



Knowledge Management Roadmap
GLOSSARY
for
Joint Information Systems Committee

BY
ALAN GILCHRIST

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ABHPC

Definition 1: Advisory Body on High Performance Computing

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Absorption

Definition 1: Application of new codified insights to create new understanding that can be applied in different situations. Over time, the application of such codified insights gained by Scanning (q.v.), become part of the Tacit knowledge (q.v.) available to an organisation.

Source: BSI Knowledge Management Vocabulary

ACC

Definition 1: Association for Community Colleges. ACC is a European association that works for the development of an enlightened European debate on questions and political problems shared by the Europeans. The ACC encourages the running of community colleges on a common European level.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

ACCAC

Definition 1: Qualifications, curriculum and assessment authority for Wales, the parallel body to the QCA in England. It regulates all external qualifications except individual NVOs.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Access

Definition 1: The activity of obtaining the most appropriate copy of a discovered resource.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

ACN

Definition 1: The Advisory Committee on Networking, a JISC sub-committee prior to Autumn 1999. This committee is now replaced by JCN, the JISC Committee for Networking.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Actionable intelligence

Definition 1: Information or knowledge that can be acted upon to produce a decision. Actionable intelligence is a term sometimes used to describe information and knowledge that has been analysed and is believed to be valid in the context of a required decision.

Source: BSI Knowledge Management Vocabulary

ADS

Definition 1: Archaeology Data Service. One of the Service Providers of the Arts and Humanities Data Service. (A JISC funded service).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

After Action Review

Definition 1: Structured and facilitated discussion to review an activity that is focused on performance improvement through reflection and learning. After Action Review (AAR) is a process developed by the US Army to help teams to learn rapidly from their successes and failures and to share their learning with other teams. After every mission or task AAR enabled participants to discover for themselves what happened, why it happened, and how to sustain strengths and improve on weaknesses. It is a tool that leaders and units can use to get maximum benefits from every action. Learning histories (q.v.) include formal reports arising from After Action Reviews. The principles behind AARs are now used by many organisations in different sectors and different contexts.

Source: BSI Knowledge Management Vocabulary

Aggregator

Definition 1: A structured network service that gathers metadata from a range of other, heterogeneous, local or remote structured network services. Aggregators are intended for use by software applications. In the context of the JISC IE, aggregators interact with indexes, catalogues, content providers and other aggregators using the OAI-PMH and RSS/HTTP. Aggregators interact with portals using the OAI-PMH. In some cases an aggregator may offer its aggregated metadata as a Z39.50 target.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

AGOCG

Definition 1: Advisory Committee on Computer Graphics, a 'think tank', based at Loughborough University and funded jointly by JISC and EPSRC. It closed in 1998.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

AHDS

Definition 1: Arts and Humanities Data Service. The Executive for this distributed service is based at King's College London, (A JISC funded service).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

AHRB

Definition 1: Arts and Humanities Research Board, established in 1998

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Alert

Definition 1: A disclosure strategy based on issuing information about new or updated resources, typically through a network service or via email.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

ALP

Definition 1: Association of Learning Providers

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

ALPSP

Definition 1: Association of Learned and Professional Society Publishers

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

ALT

Definition 1: Association for Learning Technology

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

AOC

Definition 1: Association of Colleges

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Ariadne

Definition 1: An electronic and print newsletter for librarians and information scientists.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Array

Definition 1: A series of mutually exclusive terms, derived from a parent term by application of a single characteristic of division.

Source: BS 8723-1 200X

Articulated knowledge

Definition 1: Description, by workers, of how they do their work. Articulated knowledge is a term sometimes used to describe the transfer of the tacit knowledge of a worker to others to enable performance improvement or learning. Articulated knowledge can often give insights into the realities of particular processes.

Source: BSI Knowledge Management Vocabulary

ASC

Definition 1: The Association of Scottish Colleges

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

ASCII

Definition 1: American Standard Code for Information Interchange

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Assemble

Definition 1: The activity of combining several resources (or parts of resources) to create a new resource. Creating an IMS package is an example of assembly.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

ATHENS

Definition 1: The Athens system created and operated by NISS, provides access management for subscription services supplied by publishers and subscription agents. Athens is a service of EduServ. A JISC funded service

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

ATM

Definition 1: Asynchronous Transfer Mode. A network protocol that works at a constant bit rate thus offering guaranteed response and, therefore, particularly suitable for real time applications such as voice and video.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

AUA

Definition 1: Association of University Administrators

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Authentication Service

Definition 1: A structured network service that determines that the digital ID being presented to a network service is being used by the real-world individual who has the rights to use it. This is often achieved through the use of a username/password combination or a digital certificate, depending on the degree of assurance required.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Authorisation Service

Definition 1: A structured network service that indicates whether a particular digital ID has the necessary access-rights to access a particular resource.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

AV

Definition 1: Audio/Visual

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Ba

Definition 1: An organisational environment where knowledge is created, shared and exploited. A term used in Japan which equates closely to "a highly collaborative knowledge sharing environment". Ba is used to describe an environment in which it is natural to create, share and exploit knowledge. A Ba environment provides the shared context which allows people to work together. Ba functions as a stimulus for the concentration of the organisation's knowledge and of the individuals who own and create such knowledge. A Ba environment ensures that the applied knowledge of the organisation is collected, integrated and used. Ba forms part of the SECI (Socialisation, Externalisation, Combination and Internalisation) model by which knowledge grows and is transferred (q.v.).

Source: BSI Knowledge Management Vocabulary

BAC

Definition 1: British Accreditation Council

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Balanced scorecard

Definition 1: Business model that offers a way for a business to gain a wider perspective on its strategies and its performance. The scorecard is created by considering the impact of decisions on finances, customers, internal processes and employee learning. The analysis takes into account financial and non-financial measures, short and long-term goals, and external ongoing requirements as indications of future performance. Some organisations have used this technique in setting and measuring knowledge strategies.

Source: BSI Knowledge Management Vocabulary

BBSRC

Definition 1: Biotechnology and Biological Sciences Research Council (formerly AFRC)

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

BECTa

Definition 1: British Educational Communications and Technology Agency (formerly NCET). BECTa co-ordinates educational and technological developments across the compulsory and post-compulsory educational communities. BECTa also seeks to evaluate information and communications technology (ICT) practice; support existing applications of ICT; and investigate emerging technologies and associated pedagogy.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Benchmarking

Definition 1: Method of assessing activities by reference to industry-wide practices. Benchmarking is a collaborative learning process among a group of organisations to focus on specific operating practices, compare measures and results and identify improved processes

within their organizations. Benchmarking is often used in the context of Best practice (q.v.) or Good practice (q.v.) and both external and internal benchmarking can lead to the identification of Best practice. In the Knowledge Management context, benchmarking is often used to assess how KM activities compare with those used in other organisations. Organisations that have begun to consciously manage knowledge often look for benchmarks in other similar organisations.

Source: BSI Knowledge Management Vocabulary

Best practice

Definition 1: Practice that has worked well in similar or dissimilar situations. Practices and processes that have been proven to work well and produce good results are captured and made available so that others may learn from them and avoid re-inventing the wheel. Some authors prefer the more realistic term Good practice (q.v.). Both these terms are also related to Evidence-based practice (q.v.).

Source: BSI Knowledge Management Vocabulary

BFI

Definition 1: British Film Institute

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

BIDS

Definition 1: Bath Information and Data Services. BIDS provides access to datasets.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

BIOS

Definition 1: Basic Input/Output System

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Biz/ed

Definition 1: Business Education on the Internet. An Internet gateway to facilitate access to information about business and economics.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

BL

Definition 1: The British Library

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Blue pages

Definition 1: Structured directory of external contacts. Usually electronic, this directory identifies those organisations and people with which the organisation has relationships -

and as such defines all or part of the organisation's Relationship capital (q.v.). Similar to Yellow pages (q.v.).

Source: BSI Knowledge Management Vocabulary

BOPCAS

Definition 1: British Official Publications Current Awareness Service

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Broadband

Definition 1: Network bandwidth capable of supporting multi-media applications (such as video-conferencing).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Broker

Definition 1: A structured network service that provides (search) access to a range of other, heterogeneous, local or remote structured network services. Brokers are intended for use by software applications. In the context of the JISC IE, brokers interact with indexes, catalogues, aggregators, content providers, other brokers and portals using Z39.50.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Browse

Definition 1: A survey or discover strategy based on following links between resources.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

BUFVC

Definition 1: British Universities Film and Video Council. BUFVC develops and co-ordinates the use of film and related media, materials and techniques for the purposes of teaching and research. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Business intelligence

Definition 1: Collated and analysed knowledge and information relevant to the organisation that enables informed decisions to be made. The result of a process of gathering, processing, analysing and using knowledge and information relevant to an organisation and its business environment that enables the organisation to make more intelligent decisions, achieve specific goals and attain success. Includes Competitive intelligence (q.v.) and embraces both published information and intelligence gathered by other means.

Source: BSI Knowledge Management Vocabulary

Business process

Definition 1: Established set of activities that enable an organisation to achieve a specific goal. Within a Knowledge Management context organisations can realise value by reviewing whether their Knowledge assets (q.v.) and flows are fully supporting their business processes. Similarly the examination of the organisation's business issues and problems from a knowledge perspective may lead to improvements in efficiency and effectiveness of business processes.

Source: BSI Knowledge Management Vocabulary

Business workflows

Definition 1: Business workflows are more generic than Scientific workflows (q.v.), being able to represent any structuring of tasks, and are equally applicable to task scheduling within a software application server and organizing a paper document trail within an organization. Their origins date back to the 1970s, when they were purely paper-based, and the principles from that period made the transition to modern IT infrastructure systems.

