extent and in a format created, literally, “to inform”. It is not formally structured to a high degree. As an example, the written preamble to the Budget papers. |
| Information asset | ESB | A body of information defined and practically managed so it can be understood, shared, protected and used to its full potential. Information assets support business processes and are stored across a variety of media and formats. Information assets have a recognisable and manageable value, risk, content and lifecycle. |
| Information governance | Gartner | Information governance is the specification of decision rights and an accountability framework to encourage desirable behaviour in the valuation, creation, storage, use, archival [sic] and deletion of information. It includes the processes, roles, standards and metrics that ensure the effective and efficient use of information in enabling an organisation to achieve its goals. ¹⁸ |

¹⁶ Fit for purpose, MacMillan Dictionary, 2009-2017, <http://www.macmillandictionary.com/dictionary/british/fit-for-purpose>

¹⁷ Definition of fit for purpose in English by Oxford Dictionaries, Oxford University Press, 2018, https://en.oxforddictionaries.com/definition/fit_for_purpose

¹⁸ What is Information Governance? And Why is it So Hard?, Logan, D., Gartner, 11/01/2010, http://blogs.gartner.com/debra_logan/2010/01/11/what-is-information-governance-and-why-is-it-so-hard/

| TERM | SOURCE | DEFINITION |
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| Information management | OVIC | <p>The way in which an organisation plans, identifies, creates, receives, collects, organises, governs, secures, uses, controls, disseminates, exchanges, maintains, preserves and disposes of its information.</p> <p>It is also the means through which the organisation ensures that the value of that information is identified and used to its full potential.</p> |
| | ESB | <p>The way in which an organisation plans, identifies, creates, receives, collects, organises, governs, secures, uses, controls, disseminates, exchanges, maintains, preserves and disposes of its information. It is also the means through which the organisation ensures that the value of that information is identified and exploited.¹⁹</p> |
| Information Management Framework | ESB | <p>The Information Management Framework provides a shared direction for government and agency information management practice.</p> |
| Information Management Maturity Measurement tool | PROV | <p>The Information Management Maturity Measurement tool (IM3) has been developed by Public Record Office Victoria to help Victorian government agencies assess the maturity of their current information management (IM) practices.</p> |
| Information, official | OVIC | <p>Any information (including personal information) obtained, generated, received or held by or for a Victorian public sector organisation for an official purpose or supporting official activities.</p> <p>This includes both hard and soft copy information, regardless of media or format.</p> <p>See also <i>Record, public</i>.</p> |
| Information release | ESB | <p>Releasing information to the public (citizens, research institutes or commercial entities etc.) to support research and education, innovation, improvements in productivity and to stimulate growth in the Victorian economy.</p> |
| Information sharing | ESB | <p>Sharing information within and between departments, agencies and external partners to improve decision making and service delivery and to create greater insight to inform decisions, policy development, strategy and planning, accountability, funding, research and analysis, and performance management (monitoring and reporting).</p> |
| Information security | ESB | <p>Those measures concerned with ensuring the confidentiality, integrity and availability of information. Information security is the</p> |

¹⁹ Adapted from Queensland Government Information Management Strategic Framework, September 2009

| TERM | SOURCE | DEFINITION |
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| | | protection of information from a wide range of threats to ensure business continuity, minimise business risk and maximise value of the information and services provided to the Victorian community. |
| Information, unofficial | OVIC | Information that is not related to Victorian Government activities, such as a personal email. Labels such as 'Unofficial' or 'Private' are not protective markings. These terms describe content that has been created or received in an individual's private capacity. |
| Interoperability | DoF | The ability to transfer and use information in a uniform and efficient manner across multiple organisations and information technology systems. ²⁰ |
| Integrity | ESB | Safeguarding the accuracy and completeness of information and processing methods. |
| M | | |
| Master Data | ESB | A single view of core organisational concepts or entities which are governed, maintained and shared across multiple systems and business processes, e.g. employees, clients or services. |
| Metadata | DTF | Listed information that describes an information resource, or helps provide access to an information resource. |
| | ESB | Structured information that describes, explains, locates or otherwise makes it easier to discover, retrieve, use or manage an information asset. |
| | PROV | Data describing the context, content and structure of records and their management. Metadata is not format based and can be recorded on or in various media including hardcopy documents, related databases and electronic systems. |
| Minister | PoV | The party which forms Government may elect, or the Premier can appoint, a number of its members to be Ministers. Ministers are then allocated responsibility for specific areas of government administration, known as portfolios. Ministers oversee the administration of their departments and are accountable to Parliament for their departments' actions. In Victoria, all Ministers are also members of Cabinet. |
| N | | |
| Nonrepudiation | ESB | Nonrepudiation is the assurance that someone cannot deny something. Typically, nonrepudiation refers to the ability to |

