

# DOCUMENT MANAGEMENT GLOSSARY

[www.luitinfotech.com](http://www.luitinfotech.com)



**Luit Infotech Private Limited**

Email: [sales@luitinfotech.com](mailto:sales@luitinfotech.com)

Phone: +91 80 4206 1217

Website: <http://www.luitinfotech.com>

**CVS** - Concurrent Versions System and is a process of sharing, saving and recovering version information for people using code.

**Document** - Information stored in files on a pc or on paper

**Document Imaging** - Imaging is a system for converting paper documents into an electronic or digital format. Techniques such as scanning and Optical Character Recognition etc. are some of the methods that are typically used

**Document Management** - Document Management is the process of managing documents and other means of information such as images from creation, review, storage to its dissemination. It also involves the indexing, storage and retrieval of documents in an organized method.

**Document Management System / Software** - A document management system is usually regarded as software that stores, indexes and retrieves electronic documents. It often includes version control and workflow allowing documents to be routed to appropriate users.

**Document Retrieval** - Document retrieval is the process by which you can search and 'retrieve' an archived document from a database. This is done by entering information in a database query screen to locate the file you are after. The Document Management System will then retrieve the document and let you work on it, while preventing other people from making changes.

**Document Rollback** - Document Rollback enables you to revert back to a previous version of the document. You can view both versions of the document, but you will download and modify the previous version of the document, which becomes the current version.

**Document Lock** - Document Lock enables you to prevent a document from being changed. You can view the locked document but you cannot download it and make modifications.

**Document Retention** - The preservation of documents and data, including hard copy and electronic documents, databases and e-mails, that are created, sent and received in an organization's ordinary course of business.

**Download / Checkout** - The process of downloading a document or object from a repository and placing a lock on the object. The lock prevents other users from checking out or otherwise modifying the document. The checkin/checkout metaphor is dominant in current document management systems, but other approaches (such as branch merging) do exist.

**File Type or File Format** - The organization or characteristics of a file that allow it to be used with certain software programs.

**Electronic Document Management (EDM)** - An EDM system allows an enterprise and its users to manage its documents in image, video, and audio, as well as in text form.

**EDMS (Electronic Document Management System)** - A system to electronically manage documents during all life cycles

**Encryption** - A procedure that renders the contents of a message or file scrambled or unintelligible to anyone not authorized to read it.

**File Folder Hierarchy** - The hierarchy is the file and folder tree structure which an organization's documents reside in. Each node / branch (folder) in the tree can contain child objects (files / documents) or other nodes / branches (folders).

**Full-Text Search** - The ability to search a data file for specific words, numbers and/or combinations or patterns thereof.

**Extranet** - An Intranet that resides behind a firewall and is accessible only to authorized users providing various levels of accessibility to others outside the organization and prove to be very useful for exchanging corporate information.

**Internet** - The Internet is a worldwide publicly accessible network of interconnected computer networks that transmit data by packet switching using standard Internet Protocol (IP).

**Intranet** - An Intranet is a private computer network that uses Internet protocols, network connectivity to securely share part of an organization's information or operations with its employees.

**Keyword search** - A search for documents containing one or more words that are specified by a user.

**Keywords** - Words designated by a user as important for searching purposes.

**LAN (Local Area Network)** - A network of computers that generally spans a small area, such as a single building

**Lifecycle** - The lifecycle is the life span of a document from its creation or receipt to its final disposition. It is usually described in three stages creation, maintenance and use, and archive to final disposition.

**Memory** - Data storage in the form of chips, or the actual chips used to hold data; "storage" is used to describe memory that exists on tapes or discs.

**Knowledge Management** - Knowledge management is the concept where an organization consciously and comprehensively gathers, organizes, shares, and analyses its internal knowledge in terms of resources, documents, and people skills.

**Metadata** - Metadata is, literally, "data about data." In the document management world, the term metadata usually describes information about a document that is not contained in the document itself. Some metadata (such as size, file format, or language) is implicit in the construction of the document, while other metadata is assigned by one or more creators.

**Named User Licensing** - Named user licensing provides each individual user with a unique license to a software application

**PDF** - Portable Document Format - a file format developed by Adobe Systems. PDF captures formatting information from a variety of desktop publishing applications, making it possible to send formatted documents and have them appear on the recipient's monitor or printer as they were intended. To view a file in PDF format, you need Adobe Acrobat Reader, a free application distributed by Adobe Systems.

**Record** - Information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of. Collectively the term is used to describe both documents and electronically stored information.

**Record Lifecycle** - The time period from when a record is created until it is disposed.

**Records Management** - Records Management is the planning, controlling, directing, organizing, training, promoting and other managerial activities involving the lifecycle of information, including creation, Records Retention Period, Retention Period. The length of time a given records series must be kept, expressed as either a time period (i.e., four years), an event or action (i.e., audit), or a combination (i.e., six months after audit).

**Repository / Database / Storage** - Digital data needs a secure, reliable, stable and expandable repository to reside in so it can be accessed by a document management system and served to a user.

**Roles Based Security** - Users are placed into groups in a document management system. The group members have different privileges for the documents in the folder. Users can access documents and can do various tasks based on their privileges.

**Scanning** - Scanning is the process of converting a hard copy paper document into a digital image for use in a computer system. After a document has been scanned, it can be reviewed using field and full-text searching, instant document retrieval, and a complete range of electronic document review options.

**Search** - The ability to look within the data and search by a name, date, or keyword to find desired information.

**Server** - Any computer on a network that contains data or applications shared by users of the network on their client PCs.

**Templates, Document** - Sets of index fields for documents, providing framework for preparation

**Upload / Checkin** - To send a file from one computer to another via modem, network, or serial cable. With a modem-based communications link, the process generally involves the requesting computer instructing the remote computer to prepare to receive the file on its disc and wait for the transmission to begin.

**Version** - A checkpoint at which a document varies from its previous condition. Most document management systems maintain multiple versions of a document and enforce security controls to prevent the accidental deletion of previous versions.

**Version Control** - Version control allows users to manage the lifecycle of a document from conception to final copy. This also includes the ability to roll back versions and track usage of the different versions. Only one person at a time can check out a document or file, although people can access the current version and get a copy of the latest version if required. However, once the person updates the document and checks it back in, a new version is then created.

**Workflow** - Workflow is the embodiment of a work process; implementing a workflow in a document management solution involves setting up a series of distinct steps that must be executed in a particular order. Some workflow rules can be very complex, and the development and management of good workflows is a complete field of endeavor unto itself.

**Workflow, Ad Hoc** - A simple manual process by which documents can be moved around a multi-user review system on an as-needed basis.

**Workflow, Rule-Based** - A programmed series of automated steps that route documents to various users on a multi-user review system.

**Workgroup** - A group of computer users connected to share individual talents and resources as well as computer hardware and software ñ often to accomplish a team goal.

**World Wide Web (WWW)** - The WWW is made up of all of the computers on the Internet which use HTML-capable software (Netscape, Explorer, etc.) to exchange data. Data exchange on the WWW is characterized by easy-to-use graphical interfaces, hypertext links, images, and sound. Today the WWW has become synonymous with the Internet, although technically it is really just one component.

**ZIP** - An open standard for compression and decompression used widely for PC download archives. ZIP is used on Windows-based programs such as WinZip and Drag and Zip. The file extension given to ZIP files is .zip.

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### **Contact Information**

**Luit Infotech Private Limited**

Email: [sales@luitinfotech.com](mailto:sales@luitinfotech.com)

Phone: +91 80 4206 1217

Website: <http://www.luitinfotech.com>