Source: www.wikipedia.com

Caching

Definition 1: A process whereby retrieved data (eg from abroad) is stored locally, on a temporary basis, in the expectation that it will shortly be required by others. Caches can be local (to a site or institution) or national (see JANET Web Caching Service). Also see Mirroring.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

CALT

Definition 1: Committee for Awareness, Liaison and Training, a JISC sub-committee set up in 1996, now replaced by JCALT, JISC Committee for Awareness, Liaison and Training.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Capability

Definition 1: Capability can refer to both individuals and organisations. An organisation's core capabilities can be viewed as the set of knowledge and behaviours that distinguishes and provides it with competitive advantage. Capability includes values and norms, knowledge and skills, managerial processes and technical processes.

Source: BSI Knowledge Management Vocabulary

Catalogue

Definition 1: A network service that provides access to a collection of human-generated metadata records.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

CAUL

Definition 1: Council of Australian University Librarians

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

CEI

Definition 1: Committee on Electronic Information, a JISC sub-committee formed in 1996 to facilitate the effective and innovative use and provision of electronic information. This work is now being carried out by JCIE and JCCS.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

CETIS

Definition 1: The Centre for Educational Technology Interoperability Standards (formerly known as the UK IMS project). A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

CHEST

Definition 1: A service of EduServ, negotiates for the supply of software, data, information, training materials and other IT related products on behalf of UK Research Councils and the Higher and Further Education community in the UK and Republic of Ireland. (A JISC funded service)

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Chief Information Officer

Definition 1: Senior position with strategic responsibility for information technology and Information Management (q.v.). A generic term used to describe a role with strategic responsibility for ensuring that the information technology strategy and investment and information management capability support business objectives cost effectively.

Source: BSI Knowledge Management Vocabulary

Chief Knowledge Officer

Definition 1: Senior position with strategic responsibility for knowledge strategies and policies. A generic term used to describe the role with strategic responsibility for ensuring that knowledge strategies are embedded within all appropriate business strategies and processes. This role also articulates and champions the knowledge vision and provides the organisational leadership to implement and sustain knowledge practices and behaviours.

Source: BSI Knowledge Management Vocabulary

CIO

Definition 1: Chief Information Officer.

Source: BSI Knowledge Management Vocabulary

CIS Focus

Definition 1: The Corporate Information Systems Focus is a JISC initiative, set up to address the management and administrative needs of the HE and FE sectors. One of the main areas of assistance that institutions require seems to be related to the selection of products to meet their need. A few of the larger institutions do develop their own software but the vast majority look to commercial suppliers. The Focus will provide a point of contact with a range of suppliers, and case studies of various products in use.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

CKO

Definition 1: Chief Knowledge Officer.

Source: BSI Knowledge Management Vocabulary

Classification

Definition 1: Grouping together of similar or related things and the separation of dissimilar or unrelated things and the arrangement of the resulting groups in a logical and helpful sequence. The structure in a structured vocabulary is provided by classification

Source: BS 8723-1 200X

Classification scheme

Definition 1: The schedule of terms representing a system of classification, arranged in a systematic order.

Source: BS 8723-1 200X

CLRC

Definition 1: Council for the Central Laboratory of the Research Councils

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

CNI

Definition 1: Coalition for Networked Information. A US based organisation with a remit to advance scholarship and intellectual productivity by realising the potential of advanced networks. JISC is a member of CNI.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

CoC

Definition 1: Communities of Commitment.

Source: BSI Knowledge Management Vocabulary

Col

Definition 1: Communities of Interest.

Source: BSI Knowledge Management Vocabulary

COLEG

Definition 1: Colleges Open Learning Exchange Group, established to develop learning opportunities through member Scottish Further Education Colleges working together to generate, exchange and promote the use of flexible learning materials.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Collaboration

Definition 1: Transferring and sharing information and knowledge among colleagues, customers and partner organisations. Although a generic term, collaboration has a specific connotation in knowledge management where it specifies close working relationships involving the sharing of knowledge. It is often used in the context of partnerships, communities and their creation and sharing of knowledge.

Source: BSI Knowledge Management Vocabulary

Collaboratories

Definition 1: A centre without walls, in which the nation's researchers can perform their research without regard to geographical location, interacting with colleagues, accessing instrumentation, sharing data and computational resources, and accessing information in digital libraries. William Wulf, US national Science Foundation, quoted at

www.ncess.ac.uk/event/conference/past/ncess_ahm_goble.pdf

Source: www.ncess.ac.uk/event/conference/past/ncess_ahm_goble.pdf

Definition 2: An organizational entity that spans distance, supports rich and recurring human interaction oriented to a common research area, and provides access to data sources, artifacts, and tools required to accomplish key tasks.

Source: www.nees.org/xcutting/about/collaboratory.php

Collection

Definition 1: An aggregation of one or more items.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

CoLRiC

Definition 1: Council for Learning Resources in Colleges

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Combination

Definition 1: The process of converting explicit knowledge into more complex and systematic sets of explicit knowledge. This is the explicit to explicit link in the SECI process (q.v.).

Individuals exchange and combine knowledge through documents, meetings, conversations and electronic means. Examining and reviewing knowledge from a variety of sources leads to new knowledge. An example would be the synthesis of a number of internal and external reports and documents into a single overview appropriate to the organisational context and with added insight. The process gives rise to Systemic knowledge (q.v.).

Source: BSI Knowledge Management Vocabulary

Communal learning

Definition 1: Learning that takes place within a group with some common context. Communal learning within a Knowledge Management environment typically involves working together to understand the context, identify trends and key insights; generate alternative paths to reach a goal, and build new knowledge.

Source: BSI Knowledge Management Vocabulary

Communities

Definition 1: Groups of people with a common purpose, interest or task. Communities frequently exist in organisations on an informal basis. In a KM environment communities are seen as a means to connect people who do not usually work together on a day to day basis. There are three main types of communities - Communities of Commitment (q.v.), Communities of Interest (q.v.) and Communities of Practice (q.v.).

Source: BSI Knowledge Management Vocabulary

Communities of Commitment

Definition 1: Groups of people accountable for the delivery of a clear business goal. Also referred to as delivery networks, these communities frequently have a fixed life until what they are aiming for is delivered, for example a project or internal initiative.

Source: BSI Knowledge Management Vocabulary

Communities of Interest

Definition 1: Groups of people who share knowledge and experience around a common interest. A Community of Interest is often broader in scope than a Community of Practice (q.v.) and may have members who join to learn. These communities may exist inside and outside organisations, e.g. hobby, professional standards, ethics, benchmarking groups, etc.

Source: BSI Knowledge Management Vocabulary

Communities of Practice

Definition 1: Groups of people who develop Competence (q.v.) and Good practice (q.v.) for their organisation in a defined area. Also known as Enabling Networks, Communities of Practice bring together and attract people who do not normally work together to share

their knowledge and create better working practices for the organisation. Communities of Practice may continually emerge and dissolve. They act as mechanisms for increasing tacit knowledge and also for transforming tacit knowledge into explicit knowledge. Communities are now an accepted route to build corporate Capability (q.v.) in knowledge focused organisations.

Source: BSI Knowledge Management Vocabulary

Competence

Definition 1: A general description of the abilities needed by an organisation to perform successfully. Organisational competence is the mix of skills, expertise, experience, know-how and processes, and the ability to sustain and deploy these in a way which enables the organisation to achieve its goals. Personal competence is the mix of skills, expertise, experience and personal attributes that enable an individual to carry out their role successfully.

Source: BSI Knowledge Management Vocabulary

Competitive intelligence

Definition 1: Collated, analysed and interpreted information and knowledge concerning the competitive environment. In Knowledge Management environments competitive intelligence is often a key goal. This term/concept is therefore often used in the context of formalising and improving a process that is ongoing. It aims to ensure that information about the competitive environment (that is published formally and gathered informally or through business activities and networks) is systematically and effectively gathered and assessed. Part of Business intelligence (q.v.)

Source: BSI Knowledge Management Vocabulary

Competitor Intelligence

Definition 1: Collated, analysed and interpreted information and knowledge concerning competitors. Competitor intelligence is similar to Competitive intelligence (q.v.) but focuses on competitors only.

Source: BSI Knowledge Management Vocabulary

Compound term

Definition 1: A term consisting of more than one word (that is, in computer terms, a character string). A compound term may be selected as a descriptor.

Source: BS 8723-1 200X

Concept

Definition 1: Unit of thought. The semantic content of a concept can be re-expressed by a combination of other and different concepts, which may vary from one language or culture

to another. Concepts exist in the mind as abstract entities independent of terms used to express them.

Source: BS 8723-1 200X

Conceptual knowledge

Definition 1: The product of transforming tacit knowledge to make it explicit. In the SECI process (q.v.), conceptual knowledge is produced by Externalisation (q.v.). For example tacit knowledge on customer needs is of more value to an organisation if it can be made into explicit conceptual knowledge.

Source: BSI Knowledge Management Vocabulary

Content architecture

Definition 1: Method of cataloguing and tagging information or knowledge in a consistent way and with consistent language, so that this information can be moved around and between organisations seamlessly.

Source: BSI Knowledge Management Vocabulary

Content help desks

Definition 1: Often the first point of contact for users needing assistance with content. The role of a Content Help Desk is to enable staff to become more information literate and conversant with the knowledge-enabling tools available to them on their desktop. Experience has shown that users are much more likely to use the tools and information correctly if they are supported through initial use.

Source: BSI Knowledge Management Vocabulary

Content management

Definition 1: Ability to capture, manage, index and distribute knowledge and information in diverse formats across various applications and types of output. The term is generally applied to the management of digital information assets although these assets may be key to connecting people and their tacit knowledge. It requires a set of rules, roles and processes to manage the content life cycle through origination, publication, delivery and expiry in such a way that quality information is delivered to the user.

Source: BSI Knowledge Management Vocabulary

Content Provider

Definition 1: A network service that makes a collection available. A content provider may disclose metadata about its resources through a structured network service. In the context of the JISC IE, a content provider interacts with brokers, aggregators and portals using Z39.50, the OAI-PMH and RSS/HTTP. Note that 'content provider' may also refer to the

organisation that makes collections available - which may be a JISC-funded service, an HE/FE institution, or some other organisation.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Controlled vocabulary

Definition 1: Prescribed list of terms or headings each one having an assigned meaning

Definition 2: A finite list of terms or headings, each one having a prescribed meaning, designed for use in classifying or indexing documents, and for searching them.