²⁰ The Information Operability Framework, Department of Finance, 2006, <http://www.finance.gov.au/archive/policy-guides-procurement/interoperability-frameworks/information-interoperability-framework/>

| TERM | SOURCE | DEFINITION |
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| | | ensure that a party to a contract or a communication cannot deny the authenticity of their signature on a document or the sending of a message that they originated. ²¹ |
| O | | |
| Official information | | See <i>Information, official</i> . |
| Owner, data | ESB | <p>A data owner holds responsibility for management of specified data assets within a department or organisation.</p> <p>Under the Financial Management Act²² the department head or agency chief executive officer has ultimate accountability for the department's asset and risk management, including information assets and risks. In practice, the accountable officer (owner) may delegate responsibility of information assets to a delegated owner who in turn delegates to an information custodian.</p> |
| P | | |
| Permanent records | | See <i>Record, permanent</i> . |
| Position paper | ESB | A report outlining the government's position (opinion, approach or intention) for a component of the framework and an important communication tool. |
| Preservation | PROV | All measures taken, including financial and strategic decisions, to maintain the integrity and extend the life of documents (1.2.02) or collections ((1)(2.2.1.05)). ²³ |
| Privacy | | <p>Privacy is affirmed as a human right under the UN Declaration of Human Rights and the Victorian Charter of Human Rights and Responsibilities Act 2006.</p> <p>It encompasses several overlapping concepts including the right to be left alone and shielded from the attention of others, secrecy (concealment of information from others) and control of personal information, and the protection of one's personality, individuality and intimate relationships.²⁴</p> |
| Process automation | ESB | A process being automated through the use of computers and computer software. Processes that have been automated require less human intervention and less human time to deliver. ²⁵ |

²¹ Nonrepudiation, Techtarger, <http://searchsecurity.techtarger.com/definition/nonrepudiation>

²² Financial Management Act 1994, Victorian Consolidated Legislation, http://www.austlii.edu.au/au/legis/vic/consol_act/fma1994164/

²³ AS/NZS ISO 5127:2004 Information and documentation – Vocabulary

²⁴ Solove, D. (2002). Conceptualizing Privacy. California Law Review, 1087,1092

²⁵ process automation, webopedia, 2016, http://www.webopedia.com/TERM/P/process_automation.html

| TERM | SOURCE | DEFINITION |
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| Protective data security (data protection) | OVIC | A risk management process designed to safeguard official information assets and services in a way that is proportionate to threats and supportive of business. It uses a combination of procedural, physical, personnel, information and ICT security measures designed to provide government (organisations) information, functions, resources, employees and clients with protection against security threats. |
| Public sector | VPSC | The Victorian public sector comprises public service bodies and public entities established under the <i>Public Administration Act (Vic) 2004</i> . It supports the government of the day in serving the Victorian community. It does this by: <ul style="list-style-type: none"> • providing public services • supporting Ministers in developing and implementing policies and legislation • building and maintaining physical and social infrastructure • managing resources • administering state finances. |
| Public sector body head | OVIC | Has the meaning given in the <i>Public Administration Act (Vic) 2004</i> (i.e. Public sector body head means – <p>(a) in relation to a public service body, the public service body Head;</p> <p>(b) in relation to a public entity, the public entity Head;</p> <p>(c) in relation to a special body, the special body Head)</p> <p>See also <i>Agency Head</i>.</p> |
| R | | |
| Record, current | PROV | Records regularly used for the conduct of the current business of an agency, institution or organisation. |
| Record, non-current | PROV | Records no longer needed by their office of origin to conduct current business. |
| Record, permanent | PROV | A public record which has been appraised by the Keeper of Public Records as required to be kept as part of Victoria's State Archives. Permanent records are specified in Retention & Disposal Authorities issued by the Keeper. |
| Record, personal | PROV | A public record that is entirely of a personal nature and which has no relevance to the business of an agency. |

