Data Glossary

New Mexico
Aging and Long-Term Services Department
Aging Network Division
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Establish a Common Vocabulary for Data Governance with a Business Glossary

A business glossary is a key component in any data governance initiative. The glossary provides a system of record for business terms used across the initiative. This enables the establishment of a common meaning to terminology and calculations used across functional lines to manage the initiative and interact with partners.

- **Workflow driven collaboration**—Provide program and IT teams with a configurable workflow driven solution to propose, review and approve all changes, facilitating program and IT governance

- **Improve efficiency and reduce errors**—A set of common business lexicons is critical to avoiding errors interpreting and using data across the initiative. Mapping business terminology to your physical data assets allows programs and IT to quickly understand how and where a given concept is implemented in your physical systems

- **Drive self-service and data ownership**—Build a culture of self service and data ownership for program and IT users.[1]

There are multiple definitions for every term in this data glossary. If more than one definition has been included in this glossary, it is to provide options determined by the level of your involvement with the SAMS database.

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[1] Modified from https://www.dag.com/business-glossary?crcat=BISEARCH&crsource=US_BGLOSS&crcampaign=business_glossary__-__exm&crkw=data_business_glossary_exm&cr5=14682145516&cr7=c&utm_source=adwords&utm_medium=ppc&utm_campaign=search__-__us__-__non_-_branded&utm_term=data_business_glossary_exm

Term	Definition
Data Overview	
Data Governance	The exercise of decision-making and authority for data-related matters. The organizational bodies, rules, decision rights, and accountabilities of people and information systems as they perform information-related processes. Data Governance determines how an organization makes decisions—how we "decide how to decide." [2]
Data Governance Framework	A logical structure for organizing how we think about and communicate Data Governance concepts[2]
Data Governance Methodology	A logical structure providing step-by-step instructions for performing Data Governance processes[2]
Data Governance Office (DGO)	A centralized organizational entity responsible for facilitating and coordinating Data Governance and/or Stewardship efforts for an organization. It supports a decision-making group, such as a Data Stewardship Council[2]
Standard	a level of quality or attainment…an idea or thing used as a measure, norm or model in comparative evaluations
Data Quality Terms	
Accuracy of data	recording of facts correctly
Completeness of data	having all relevant data collected and recorded—data that is complete relative to your business purpose
Consistency of data	uniformity of the format for recording the data
Correctness of data	data that is free of errors, omissions and inaccuracies
Credibility of data	Data that stems from reputable sources (verified company press releases as opposed to social media rumors)
Precision	The exactness of data. (For Example, a company that has an annual revenue of $3,451,001,323 as opposed to a 3 billion dollar company.)
Relevance	Data that is useful to support processes, procedures and decision making.
Timeliness	How quickly data is created, updated and deleted.
Traceability	Data that can be traced to its source. If someone changed you prices, you should be able to figure out who
Key Assessment Terms	
Assessment Key 1	Assessment measures practice against performance
Assessment Key 2	The assessment cycle involves five stages: preparing for assessment; selecting criteria; measuring performance level; making improvements; sustaining improvements
Assessment Key 3	Choose assessment topics based on the following: high risk, high volume, or high cost problems, or on national assessments, national service frameworks, or guidelines from the ACL
Assessment Key 4	Derive standards from good quality guidelines
Assessment Key 5	Use action plans to overcome the local barriers to change and identify those responsible for service improvement
Assessment Key 6	Repeat the assessment to find out whether improvements in care have been implemented after the first assessment

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[2] Modified from http://www.datagovernance.com/glossary-governance/

Term	Definition
Key Assessment Language	
Assessment language…we know what works and why	…ask if processes are being followed (describe activities compared to an agreed standard)
	…demonstrate value of what is being done (describe outcomes compared to agreed statement of goals and/or needs)
Assessment language…we don't know if it works	…look at process and outcomes / impacts (test theory)
Assessment language…we don't know which is the best way	…document process and context and compare performance (outcomes / impacts, efficiency)
Assessment language…we don't know what could work	…use action research/learning & share results (ask a series of questions about early indications of success or failure)
Process Terms	
Process evaluation	Is the intervention being implemented according to plan (periodic investigations)?
	What has been done in an innovative program?
Types of Assessments	
CORE COMPLIANCE ASSESSMENTS	Will be conducted at the direction of the ALTSD, at a minimum every **2** years. The core compliance inspection consists of: a. self-inspection checklist, b. Core compliance items (CCIs), c. Special emphasis items (SEIs), d. Special Emphasis Items checklist (SEIC)
FULL SCOPE ASSESSMENTS	require a 100 percent validation of all functional areas. A full scope assessment will be conducted at the direction of the ALTSD when a less than satisfactory overall rating has been received. The most serious rating, an unsatisfactory rating, is assigned when circumstances and conditions indicate that the AAA has lost, or is in imminent danger of losing, its ability to adequately safeguard the classified material in its possession or to which it has access.
FUNCTIONAL AREA ASSESSMENTS	are conducted primarily on, but not limited to, the areas that have received a less than satisfactory rating.
UNANNOUNCED OR NO NOTICE ASSESSMENTS	can be full-scope or core compliance assessments conducted without notice and at the discretion of the ALTSD.