Source: BS 8723-1 200X

CoP

Definition 1: Communities of Practice or Communities of Purpose

Source: BSI Knowledge Management Vocabulary

COPAC

Definition 1: A union catalogue, giving free access to merged online catalogues of CURL. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Core competence

Definition 1: Organisationally embedded Knowledge assets (q.v.) that can deliver differential value and competitive advantage. The core value statement of an organisation. Normally taken to mean something that a customer is willing to pay for and the competitors find hard or impossible to imitate, core competence differs from product and market competency in that an organisation's core competence outlives its product life cycles and market swings.

Source: BSI Knowledge Management Vocabulary

Corporate memory

Definition 1: Practices and intellectual capital embodied in an organisation which influence its behaviour. Tacit or explicit understanding of an organisation's people, processes or products along with its traditions and values. Corporate memory may assist or inhibit an organisation in making progress. In a Knowledge Management environment the organisation seeks to ensure the quality of the corporate memory and its appropriate use.

Source: BSI Knowledge Management Vocabulary

CoSAAD

Definition 1: Council of Subject Associations in Art and Design

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

COUSNS

Definition 1: Committee Of UK Subject-based Network Services. COUSNS provides a forum for the subject-based network services funded by JISC to identify shared interests.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

CQFW

Definition 1: Credit and Qualification Framework for Wales is a 2/3 year project established to take forward consideration of the key issues which underpin the creation of a single credit and qualifications framework in Wales.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Cross-reference

Definition 1: Between headings, classification schemes commonly show cross-references of two types, namely see and see also, where thesauri show relationships between terms (equivalence and associative respectively).

Source: BS 8723-1 200X

CTI

Definition 1: Computers in Teaching Initiative, established in 1984 comprised 24 subject-based Centres working to support the use of communication and information technologies in UK higher education. It was funded by HEFCE, SHEFC, HEFCW and DENI. It was co-ordinated and supported by CTISS. The Computers in Teaching Initiative handed over, in 2000, to the Learning and Teaching Support Network (LTSN), run under the auspices of the Institute for Learning & Teaching (ILT).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Cultural assets

Definition 1: The characteristics of the organisation that define the way it operates. Organisations seeking to mobilise their knowledge will need to understand their culture and its effect on knowledge sharing. An effective knowledge management culture encourages collaborative and co-operative behaviours and a willingness to learn from experience. Culture can be one of an organisation's Intangible assets (q.v.)

Source: BSI Knowledge Management Vocabulary

Culture

Definition 1: The business or functional environment in which people try to realise both their professional and personal aspirations. An often used shorthand definition of culture is "the way we do things round here". Increasingly, a successful knowledge sharing culture is one of transformation, in which everyone exhibits the behaviours and characteristics that

successful change demands. Behaviours that are already deeply ingrained and those that are aspirations vary across all countries, practices and people.

Source: BSI Knowledge Management Vocabulary

CURL

Definition 1: Consortium of University Research Libraries

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Customer capital

Definition 1: The combined value of all the relationships an organisation has with its clients. Customer capital is a component of Intellectual capital (q.v.). It includes relationships with, and knowledge about, the client's people, culture, products, markets, processes and values gained through all business contact. It also includes the processes that underpin successful customer communication and the trust established between the client and supplier.

Source: BSI Knowledge Management Vocabulary

Customer relationship management

Definition 1: Combination of business processes, corporate culture, knowledge sharing, and technology used to manage relationships with customers. A relatively new term coined with the availability of software to integrate dispersed information on customers. Customer relationship management (CRM) is a business strategy to select and manage the most valuable customer relationships. It requires a customer-centric business philosophy and culture to support effective marketing, sales, and service processes.

Source: BSI Knowledge Management Vocabulary

CVCP

Definition 1: Committee of Vice-Chancellors and Principals (now known as Universities UK)

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

CWG

Definition 1: Content Working Group of the CEI.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

DANTE

Definition 1: Delivery of Advanced Networking to Europe; a not-for profit company providing academic and research network links to most European countries.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Data

Definition 1: Facts, statistics, than can, frequently, be analysed to derive information. A recording of facts, concepts, and instructions for automatic communication, retrieval, and processing to produce information that is comprehensible to its audience.

Source: BSI Knowledge Management Vocabulary

Data mining

Definition 1: Technique for analysing data in very large databases. Analysis of data can reveal trends and patterns i.e. knowledge that can be used to improve business processes.

Source: BSI Knowledge Management Vocabulary

DC

Definition 1: The Dublin Core, a relatively simple set of metadata terms supporting resource discovery. See also Dublin Core.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

DDA

Definition 1: Disability Discrimination Act

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

DEL

Definition 1: Department for Employment and Learning (Northern Ireland). Previously DENI, then DHFETE.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Deposit

Definition 1: The activity of placing a resource within a repository, typically with the intention of making it available to others.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Descriptor

Definition 1: A term used consistently when indexing to represent a given concept, preferably in the form of a noun or noun phrase. (This superseded the earlier "preferred term")

Source: BS 8723-1 200X

Deutero learning

Definition 1: A strategy for organisational learning that questions why errors have arisen, seeks to extract implicit rules and to put learning into context. Deutero learning occurs when an organisation learns how to learn by challenging why errors have arisen from the widest relevant perspective, thus avoiding the hardening of mindsets that is the biggest

barrier to learning. Organisations that have learned to carry out both Single and Double loop learning (q.v.) are said to be practising Deutero learning.

Source: BSI Knowledge Management Vocabulary

DfES

Definition 1: Department for Education and Skills

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Diffusion

Definition 1: Sharing newly created insights with a target population. Diffusion is one of the steps in the Social Learning Cycle (q.v.) and follows Scanning (q.v.). It covers alerting people to new information and knowledge. The diffusion of well codified and abstract data to a large population will be technically less problematic than that of data which is uncoded and context specific. This term is fundamental for the Learning organisation (q.v.) concept.

Source: BSI Knowledge Management Vocabulary

Disclosure

Definition 1: The function of offering metadata records for searching (using Z39.50) or gathering (using the OAI-PMH and/or RSS/HTTP) through a structured network service.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Discover

Definition 1: The activity of finding items and/or services of interest.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

DNER

Definition 1: Distributed National Electronic Resource. The working title for the concept of an electronic resource which appears seamless to the user. Available through JANET, staff and students will be able to access resources effectively and efficiently through intuitive and customised interfaces.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

DNS

Definition 1: Domain Name Server

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Document

Definition 1: A record, or the capturing of an event or knowledge so that the information will not be lost. A document is usually written, but it can also be made with graphics,

photographs, and sound. A document usually adheres to a convention or specified requirement based on similar or previous documents. A document can also be put into an electronic form and stored in a computer as files.

Source: BS 8723-1 200X

Definition 2: Any item, printed or otherwise, that is amenable to cataloguing and indexing.

Source: BSI Knowledge Management Vocabulary

Document management

Definition 1: Processes for managing the document lifecycle (the creation, editing, production, storage, indexing and disposal of documents). This term is used to cover the 'document enabling' of business processes that demand the tight integration of these services. The documents are those that usually require considerable collaboration during their creation, as well as ongoing maintenance.

Source: BSI Knowledge Management Vocabulary

Double-loop learning

Definition 1: Learning that focuses on continuous experimentation, review and feedback. In organisational double-loop learning, the response to a detected error takes the form of a collaborative enquiry into the underlying organisational norms, procedures, policies and objectives compared with the actual behaviour, so as to resolve their inconsistency and make the existing or new norms more effectively realisable. Double loop learning is a route to creating a culture that supports individual, group and organisation al learning

Source: BSI Knowledge Management Vocabulary

DPA

Definition 1: Data Protection Act

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

DRRG

Definition 1: Database Resources Research Group

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

DTI

Definition 1: Department of Trade and Industry

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Dublin Core

Definition 1: Dublin Core is shorthand for the Dublin Metadata Core Element Set which is a core list of metadata elements agreed at the OCLC/NCSA Metadata Workshop in Dublin, Ohio, in March 1995. The Dublin Core is positioned as a simple information resource

description. However, it also aims to provide a basis for semantic interoperability between other, probably more complicated, formats. (see Metadata and Z39.50).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

EAUC

Definition 1: Environmental Association for Universities and Colleges, working towards more environmental and sustainable management and curriculum activities within this sector.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Definition 1: The Economics & Business Education Association represents teachers and lecturers of economics, business studies and related subjects in schools and colleges throughout the UK.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

e-Business

Definition 1: Large-transformation of business processes, made possible by improved electronic (especially web-based) information systems.

Source: BSI Knowledge Management Vocabulary

e-Commerce

Definition 1: Automating of transaction processes, made possible by improved electronic (especially web-based) information systems.

Source: BSI Knowledge Management Vocabulary

EDINA

Definition 1: Edinburgh Data and Information Access. Provides access to datasets. A JISC funded National Datacentre.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

EDUCAUSE

Definition 1: EDUCAUSE, based in the USA, was formed in July 1998 following the convergence of two organisations, CAUSE and Educom. EDUCAUSE will focus on the management and use of computational, network, and information resources in support of higher education's missions of scholarship, instruction, service, and administration.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

EEVL

Definition 1: A gateway providing access to quality electronic resources for engineering, mathematics and computing. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Electronic Journal

Definition 1: A learned journal, but not necessarily refereed, on the Internet. Electronic journals offer reduced time to publication, allow hyperlinking to other documents, and, in some cases, are enhanced by multi-media materials.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

ELWa

Definition 1: Education and Learning Wales. The National Council for Education and Training for Wales and the Higher Education Funding Council for Wales are Assembly Sponsored Public Bodies, responsible for all post-16 education and training in Wales. Together these organisations are known as ELWa, Education and Learning Wales.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

e-mail

Definition 1: Fundamental tools for KM, which are increasingly built upon the corporate IT infrastructure; includes messaging and combining of e-mail utilities with products for calendar, meeting, and resource co-ordination. The tools for rapid exchange of knowledge based on common document formats and directories have removed many technical barriers to sharing knowledge.