| TERM | SOURCE | DEFINITION |
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| Record, public | Public Record Act 1973 | <p>(a) any record made or received by a public officer in the course of his duties; and</p> <p>(b) any record made or received by a court or person acting judicially in Victoria but does not include—</p> <p>(c) a record which is beneficially owned by a person or body other than the Crown or a public office or a person or body referred to in s. 2B [of the Public Records Act 1973]; or</p> <p>(d) a prescribed record held for the purpose of preservation by a public office to which it was transferred before the commencement of the Arts Institutions (Amendment) Act 1994 by a person or body other than the Crown or a public office; or</p> <p>(e) a record, other than a prescribed record, held for the purpose of preservation by a public office to which it was transferred, whether before or after the commencement of the Arts Institutions (Amendment) Act 1994, by a person or body other than the Crown or a public office.²⁶</p> |
| Record, unit | DTF | A collection of data elements for a given object. Also a row in a database. |
| Record, vital | PROV | Records that contain information essential for the continued operations of an agency. |
| Retention and Disposal Authorities (RDAs) | PROV | <p>Standards issued by the Keeper under section 12 of the Act that defines the minimum retention periods and consequent disposal action authorised for classes of records which are described in it.</p> <p>RDAs provide continuing authorisation for the disposal of these classes of records. RDAs may be specific to an agency or applicable to more than one agency.</p> |
| S | | |
| Security classification | OVIC | <p>Information that has been security assessed as having a business impact level (BIL) of 2 (high), or above for potential compromise of its confidentiality. This results in a security classification as a protective marking.</p> <p>Security classifications include PROTECTED, CONFIDENTIAL, SECRET and TOP SECRET.</p> |
| Sensitivity | OVIC | <p>The level of sensitivity:</p> <p>1. refers to the degree to which, and the extent or duration of, any impacts and related consequences to the confidentiality of the information</p> |

²⁶ xxxiii Public Records Act 1973, s. 2

| TERM | SOURCE | DEFINITION |
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| | | 2. informs the appropriate label (protective marking(s) for the information (Confidentiality Assessment) |
| Significant/significance | OVIC | The level of significance: 1. refers to the degree to which, and the extent or duration of, any impacts and related consequences to the integrity and/or availability of the information. 2. identifies the need for additional security measures to further protect the information beyond those established by the protective marking. (Integrity & Availability Assessment) |
| Significant information asset | ESB | Information assets are deemed significant if they match one or more of the following criteria: <ul style="list-style-type: none"> • Legislation mandates that the information be maintained and/or accessible. • The information is used as input or output of a core business process, i.e. without the information, business continuity is severely compromised. • The information is a fundamental input to a specific decision-making process. • The information contributes significantly to corporate knowledge. • The information is received from an external agency or source and exchanged on a regular basis. • The information is of high public value and its replacement is cost prohibitive or impossible. |
| Statement of direction (SoD) | ESB | A description of 'what' the government requires. It does not describe how, when, or who undertakes subsequent work. |
| Structured data | ESB | Structured data refers to data that can be organised and stored in fixed fields, as rows or columns, such as in a relational database record or spreadsheet. |
| System | ESB | Systems are man-made and may be configured with one or more of the following: hardware, software, data, humans, processes (e.g. processes for providing service to users), procedures (e.g. |