Term	Definition
Department Conduct	
General Policy Statements on Ethical Conduct	The Department is committed to achieving the highest standards of professional and ethical conduct in its operations and activities and expects its employees to conduct their business according to the highest ethical standards of conduct. Employees are expected to perform their official duties in a lawful, professional and ethical manner befitting the state and the Department, maintaining the public trust and making certain that state business is conducted in an honest, efficient and ethical manner. Employees are required to treat customers, the general public, and each other with respect and courtesy at all times and to comply with all applicable laws. Page 2 Code of Conduct
On duty	means any time during an employee's regular workday or other period that the employee is required or other period that the employee is required or permitted to work by the employer, including overtime, lunch and other breaks, and anytime while operating or riding in a state owned, rented or leased vehicle. Page 2 Code of Conduct
"Workplace" or "Premises"	means any Department office, worksite, or vehicle (state or personal), whether owned or leased, being used or accessed to conduct Department business. Page 2 Code of Conduct

Additional Terms for the Data Governance Glossary

A collection of data-related terms explained using non-technical language follows:[3]

Term	Definition
Audit	An independent examination of an effort to determine its compliance with a set of requirements. An audit may be carried out by internal or external groups.
Compliance	A discipline, set of practices, and/or organizational group that deals with adhering to laws, regulations, standards, and contractual arrangements. Also, the adherence to requirements. Data Governance programs often support many types of compliance requirements: Regulatory compliance, contractual compliance, adherence to internal standards, policies, and architectures, and conformance to rules for data management, project management, and other disciplines.
Data Element	The smallest piece of information considered meaningful and usable. A single logical data fact, the basic building block of a Logical Data Model.
Data Mapping	The process of assigning a source data element to a target data element.
Data Privacy	The assurance that a person's or organization's personal and private information is not inappropriately disclosed. Ensuring Data Privacy requires Access Management, eSecurity, and other data protection efforts.
Data Stakeholders	Those who use, affect, or are affected by data. Data Stakeholders may be upstream producers, gatherers, or acquirers of information; downstream consumers of information, those who manage, transform, or store data, or those who set policies, standards, architectures, or other requirements or constraints.
Data Steward	A person with data-related responsibilities as set by a Data Governance or Data Stewardship program. Often, Data Stewards fall into multiple types. Data Quality Stewards, Data Definition Stewards, Data Usage Stewards, etc.
Issue Framing	A process for scoping and defining a problem prior to solving it. How a decision is framed limits the possible choices that are seriously considered.
Issue Resolution	A structured process for reaching a solution to a problem while considering the needs of all stakeholders. Most Data Governance programs acknowledge that successful resolution of data-related issues requires politically-neutral facilitation of the decision-making process, with participation by Data Stakeholders.

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[3] http://www.datagovernance.com/glossary-governance/

Term	Definition
Post-Compliance Paradigm Shift	Change in expectations that says that it's no longer acceptable to simply "do" work. Instead, for work that exists in an environment with compliance requirements, the work is not complete until you 1. Do it, 2. Control it, 3. Document it, and 4. Prove compliance.
Rogue Data Usage	Accessing or using information in an manner that is not authorized or proper.
Sensitive Data	Data that is private, personal, or proprietary and must be protected from unauthorized access.
Tone From the Top	Explicit or implicit messages sent by an organization's leadership. To be successful, compliance and governance programs generally require a strong tone from the top about expectations for participation.
Workflow	The movement of data, documents, or tasks through a work process; generally used in the context of technologies that automate workflows. Data Governance programs often strive to address workflows by embedding governance controls (Examples: approvals, decision steps) or by providing loop-outs to governance processes (Examples: issue resolution, change control)

Quality assessment helps to solve the problem of trade-offs between different components of quality. It is becoming more and more important to analyze interactions between the different quality components (Example: accuracy—timeliness; relevance—comparability over time) and therefore it is necessary to have the right quality assessment methods in place. Then it is possible to analyze the influence of the different dimensions on the achieved total data quality.[4]

Term	Definition
Accessibility and clarity	*Accessibility* refers to the physical conditions under which users can obtain data: where to go, how to order, delivery time, clear pricing policy, convenient marketing conditions (copyright, etc.), availability of micro or macro data, various formats (paper, files, CD-ROM, Internet etc.) *Clarity* refers to the data's information environment whether data are accompanied with appropriate documentation and metadata, illustrations such as graphs and maps, whether information on their quality is also available (including limitation in use etc.) and the extent to which additional assistance is provided by data governance.
Accuracy	Accuracy in the general statistical sense denotes the closeness of computations or estimates to the (unknown) exact or true values. Statistics are never identical with the true values because of variability (the statistics change from implementation to implementation of the survey due to random effects) and bias (the average of the estimates from each implementation is not equal to the true value due to systematic effects). A basic distinction is between sampling and non-sampling errors, which are both subject to variability as well as bias.
Coherence	Coherence of statistics is their adequacy to be reliably combined in different ways and for various uses. When originating from different sources, and in particular from statistical surveys of different nature and/or frequencies, statistics may not be completely coherent in the sense that they may be based on different approaches, classifications and methodological standards.
Comparability	Comparability aims at measuring the impact of differences in applied statistical concepts and measurement tools/procedures when statistics are compared between geographical areas, non-geographical domains, or over time. It is the extent to which differences between statistics are attributed to differences between the true values of the statistical characteristic. There are three main approaches under which comparability of statistics is normally addressed: comparability over time, between geographical areas, and between domains.
Relevance	Relevance is the degree to which statistics meet current and potential user needs. It refers to whether all statistics that are needed are produced and the extent to which concepts (definitions, classifications etc.) reflect user needs.
Timeliness and punctuality	Timeliness of information reflects the length of time between its availability and the event or phenomenon it describes. Punctuality refers to the time lag between the release date of data and the target date when it should have been delivered, for instance, with reference to dates announced in some official release calendar, laid down by regulations or previously agreed among partners.

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[4] Handbook on Data Quality Assessments and Tools, Wiesbaden, 2007—Reproduction and free distribution, also of parts, for non-commercial purposes are permitted provided that the source is mentioned. pp.10–11