Source: BSI Knowledge Management Vocabulary

EMBASE

Definition 1: Excerpta Medica Database.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

EMMAN

Definition 1: East Midlands Metropolitan Area Network

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Enterprise Architecture

Definition 1: Enterprise Architecture is the practice of applying a comprehensive and rigorous methodology for describing a current or future structure for an organization's processes, information systems, personnel and organizational sub-units so that they align with the organization's core goals and strategic direction. Although often associated strictly with information technology, it relates more broadly to the practice of business optimization in that it addresses business architecture, performance management and process architecture as well

Source: www.wikipedia.com

EPSRC

Definition 1: Engineering and Physical Sciences Research Council (formerly SERC, Science and Engineering Research Council).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

e-Research

Definition 1: Analytical aspects, access to resources, collaboration with fellow researchers, project management and research administration.
www.ncess.ac.uk/event/conference/past/ncess_ahm_goble.pdf

ERIC

Definition 1: Educational Resources Information Centre, a national information system designed to provide users with ready access to an extensive body of education-related literature. ERIC, established in 1966, is supported by the U.S. Department of Education, Office of Educational Research and Improvement, and the National Library of Education.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

e-Science

Definition 1: The "invention and exploitation of advanced computational methods," to: 1. Generate, curate and analyse research data. Professor Atkinson stressed the importance of quality of data as an issue. 2. Develop and explore models and simulations to analyse this data. The ability to analyse data is dropping behind the creation of data. Data are growing at the rate of Moore's Law squared, whereas, for example, simulation technology is only growing at the rate of Moore's Law. 3. Enable the dynamic creation of distributed 'virtual organisations'. This implies security, reliability, accountability, manageability, agility. e-Science is not defined as the use of the Grid and web services (that is, in terms of technology in use) but rather by what new types of research are done with this infrastructure.

Definition 2: Global collaboration in key areas of science and the next generation of (computing) that will enable it. e-Science will change the dynamic of the way science is undertaken. John Taylor, Director of UK Research Councils quoted at

Source: www.ncess.ac.uk/event/conference/past/ncess_ahm_goble.pdf

ESRC

Definition 1: Economic & Social Research Council.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

EuroCAIRN

Definition 1: European Co-operation for Academic and Industrial Research Networking

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Evidence-based practice

Definition 1: Practice that is informed by systematic research and critical appraisal of validated knowledge. Evidence-based practice is a term strongly associated with health care and with processes to ensure that practitioners critically examine problems identified in the relevant Knowledge base (q.v.), during the course of systematic research as well as contributing their own objective experience to extend the knowledge of others. Evidence - based decision making is now being fostered in government, education and other sectors to ensure that decisions and working practices are based on relevant, current and comprehensive knowledge. In a knowledge management context, organisations may aim to promote an evidence-based knowledge environment.

Source: BSI Knowledge Management Vocabulary

Expertise directory

Definition 1: Database of personnel, their skills and specific experience and expertise that allows users to search for people with specific skills. Within Knowledge Management environments the importance of being able to connect people to others in the organisation who are likely to have relevant knowledge is well established. Expertise directories are one route to meeting this need and are often presented in the form of Yellow Pages (q.v.). This approach is often used by organisations to raise the visibility of their specialist knowledge.

Source: BSI Knowledge Management Vocabulary

Explicit knowledge

Definition 1: Knowledge that has been communicated or documented and is therefore available for use. Explicit knowledge can be easily expressed in words and/or numbers, shared via discussion, documents, specifications, manuals etc, and, where documented can be organised for searching and re-use. An organisation's ability to make its knowledge visible by rendering it explicit ensures that it can be transferred and available to others. This is a key measure for successful knowledge management.

Source: BSI Knowledge Management Vocabulary

Externalisation

Definition 1: Process of articulating tacit knowledge into explicit knowledge. This is the tacit to explicit step in the SECI process (q.v.), the process that transforms knowledge into a tangible form through documentation and/or discussion. This is an essential step in transferring knowledge and in creating an organisation's Knowledge base (q.v.). The process can be actively systematised through formal procedures (Knowledge elicitation (q.v.) or fostered through an organisation's group and individual communication (Knowledge conversion (q.v.)).

Source: BSI Knowledge Management Vocabulary

Extranet

Definition 1: A Website which links a company and other companies or people, but which is a closed community. Extranets are accessible only to people with a password and the right capabilities.

Source: BSI Knowledge Management Vocabulary

Facet

Definition 1: High-level grouping of concepts of the same inherent category

Definition 2: In a classification scheme or classified schedule of terms, a group of headings or descriptors sharing a common characteristic.

Source: BS 8723-1 200X

Facet analysis

Definition 1: Analysis of complex subjects or concepts into constituent concepts grouped into facets

Definition 2: A technique for analysing complex subjects or concepts into constituent categories known as facets, where the narrower concepts are listed. The facets should be mutually exclusive, and within any one of them, all the concepts should share a common characteristic.

Source: BS 8723-1 200X

Faceted classification scheme

Definition 1: Classification scheme in which subjects are analysed into their constituent facets

Definition 2: A classification scheme in which subjects are analysed into their constituent facets. Separate schedules are compiled for each facet, and terms from these may be combined according to prescribed rules to express a compound subject. (In certain cases a faceted classification can form an alternative display to a thesaurus, wherein facets and terms are congruent).

Source: BS 8723-1 200X

FDTL

Definition 1: Fund for the Development of Teaching and Learning

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

FE NET

Definition 1: Two strand project initiated by the FEFCW in 1996, connecting Welsh colleges to JANET, setting up two Welsh RSCs, developing material.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

FEDA

Definition 1: Further Education Development Agency (now known as the LSDA).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

FEFC

Definition 1: The Further Education Funding Council (for England). Replaced by the Learning and Skills Council (LSC) from April 2001.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

FEFCW

Definition 1: The Further Education Funding Council for Wales

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

FEILT

Definition 1: Further Education Information and Learning Technology

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

FEnto

Definition 1: Further Education National Training Organisation

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

FERL

Definition 1: Further Education Resources for Learning. An Internet based information service for lecturers and other practitioners in Further Education colleges funded by the FEFC and managed by BECTa.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

FFORWM

Definition 1: The Association of Further Education Colleges in Wales

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Folksonomy

Definition 1: A portmanteau word that combines "folk" and "taxonomy," refers to the on-the-fly classifications (called tags or keywords) that Internet users freely invent to categorize the objects with which they interact online. Social software makes these classifications available to other Internet users,[1] often by means of a tag cloud, a list of user-developed tags. For this reason, folksonomy can be viewed as a distributed classification system. Examples of folksonomy-enabled social software include Furl, Flickr, and Del.icio.us. Synonyms include tagging and social bookmarking

Follett report

Definition 1: Sir Brian Follett, who chaired the review team who produced a report for the Joint Funding Councils on Libraries and IT in the higher education community in December 1993, which has come to be known as the Follett Report. It made a number of recommendations to address the problems of library provision within higher education.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Frameworks

Definition 1: A set of models, specifications and patterns that provide a common basis for designing architectures. www.cetis.ac.uk/encyclopedia

Definition 2: The systematic format and technical structure that supports metadata, concepts, contents and controlled vocabularies. www.elrc.ac.uk/download/seminars/FSSSeminarHD.ppt#1

FTP

Definition 1: File Transfer Protocol. FTP allows a person to transfer files between two computers, generally connected via the Internet.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Functional assets

Definition 1: The Know-how (q.v.) possessed and acquired by people working at the practical level in organisations e.g. process workers. One of the components of Human capital (q.v.).

Source: BSI Knowledge Management Vocabulary

Fusion

Definition 1: The function of combining metadata records, by searching (using Z39.50), gathering (using the OAI-PMH, RSS/HTTP and/or HTTP) or manual cataloguing.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

GNVQ

Definition 1: General National Vocational Qualification

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Good practice

Definition 1: A way of working that has been successfully applied in an organisation, but without the assumption that it is the best that can be achieved. Preferred by some to the more ambitious term, Best practice (q.v.). The use of this term infers that the practice is the current 'state of the art' and a good and proven starting point but that improvement is possible. Good practice is defined by experience, by a community of experienced people who know how to do things and will evolve good practice for their org

Source: BSI Knowledge Management Vocabulary

Groupware

Definition 1: Networked software and system applications that facilitate information/knowledge sharing and exchange.

Source: BSI Knowledge Management Vocabulary

GROWL

Definition 1: VRE Programming Toolkit and Applications

Source: www.jisc.ac.uk/general/index.cfm?name=vre_growl

Harvesting

Definition 1: The objectives of knowledge harvesting are knowledge capture (especially tacit knowledge) and documentation of lessons learned. Some Knowledge Managers (q.v.) help knowledge and experience acquired whilst undertaking certain business tasks into content for sharing and storage for re-use. Harvesting is an active process of Externalisation (q.v.)

Source: BSI Knowledge Management Vocabulary

HCI

Definition 1: Human Computer Interface. The process by which users interact with computers.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

HCLRG

Definition 1: Higher Education Colleges Learning Resources Group

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

HDS

Definition 1: History Data Service. One of the Service Providers of the Arts and Humanities Data Service. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Heading

Definition 1: The name given to a class or sub-class in a classification scheme.