| TERM | SOURCE | DEFINITION |
|------------------------|--------|---|
| | | operator instructions), facilities, materials, and naturally occurring entities (ISO 15288). ²⁷ |
| U | | |
| Unofficial information | | See <i>Information, unofficial</i> |
| Unstructured data | ESB | Unstructured data refers to data which does not conform neatly into a fixed field format. Examples include: data streams, social media data, documents, emails, videos, audio files, and images. |
| V | | |
| Value | OVIC | Value refers to the overall importance of the information. Information value is based on a holistic assessment of compromise to the sensitivity (confidentiality), significance (integrity and / or availability) of the public sector data. The overall value of the information, informs the security measures needed to fully protect public sector data. |
| VEO format | PROV | A VEO, or VERS Encapsulated Object, is a representation of a record that contains both record content and associated metadata. It is the format used for the long term preservation of records. Please see the Victorian Electronic Records Strategy (VERS) for further information. |
| Vital records | | See <i>Records, vital</i> |
| W | | |
| Wet signature | ESB | A wet signature is created when a person physically marks a document. ²⁸ |
| Workflow | ESB | Progression of steps (tasks, events, interactions) that comprise a work process, involve two or more persons, and create or add value to the organization's activities. In a sequential workflow, each step is dependent on occurrence of the previous step; in a parallel workflow, two or more steps can occur concurrently. ²⁹ |

²⁷ Defining architecture, Systems and software engineering — Architecture description ISO/IEC/IEEE 42010, <http://www.iso-architecture.org/ieee-1471/defining-architecture.html>

²⁸ What's the difference between wet, digital and electronic signatures?, 2016, <https://www.laserfiche.com/ecmblog/whats-the-difference-between-wet-digital-and-electronic-signatures/>

²⁹ Workflow, BusinessDictionary, <http://www.businessdictionary.com/definition/workflow.html>

Abbreviations

| Abbreviation | Source | Term |
|--------------|--------|--|
| API | DPC | Application programming interface |
| CALD | AIHW | Cultural and linguistic diversity |
| CIP | DPC | Central Information Point |
| CMDB | OG | Configuration Management Database |
| DMWG | ESB | Data Management Working Group |
| EA | DoF | Enterprise Architecture |
| IAR | ESB | Information Asset Register |
| IM3 | PROV | Information Management Maturity Measurement tool (IM3) |
| IMF | ESB | Information Management Framework |
| IMG | ESB | Information Management Group |
| ISO/IEC | ISO | International Organization for Standardization / International Electrotechnical Commission |
| ISRWG | ESB | Information Sharing and Release Working Group |
| LGBTI | AIHW | Lesbian, gay, bisexual, transgender and intersex |
| MOG | DPC | Machinery of Government |
| RASCI | ESB | Responsible, accountable (approve), support, consulted, informed |
| RCFV | RCFV | Royal Commission for Family Violence |
| SLA | ESB | Service level agreement |
| SoD | ESB | Statement of Direction |
| TOGAF | OG | The Open Group Architecture Framework |
| UML | OG | Unified Modelling Language |
| VERS | PROV | Victorian Electronic Records Strategy |
| VPDSF | OVIC | Victorian Protective Data Security Framework |
| VPS | DPC | Victorian Public Sector, or Victoria Public Service |
| VPSC | VPSC | Victorian Public Sector Commission |
| VSBS | DPC | Victorian Secretaries Board |
| WoVG | DPC | Whole of Victorian Government |

Sources

| Abbreviation | Agency |
|---------------------|--|
| AIHW | Australian Institute of Health and Welfare |
| DAMA | Data Management Association |
| Data.vic.gov.au | DataVic Access Policy and Guidelines |
| DoF | Australian Government Department of Finance |
| DPC | Department of Premier and Cabinet |
| DTF | Department of Treasury and Finance |
| ESB | Enterprise Solutions |
| Gartner | Gartner |
| ISO | International Standards Organisation |
| NAA | National Archives of Australia |
| OG | The Open Group |
| OVIC | Office of the Victorian Information Commissioner |
| PoV | Parliament of Victoria |
| PROV | Public Record Office Victoria |
| PSMA | Public Sector Mapping Agencies (Australia) |
| RCFV | Royal Commission into Family Violence |
| VPSC | Victorian Public Services Commission |

Document control

Version history

| Version | Date | Comments |
|---------|------------|--|
| 0.1 | 09/11/2016 | First draft for review |
| 1.0 | 12/12/2016 | First published version |
| 1.1 | 05/01/2017 | Updated to include additional abbreviations and terms related to automated briefing and correspondence. |
| 1.2 | 01/05/2017 | Updated to include additional abbreviations and terms related to information sharing and release, information governance and data management |
| 1.3 | 11/04/2018 | Updated to include additional definitions relating to data quality standard and data exchange framework. |