Source: BS 8723-1 200X

HEDS

Definition 1: Higher Education Digitisation Service. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

HEFCE

Definition 1: Higher Education Funding Council for England.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

HEFCW

Definition 1: Higher Education Funding Council for Wales

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

HESA

Definition 1: Higher Education Statistics Agency

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

HESDA

Definition 1: The Higher Education Staff Development Agency

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

HND

Definition 1: Higher National Diploma

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

HOLIS

Definition 1: HESA Online Information Service

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Holistic knowledge management

Definition 1: The recognition that effective knowledge management involves people, processes, technology and content. To make a real difference through fostering the creation, capture, distilling, sharing and use of knowledge requires capturing critical information and transforming it into re-usable knowledge; developing the capability of individuals and groups through learning, collaborating and sharing and the growing of knowledge, leveraging technology to maximise knowledge and information flow; and applying these in an integrated way to organisational processes and issues.

Source: BSI Knowledge Management Vocabulary

Homograph

Definition 1: One of two or more words that have the same spelling, but different meanings and origins. In thesauri, homographs are generally distinguished by qualifiers.

Source: BS 8723-1 200X

Homonyms

Definition 1: Words having either the same sound, or the same spelling, but different meanings and origins.

Source: BS 8723-1 200X

HPC

Definition 1: High Performance Computing: computing resources which provide more than an order of magnitude more computing power than is normally available on the desktop. This includes the computers, networks, algorithms and environments necessary to make such systems usable.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

HTML

Definition 1: HyperText Markup Language, used to mark up documents for use on the World Wide Web. It enables hypertext links to be followed, thus linking documents over the Internet.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Human capital

Definition 1: Knowledge, competencies, and skills of people in an organisation. Human capital is one of the components that make up Intellectual capital (q.v.). Unlike Structural capital (q.v.), human capital is owned by the individuals who have it, rather than the organisation. It is the sum of everything that everybody in the company knows that gives a competitive edge in the market place. Related to Social capital (q.v.).

Source: BSI Knowledge Management Vocabulary

IAM

Definition 1: Intellectual assets management

Source: BSI Knowledge Management Vocabulary

IBSS

Definition 1: International Bibliography of the Social Sciences. Jointly funded by the JISC and the ESRC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

IC

Definition 1: Intellectual capital

Source: BSI Knowledge Management Vocabulary

ICT

Definition 1: Information and Communication Technology.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Identifier Service

Definition 1: A network service that maintains and provides an association between an identifier and some metadata about the identified resource. Typically, an identifier service takes an identifier of a resource and returns a locator for it (usually in the form of a URL).

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

IEEE LOM

Definition 1: A metadata standard for the description of learning objects.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

IETF

Definition 1: Internet Engineering Task Force, the organisation which co-ordinates Internet standards.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

IHR

Definition 1: Institute of Historical Research History Online. Provides information about archives and libraries of historical research.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

ILT

Definition 1: (as used in FE) Information and Learning Technology

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

IMS

Definition 1: Instructional Management Systems Global Learning Consortium. A global coalition of academic, commercial and government organisations, working together to define the Internet architecture for learning. IMS is an initiative of EDUCAUSE. The JISC funded service CETIS was established to provide information on IMS standards and initiatives.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Index

Definition 1: A network service that provides access to a machine-generated database of information derived from the content of items in a collection.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Indexing

Definition 1: The intellectual analysis of the subject matter of a document, or a group of documents.

Source: BS 8723-1 200X

Information

Definition 1: A collection of data organised and translated into a form that conveys structure and understanding. Data that adds value to an understanding of a subject and can enhance knowledge (for some people, the concept of 'misinformation' helps to clarify the distinction between data and information).

Source: BSI Knowledge Management Vocabulary

Information architecture

Definition 1: Method of cataloguing and tagging information and knowledge in a consistent way and with consistent language.

Source: BSI Knowledge Management Vocabulary

Information audit

Definition 1: A process which reviews and maps organisational information need, creation, use, flow, gaps and duplication, information management tools and processes and how culture is affecting information use. An information audit uncovers the barriers to effective information flow and assesses the costs of information against its value to the organisation.

Source: BSI Knowledge Management Vocabulary

Information Environment

Definition 1: The JISC's Information Environment will provide a range of services, tools and mechanisms for colleges and universities to exploit fully the value of online resources and services. It will enable presentation, delivery and use of online resources in ways tailored to support individual and institutional requirements in learning, teaching and research.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Information governance

Definition 1: The process by which an organisation ensures that its information conduct is ethical. In a Knowledge Management context, Information governance is the process by which an organisation ensures that it has in place and operates by policies, standards, and strategies (with the necessary supporting roles and skills) that ensure its ethical use of information and knowledge and adherence to relevant legislation.

Source: BSI Knowledge Management Vocabulary

Information management

Definition 1: The effective production, co-ordination, storage, retrieval and dissemination of information from internal and external sources and in whatever format in order to improve the performance of the organisation. Information Management is concerned with the management of an organisation's information resources. Good information management processes and systems are essential to organisations that want to optimise the use of their explicit Knowledge assets (q.v.). Information management underpins knowledge management.

Source: BSI Knowledge Management Vocabulary

Information Strategies Initiative

Definition 1: A JISC programme to help sites to develop information strategies.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Information Strategy

Definition 1: A strategic plan to exploit information resources in the broadest sense. This will often be part of an hierarchy of strategies under an institutional strategy or business plan; in turn an information strategy may include an Information Systems or Information Technology strategy.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Infrastructural Services

Definition 1: A range of shared structured network services that are called on by content providers, brokers, aggregators, indexes, catalogues and portals. Infrastructural services include authentication, authorisation, service registry, user preferences, resolver, institutional profile, metadata schema registry and terminology services.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Innovation

Definition 1: Introduction of new processes, procedures and products, through the successful exploitation of ideas Organisations often move towards Knowledge Management in order to create environments that stimulate innovation through providing good access to previous experience and the stimuli and supporting processes for collaboration and knowledge creation.

Source: BSI Knowledge Management Vocabulary

INSPEC

Definition 1: Information Service in Electronic Physical Technology and Control, produced by the Institution of Electrical Engineers. A database which gives access to the world's scientific and technical literature in physics, electrical engineering, electronics,

communications, control engineering, computers and computing, and information technology. CHEST has arranged a deal for the UK academic community for this database.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Institutional Profiling Service

Definition 1: A structured network service that stores and makes available information about what licences institutions hold, i.e. their access rights as organisations to particular resources, and other institution-wide preferences, such as preferred content-delivery services.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Intangible assets

Definition 1: The non-physical resources and rights of an organisation. The intangible assets of an organisation are those assets not traditionally accounted for in the financial balance sheets of an organisation - assets such as brands, patents, copyrights, knowledge, know-how and customer loyalty. Many organisations now believe that these assets represent such a significant proportion of the value of the organisation that they should be included in the balance sheet. However, there is little agreement on what exactly should be included and how they should be valued. They may be considered to consist of Regulatory assets (q.v.), Positional assets (q.v.), Functional assets (q.v.) and Cultural assets (q.v.).

Source: BSI Knowledge Management Vocabulary

Intellectual assets

Definition 1: The knowledge related assets of an organisation. The intellectual assets of an organisation are the subset of its Intangible assets (q.v.) that relate directly to knowledge - such as intellectual property, know-how, best practice and customer knowledge. See also Intellectual capital (q.v.) and Knowledge assets (q.v.)

Source: BSI Knowledge Management Vocabulary

Intellectual assets management

Definition 1: Systematic process for the identification, organisation and exploitation of intellectual assets.

Source: BSI Knowledge Management Vocabulary

Intellectual capital

Definition 1: The value or potential value of the intellectual assets of an organisation. The intellectual capital of an organisation is the intangible intellectual material such as knowledge, information, Intellectual property (q.v.), and experience that can be put to use to create wealth. Intellectual capital is often defined as the combination of the three broad categories: Human capital (q.v.) - the skills, knowledge and expertise of people

Structural capital (q.v.) - captured knowledge such as intellectual property and good practice
 Customer capital (q.v.) - relationships and knowledge of the customers. Some would widen this to Partner capital (q.v.) - the relationships and knowledge of customers, suppliers and all other partners. Intellectual capital represents the knowledge that exists in an organization at a particular point in time. Intellectual property Assets, almost always explicit, which are protected by law. Includes items protected by copyright, patents and trademark laws. Intellectual property is further characterised by being amenable to valuation that permits pricing and contractual arrangements, such as licensing.

Source: BSI Knowledge Management Vocabulary

Intellectual property rights.

Definition 1: The bundle of rights associated with intellectual property. IPR may include copyright, patents, trademarks, performing rights and rights held by makers of sound recordings and videos.

Source: BSI Knowledge Management Vocabulary

Internalisation

Definition 1: Process of embodying explicit knowledge into tacit knowledge. This is the term used for the explicit to tacit link of Knowledge conversion (q.v.) in the SECI process (q.v.), and gives rise to Operational knowledge (q.v.) that can then be put into use. When experiences through socialisation, externalisation and combination are internalised into individual's tacit knowledge bases in the form of know-how or shared mental moulds they become valuable tacit knowledge. Documenting experience is one route to internalise, make sense of it, and turn it into useful tacit knowledge.

Source: BSI Knowledge Management Vocabulary

Internet

Definition 1: A world-wide group of networks using a common protocol, the Internet Protocol (IP) so that services such as email and the World Wide Web can be provided seamlessly. JANET is part of the Internet.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Internet 2

Definition 1: A development project funded by over 100 American universities to develop leading edge Internet applications and the next version of the Internet Protocol (IP).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

IP

Definition 1: Internet Protocol

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

IPR

Definition 1: Intellectual property rights.

Source: BSI Knowledge Management Vocabulary

IPR

Definition 1: Intellectual Property Rights

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

ISDN

Definition 1: Integrated Services Digital Network. A form of connectivity which offers data and voice communications at much higher rates than standard telephone connections.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

ISP

Definition 1: Internet Service Provider

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

IT

Definition 1: Information Technology

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

ITATL

Definition 1: Information Technology Assisted Teaching and Learning

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Item

Definition 1: A physical or digital entity.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

JANET

Definition 1: Joint Academic NETwork. This links all higher education institutions, Research Council sites, many FE colleges and other bodies with a legitimate interest in working with the higher education and research community.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JANET Web Caching Service

Definition 1: A caching service provided to the UK higher and further education sectors. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JANET-CERT

Definition 1: JANET-Computer Emergency Response Team. Run by UKERNA to help deal with illegal and improper use of JANET.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JCALT

Definition 1: JISC Committee for Awareness, Liaison and Training; a sub-committee of the JISC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JCAS

Definition 1: JISC Committee for Authentication and Security, a sub-committee of the JISC (Nov 1999 - Jan 2002). The work of this committee has now been taken over by JCN and JCIE.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JCCS

Definition 1: JISC Committee for Content Services, a sub-committee of the JISC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JCEI

Definition 1: JISC Committee for Electronic Information, a sub-committee of the JISC (Nov 1999 - Jan 2002). The work of this committee has now been taken over by JCIE and JCCS.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JCIE

Definition 1: JISC Committee for the Information Environment, a sub-committee of the JISC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JCIEL

Definition 1: JISC Committee for Integrated Environments for Learners, a sub-committee of the JISC (Nov 1999 - Jan 2002). The work of this committee has now been taken over by the JCLT.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JCLT

Definition 1: JISC Committee for Learning and Teaching, a sub-committee of the JISC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JCN

Definition 1: JISC Committee for Networking, a sub-committee of the JISC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JCSR

Definition 1: JISC Committee for the Support of Research, a sub-committee of the JISC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JIBS

Definition 1: Jisc (assisted) Bibliographic dataseviceS User Group. An independent User Group interested in bibliographic and full text datasevices provided by the JISC. (Before 1996, JIBS was known as the BIDS User Group).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JISC

Definition 1: Joint Information Systems Committee. JISC is an independent advisory body that works with further and higher education by providing strategic guidance, advice and opportunities use to use ICT to support learning, teaching, research and administration.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JISC Legal Information Service

Definition 1: The JISC Legal Information Service. A pilot service with the primary function of making available current legal information to those working in Information Services of the FE and HE sectors. It must be stressed that the Service does not profess to give professional legal advice, and any material provided is for informative purposes only. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JISCInfonet

Definition 1: This service provides free on-line advice, tools and publications to enable further and higher education institutions to plan and implement information systems. Other resources include: workshops, a national information systems database and an information systems planning timeline.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JISCmail

Definition 1: A service to facilitate email discussion, collaboration and communication within the UK academic community and beyond. (Replaced Mailbase in November 2000).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JNT

Definition 1: JNT Association - see UKERNA

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JNUG

Definition 1: JANET National User Group, funded through an annual grant from the JCN.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JSTOR

Definition 1: Journal STORage system, based in the US, mirrored at MIDAS. Provides on-line access to complete runs of back issues of journals in many subject areas including the humanities and science.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JTAP

Definition 1: JISC Technology Applications Programme, the successor to the NTI, and run by TASC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JUGA

Definition 1: JANET User Group for Administration

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

JUGL

Definition 1: JANET User Group for Libraries

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Just-in-time

Definition 1: A process to ensure that knowledge can be made available at the moment it is needed, rather than being collected and stored just in case it is needed. A concept related to just-in-time management (JIT). JIT is a system of organizational management whereby goods and services are taken in at the moment they are required, but without causing delays, thus avoiding the cost of paying in advance and storing materials. Just as an accurate, complete and up-to-the-minute information on the whole business cycle is a prerequisite in JIT, so a thorough understanding of knowledge use, flow and impact is required for just-in-time knowledge delivery.

Source: BSI Knowledge Management Vocabulary

Know-how

Definition 1: Capability derived from knowledge and experience. In the KM context know-how is a term usually used to refer to knowledge and experience that has been recorded in context so that it can be used to make decisions and solve problems efficiently. Know-how may also refer to skills. Know-how is a term used extensively in legal firms to describe their own interpretation of legislation and regulations in particular contexts. This know-how is usually captured by professional support lawyers and made available to others so that it may be used in future cases.

Source: BSI Knowledge Management Vocabulary

Knowledge

Definition 1: Validated platform for action. There are many definitions of knowledge. A common explanation is that knowledge is what people have in their heads and information is how they communicate it. Knowledge is a mix of framed experiences, values, and expert insights that are grounded in intuition that provides an environment and framework for evaluating and incorporating new experience and information. The concept may be better understood by reference to types of knowledge: Conceptual knowledge (q.v.), Explicit knowledge (q.v.), Operational knowledge (q.v.), Sympathised knowledge (q.v.), Systemic knowledge (q.v.) and Tacit knowledge (q.v.).

Source: BSI Knowledge Management Vocabulary

Knowledge assets

Definition 1: Knowledge relevant to an organisation's strategy and operation. Knowledge assets are high-value Knowledge creation (q.v.), dissemination and application actions undertaken within an organisation. Knowledge assets can be human (the individual people and teams, networks and communities) and structural (the codified knowledge that can be found in strategies, processes and procedures etc.). Even the technologies that support knowledge dissemination can be viewed as knowledge assets. They are synonymous with Intellectual assets (q.v.) By understanding the knowledge assets that an organisation possesses the organisation can grow its ability to use them to create new value and also to identify gaps that may exist.

Source: BSI Knowledge Management Vocabulary

Knowledge audit

Definition 1: Systematic identification and analysis of an organisation's knowledge needs, resources, gaps, flows, users and uses. A knowledge audit would usually include a review of people-based knowledge, capability and skills as well as information. It would also review the organisation's values, vision, culture and skills from the perspective of its knowledge needs. The term is often used interchangeably with 'knowledge inventory' and sometimes mistakenly with Information audit (q.v.) which looks only at explicit knowledge assets.

Source: BSI Knowledge Management Vocabulary

Knowledge base

Definition 1: The fundamental body of knowledge available to the organisation. An organisation's knowledge base comprises its organisational competences, the knowledge within teams and individuals, supported by its collections of information and data. An organisation may build specific knowledge bases to collate information on key topics or processes.

Source: BSI Knowledge Management Vocabulary

Knowledge based economy

Definition 1: A knowledge driven economy is one in which the generation and exploitation of knowledge has come to play the predominant part in the creation of wealth.

Source: BSI Knowledge Management Vocabulary

Knowledge broker

Definition 1: Facilitator of knowledge transfer. Within an organisation a knowledge broker acts as the catalysts in knowledge creation, sharing and utilisation. Many organisations have created such posts within their operational business units to ensure efficient knowledge creation and transfer. Knowledge broker is also a term used for organisations and individuals operating commercially as knowledge traders and knowledge scouts, to help solve problems and to bring organisations together with prospective partners.

Source: BSI Knowledge Management Vocabulary

Knowledge centre

Definition 1: A knowledge centre is a virtual, physical, or people-based location where knowledge is stored and which can be accessed and utilised by others. Knowledge centres may be the only 'physical' evidence of a knowledge initiative and include cafes, discussion areas or informal meeting rooms to encourage knowledge creation and sharing, as well as physical and electronic information resources and services.

Source: BSI Knowledge Management Vocabulary

Knowledge conversion

Definition 1: The interaction between tacit and explicit knowledge that creates new knowledge. The SECI model (q.v.) is based on the assumption that human knowledge is created and expanded through social interaction between tacit knowledge and explicit knowledge - this interaction is known as Knowledge conversion (q.v.). Conversion is the abstract notion behind the SECI process (q.v.) where the four modes of knowledge conversion are Combination (q.v.), Externalisation (q.v.), Internalisation (q.v.) and Socialisation (q.v.).

Source: BSI Knowledge Management Vocabulary

Knowledge creation

Definition 1: A spiralling process of interactions between explicit and tacit knowledge, where ideas form in the minds of individuals and groups and the resulting knowledge can be used by the organisation. Knowledge creation takes place at the individual, group and organisational level. One of the key objectives of knowledge strategies is to create an environment where individuals are encouraged to interact with both tacit and explicit knowledge in order to stimulate ideas, create new knowledge and improve innovation. This is often achieved through bringing people together to stimulate ideas and build on what they know.

Source: BSI Knowledge Management Vocabulary

Knowledge ecology

Definition 1: The component of Knowledge Management that focuses on human aspects and their relationship to the organisational environment. Understanding the knowledge ecology of an organisation requires the study of work habits, values and organisational culture and its impact on knowledge creation, sharing and use. Knowledge Management will often aim to create the right 'ecological' conditions for Knowledge Management i.e. zones for collaboration, sharing, learning, context and community for stakeholders.

Source: BSI Knowledge Management Vocabulary

Knowledge elicitation

Definition 1: A formal process aimed at extracting an individual's or a group's knowledge within a particular domain. Historically associated with the creation of expert systems, and related to Externalisation (q.v.) The process is often facilitated by a knowledge broker (q.v.) and the knowledge stored in a knowledge base (q.v.)

Source: BSI Knowledge Management Vocabulary

Knowledge Enhanced Government

Definition 1: A government-wide policy framework for Knowledge Management. The United Kingdom's Knowledge Enhanced Government" is a technology network that is a cross-government initiative involving every department in the British Government. The network enables 300,000 staff members to share information and knowledge electronically.

Source: Office of the e-envoy

Knowledge Enhanced Public Sector

Definition 1: An approach adopted by the public sector to employ processes and technology which enables it to utilise the knowledge built by staff for the effective delivery of public services. The Knowledge Enhanced Public Sector is a vision of a new way for the public sector to operate, to perform and to relate to its key internal and external stakeholders. It

has a conscious understanding of its collective knowledge base and the processes that underpin it.

Source: BSI Knowledge Management Vocabulary

Knowledge era

Definition 1: The age when it is universally recognised that knowledge has become the source of wealth for individuals and organisations.

Source: BSI Knowledge Management Vocabulary

Knowledge harvesting

Definition 1: A set of methods for frequently and collectively, eliciting, and organising unwritten, 'hidden' knowledge. A key purpose of knowledge harvesting is to make tacit knowledge explicit, to better capture the relevant Know-how (q.v.) and insights across the organisation, and to create, improve and deploy Knowledge assets (q.v.).

Source: BSI Knowledge Management Vocabulary

Knowledge management

Definition 1: The creation and subsequent management of an environment which encourages knowledge to be created, shared, learnt, enhanced, organised and utilised for the benefit of the organisation and its customers. This definition assumes that knowledge can not be managed in the traditional sense but that an organisation can optimise the value of its knowledge through an appropriate blend of leadership, values, culture, processes, tools and skills to support knowledge access and use. Managing this stock of Intellectual capital (q.v.) in an organisation as it flows and grows is the domain of knowledge management. The way that stocks of intellectual capital change and evolve over time is then dependent on knowledge management strategies in knowledge creation, access and use.

Source: BSI Knowledge Management Vocabulary

Knowledge management enabled process

Definition 1: An existing process which has been reengineered following its examination through a knowledge management lens. Knowledge managers have often substantially enhanced an existing business activity by using knowledge management techniques to locate fresh insights and improve effectiveness. They have also enhanced business processes through improving their access to information and knowledge.

Source: BSI Knowledge Management Vocabulary

Knowledge management environment

Definition 1: Combination of technology, people, organisation, processes, rewards, and culture that, together comprise the right environment for Knowledge Management.

Source: BSI Knowledge Management Vocabulary

Knowledge management framework

Definition 1: An agreed scope and defined parameters for an organisations Knowledge management (q.v.) activities.

Source: BSI Knowledge Management Vocabulary

Knowledge management infrastructure

Definition 1: A system that is made up of processes, content, people and tools used to deliver Knowledge management (q.v.) within an organisation.

Source: BSI Knowledge Management Vocabulary

Knowledge management process (the)

Definition 1: A recognised series of activities and changes to deliver Knowledge management (q.v.) within an organisation.

Source: BSI Knowledge Management Vocabulary

Knowledge management solution

Definition 1: A solution to a knowledge management problem e.g. undertaking a knowledge audit to identify people with tacit knowledge. Using knowledge management techniques to solve a business problem e.g. development of a community of practice to investigate a manufacturing problem.

Source: BSI Knowledge Management Vocabulary

Knowledge management strategy

Definition 1: An intent to use Knowledge Management methods, tools, processes and practices to achieve business objectives by leveraging such content and processes.

Source: BSI Knowledge Management Vocabulary

Knowledge management technologies

Definition 1: Tools and technologies that are used either to support or to deliver practical knowledge management. Examples of knowledge management technologies include, e-mail, knowledge capture and knowledge sharing tools.

Source: BSI Knowledge Management Vocabulary

Knowledge management vision

Definition 1: A document which sets out what the organisation is setting out to achieve through adopting knowledge management approaches, processes and tools. For example, "An organisation where everyone is committed to contribute, use, trust and share information and knowledge - and to learn from their working experience - so that they and

their colleagues can exploit and build on their collective knowledge in order to develop distinctive services for the benefit of clients".

Source: BSI Knowledge Management Vocabulary

Knowledge manager

Definition 1: A role with operational and developmental responsibilities for implementing and reinforcing knowledge tools, behaviours and culture change. Often acts as central 'owner' of taxonomies and content standards and knowledge processes, works to promote access to expertise, best practice use and also provision of information and intelligence support.

Source: BSI Knowledge Management Vocabulary

Knowledge mapping

Definition 1: High level process to assess the nature and quality of Knowledge assets (q.v.) and knowledge flows to support business and organisational processes. Its purpose is to identify existing knowledge resources in a way which can be used to identify gaps, analyse flows and determine the focus for more detailed analysis.

Source: BSI Knowledge Management Vocabulary

Knowledge maps

Definition 1: Visual representation of critical knowledge and information sources and their relationships within an organisation. Guides or inventories of an organisation's internal and external information and knowledge resources, and knowledge enabled / enhanced processes that make their resources visible and also accessible. Knowledge maps may be developed for a number of reasons such as the foundation for the design of the intranet, extranet and website or to form the basis from which the organisation can develop Blue pages (q.v.), an Expertise directory (q.v.) or Yellow pages (q.v.)

Source: BSI Knowledge Management Vocabulary

Knowledge portal

Definition 1: The web-based integration of application to provide a user with a single view of a selected subset of Knowledge (q.v.) which can be further tailored to user requirements.

Source: BSI Knowledge Management Vocabulary

Knowledge relationship management

Definition 1: A technology based process to enable the core professional skills and experience to be identified by others within the organisation. Although associated with a technological solution, the concept of knowledge relationship management is based on the value to be gained by enabling staff within an organisation to identify others with whom they can profitably share knowledge.

Source: Office of the e-envoy

Knowledge sharing

Definition 1: Process by which knowledge is transferred within and between organisations. The willingness for people to share knowledge is fundamental to creating a knowledge rich environment. The lack of knowledge sharing is one of the fundamental barriers to success in knowledge management. Organisations therefore look for ways to encourage knowledge sharing.

Source: BSI Knowledge Management Vocabulary

Knowledge strategy

Definition 1: The plans, processes and actions by which an organisation achieves its desired knowledge objectives. Knowledge strategies must be aligned to business strategies and if successful will lead to the development of new business strategies. In a knowledge based organisation the corporate vision, values and strategies should all address the knowledge perspective. For instance a business processes for decision making should include knowledge processes.

Source: BSI Knowledge Management Vocabulary

Knowledge worker

Definition 1: Professionals, whose role relies on their ability to find, synthesise, communicate and apply knowledge. A generic term that some use to describe any worker who uses knowledge within their work whilst others refer to highly skilled professionals. Their work consists largely of converting information into knowledge, using their own competencies for the most part, sometimes with the assistance of suppliers of information or specialised knowledge.

Source: BSI Knowledge Management Vocabulary

Know-what

Definition 1: The known facts. Know-what knowledge is normally closer to information, as it can be more easily codified and / or easily communicated.

Source: BSI Knowledge Management Vocabulary

Know-who

Definition 1: Capability to identify and contact appropriate people with required knowledge. Know-who includes knowledge about relationships, contacts, networks, who to call on for help. It is the "I know a man who can" factor. It also includes the ability to co-operate and communicate with people. One of a number of terms used to describe the spectrum of knowledge that organisations need to work successfully.

Source: BSI Knowledge Management Vocabulary

Know-why

Definition 1: Understanding the context of one's role, and the value of one's actions. Know-why relates to strategic insight and the ability to stand back and make judgements based on the inherent knowledge of the organisation's values, mission and strategy Closely related to Know-how (q.v.) and Know-who (q.v.). Some writers have also coined the terms Know-what (q.v.). Know-where (the ability to find the right information), and Know-when (to know the best time to do something).

Source: BSI Knowledge Management Vocabulary

LAN

Definition 1: Local Area Network

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

LearnDirect

Definition 1: Ufi's learning services are being delivered under the branding "learndirect"

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Learning and Teaching Scotland

Definition 1: A national public body charged by the Scottish Executive with providing advice, support, resources and staff development which will in turn enhance lifelong learning.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Learning histories

Definition 1: Historical accounts of significant events in an organisation's recent past, described in the voices of people who took part in them. Can be formal accounts arising from After Action Reviews (q.v.) or Evidence-based practice. (q.v.).

Source: BSI Knowledge Management Vocabulary

Learning organisation

Definition 1: An organisation skilled at creating, acquiring, interpreting, and retaining knowledge; and then modifying its behaviour to reflect new knowledge and insights. There is no one clear, agreed definition of a learning organisation. Most scholars agree that learning is a process that unfolds overtime and link it with knowledge acquisition, deeper understanding, and improved performance. An organisation with the necessary practices, culture and systems to promote the continuous sharing of experience and lessons learned. Through Knowledge mapping (q.v.), Knowledge Management systems seek to identify the kinds of specific organisational and individual learning that must take place if the business is to build and maintain the required competencies to compete effectively. They then aim to implement these through Competency Management. Also described as a place where people continually expand their capacity to create the results they truly desire, where

collective aspiration is set free, and where people are continually learning how to learn together.

Source: BSI Knowledge Management Vocabulary

Learning Resource

Definition 1: A resource with a learning objective.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

LGA

Definition 1: Local Government Association

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

LIC

Definition 1: Library and Information Commission

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

LSC

Definition 1: Learning and Skills Council. Replaced the FEFC from April 2001

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

LSDA

Definition 1: The Learning and Skills Development Agency (previously known as FEDA).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

LTDI

Definition 1: Learning Technology Dissemination Initiative: a project funded by SHEFC to promote the distribution of learning technology and computer based learning material. Based at the Institute of Computer Based Learning at Heriot-Watt University.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

LTSN

Definition 1: Learning & Teaching Support Network (successor of the CTI).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

MAAS

Definition 1: MAAS negotiates for the supply of moving picture and sound resources for the JISC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

MAN

Definition 1: Metropolitan Area Network. A regional, high bandwidth network which connects together many organisations, including higher education institutions. HEIs can access JANET via their local MAN.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Mentor

Definition 1: One who offers advice and encouragement to the less experienced. Mentoring enables direct transfer of knowledge gained through experience of others. To be successful a mentor must be chosen by agreement. The popularity of this type of training has given rise to a need for training of mentors.

Source: BSI Knowledge Management Vocabulary

Mentored learning

Definition 1: A one-to-one relationship to share learning and experience. A mentor acts to provide support, guidance and evaluation throughout the learning process. Mentored learning is often used to add value to self-directed learning programmes. Mentored learning is often seen as a support network that enhances the value and effectiveness of remote computer based or open learning initiatives.

Source: BSI Knowledge Management Vocabulary

Mentoring

Definition 1: A type of learning relationship encouraging and facilitating informal or 'open' learning. Mentoring usually refers to a one-to-one relationship between two people from different parts of an organisation, or from different organisations, where the purpose of the relationship is to learn and to develop both individuals. Mentoring requires a trusting relationship built on mutual respect and understanding of each other's skills and strengths. Mentoring provides support, enables self development and helps to develop sound judgement and the gaining of confidence.

Source: BSI Knowledge Management Vocabulary

Metadata

Definition 1: Information describing an information resource, sometimes referred to as data about data.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Metadata Schema Registry

Definition 1: A network service that stores and makes available information about the metadata schemas in use by other services.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Middleware

Definition 1: Brokers, aggregators and infrastructure services.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Definition 2: In computing, Middleware consists of software agents acting as an intermediary between different application components. It is used most often to support complex, distributed applications. The software agents involved may be one or many. Source: en.wikipedia.org/wiki/Middleware

Definition 3: A communication layer that allows applications to interact across hardware and network environments

Source: www.dmreview.com/resources/glossary.cfm

MIMAS

Definition 1: Manchester InforMation and Associated Services. Provides access to datasets and to specialised statistical and other computational services. A JISC funded National Datacentre.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Mirroring

Definition 1: The holding of a duplicate, or mirror, copy of a body of information locally to improve delivery to end users and avoid network-induced delays, especially across international links.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

MIS

Definition 1: Management Information Systems

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

MLE

Definition 1: Managed Learning Environment

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Monitoring Unit

Definition 1: The MU monitors the JISC's network infrastructure and network content services, liaising with the staff of each service. It collects regular monitoring data from these services, and publishes regular reports on overall performance, trends and significant incidents for submission to the JISC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

MRC

Definition 1: Medical Research Council

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Multicasting

Definition 1: Transmitting information (especially video and audio) to a discreet number of specified destinations, as distinct from transmitting to a single destination ('point to point') or to an undefined and potentially unlimited number ('broadcasting').

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

NAMSS

Definition 1: National Association for Managers of Student Services in colleges is an organisation of managers and student advisers in Student Services in UK colleges, mainly in post-16 education, training, community and adult education.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

National Cache

Definition 1: See JANET Web Caching Service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

NATSPEC

Definition 1: The Association of National Specialist Colleges aims to promote opportunities for high quality education and training in residential or day settings, for students with learning difficulties and/or disabilities.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

NCT

Definition 1: National Co-ordination Team. NCT managed the Fund for the Development of Teaching and Learning (FDTL) and the TLTP. Both initiatives are focused on encouraging innovation and new developments within learning and teaching.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

NERC

Definition 1: Natural Environment Research Council

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

NESLI

Definition 1: National Electronic Site Licensing Initiative, the successor to the Pilot Site Licence Initiative. Provides UK higher education institutions with access to nationally negotiated electronic journals on a subscription basis.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Netskills

Definition 1: Produces training programmes and materials to help develop network skills which will enable more effective use of the internet for teaching, research and administration.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Network Service

Definition 1: A service that is provided on-line (digitally). 'Informational' network services include those that provide access to, or metadata about, items or collections at a digital location. Examples include Web sites, document supply services, abstracting and indexing services, data archives, online catalogues, databases, email archives, etc. 'Transactional' network services are those that are not primarily concerned with the supply of information, for example format conversion, printing, authentication or e-commerce services.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

NFF

Definition 1: Non-Formula Funding of Specialised Research Collections in the Humanities. An initiative to monitor and co-ordinate the expenditure of some #50 million allocated by the Higher Education funding bodies over five years for improving access to these collections through cataloguing, preservation, conservation, digitisation and publicity.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

NGfL

Definition 1: National Grid for Learning. A government initiative to set up a national focal point for learning on the Internet. Primary, secondary and tertiary education, lifelong learning services, museums and other cultural bodies and industry are all expected to contribute to the development of the Grid.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

NIACE

Definition 1: The National Organisation for Adult Learning, has a broad remit to promote lifelong learning opportunities for adults.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

NILTA

Definition 1: National Information and Learning Technologies Association (for FE). NILTA is committed to the provision of support to member institutions in the use of information and learning technologies within all areas of the post-16, lifelong learning sector.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

NISS

Definition 1: National Information Services and Systems, providing access to external electronic information and bulletin board services. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

NLN

Definition 1: National Learning Network. The NLN supports the development of the network infrastructure and provides technical and strategic support, management systems, staff development, guidance and advice to promote an all-embracing approach to Information and Learning Technology (ILT) across the further education sector.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Non-descriptor

Definition 1: The synonym or quasi-synonym of a descriptor. A non-descriptor is not assigned to documents, but is provided as an entry point in a thesaurus or alphabetical index, the user being directed by an instruction to the appropriate term. (This supersedes the earlier "non-preferred term", and is equivalent to "lead-in term")

Source: BS 8723-1 200X

Notation

Definition 1: A set of symbols representing concepts or relations, that may be used to sort and/or locate concepts in a pre-determined systematic order; and optionally to display how concepts have been structured and grouped. A notation provides the link between alphabetical and systematic lists in a thesaurus.

Source: BS 8723-1 200X

NSF

Definition 1: National Science Foundation in the US. The JISC is collaborating with the NSF under its three year International Digital Libraries Research Programme.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

NVQ

Definition 1: National Vocational Qualification

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

OAI-PMH

Definition 1: The Open Archives Initiative Protocol for Metadata Harvesting. A protocol supporting the bulk exchange of metadata records between structured network services.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

OFSTED

Definition 1: Office for Standards in Education

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

OJEC

Definition 1: Official Journal of the European Community

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

OMNI

Definition 1: Organising Medical Networked Information. An information gateway providing access to quality resources on the Internet for clinical, research and management aspects of health and medicine.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

OMRAS

Definition 1: Online Music Recognition and Searching.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Ontology

Definition 1: This word has also become used in a new way in the last few years. The first definition below is the original one. The science or study of being. A formal, explicit specification of a shared conceptualisation. A shared and common understanding of some domain that can be communicated across people and computers. An ontology describes the subject matter using the notions of concepts, instances, relations, functions and axioms. Concepts in the ontology are organized in taxonomies through which inheritance mechanisms can be applied. N.B. As can be seen from the above, these terms are used in overlapping ways. However, the concept of the structured vocabulary is common throughout.

Source: BS 8723-1 200X

OpenURL

Definition 1: A standard for transporting metadata between network services by encoding it in a URL.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

OpenURL Link Servers

Definition 1: A network service that takes metadata about a resource in the form of an OpenURL and supplies links (pointers) to services on, or related to, that resource, for example delivery services.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Operational knowledge

Definition 1: The knowledge and information required by employees in order to deal effectively with day-to-day problems. In the SECI process (q.v.) operational knowledge is yielded by Internalisation (q.v.), and embraces knowledge about project management, production processes, new product usage or policy implementation; or, indeed, anything that is essential to the day to day business of the organisation.

Source: BSI Knowledge Management Vocabulary

Organisational complexity

Definition 1: A natural condition affecting the knowledge environment in which organisations exist and adapt to external stimuli. Business organisations are complex to the extent that their success depends on the dynamic interaction of teams or individual members which in turn depends crucially on communication or information transfer within the organisation. Information flows very fast and very freely on computer networks and the self-organising clusters of individuals are a result of this information transfer.

Source: BSI Knowledge Management Vocabulary

Organisational learning

Definition 1: Activity by which knowledge is generated, captured, and leveraged to achieve improvements in organisational performance. Organisational learning include behaviours at the individual, group, and organisational levels, as well as processes that create and utilise knowledge in order to understand more broadly how the 'stocks' change and flow. It is the active component of the Learning organisation (q.v.).

Source: BSI Knowledge Management Vocabulary

Orphan term

Definition 1: A descriptor that has no associative or hierarchical relationship to any other descriptor in a thesaurus.

Source: BS 8723-1 200X

OST

Definition 1: Office of Science and Technology, part of the DTI.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

OTA

Definition 1: Oxford Text Archive. One of the Service Providers of the Arts and Humanities Data Service. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

PA

Definition 1: Publishers Association

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

PADS

Definition 1: Performing Arts Data Service. One of the Service Providers of the Arts and Humanities Data Service. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

PALS

Definition 1: Publisher and Libraries Solutions Committee

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Paradigmatic relationship

Definition 1: A priori relationship between concepts which is inherent in the concepts themselves

Source: BS 8723-1 200X

Definition 2: A relationship between concepts which is inherent in the concepts themselves. Such relationships are shown by the structure of an indexing language, independently of any indexed document.

Source: BS 8723-1 200X

PC

Definition 1: Personal Computer

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Personalisation

Definition 1: Intelligent aggregation of knowledge from various internal and external sources and automatic delivery of only the relevant content to each employee. For employees within an organisation, a 'voluntary' personalisation route is usually (although not always) the most appropriate. This means that individual employees choose for themselves, the content that they wish to receive. This is determined during the set up phase, where the employees are prompted to set up their own information profile. They are alerted to the arrival of fresh information either through a browser on their PC, via e-mail or fax. If working remotely from the office, alerts can be received on mobile phones through e.g. SMS (Short Messaging Service) or on a WAP device. Management often prefers the 'involuntary' personalisation route (profiling), which allows it to disseminate selected information

Source: BSI Knowledge Management Vocabulary

Portal

Definition 1: Websites offering a wide range of services and content - a gateway onto the web. Portals focus on aggregating existing content (structured and unstructured) and displaying it through personalised presentation layers. Portals can be categorised as follows: Megaportals: The original portals on the Internet, those that began as search engines and rapidly evolved into megaportals. They typically address a vast section of the Internet, as opposed to a specific community of interest. Vertical portals: Sometimes referred to as 'vortals', and narrower in scope. They serve specific communities of interest or markets. There is a vertical portal for practically every niche audience on the web, and they are often B2C (business-to-consumer) focused. Business-to-Business (B2B) Portals: Type of electronic marketplace set up to allow business to transact with each other. They provide a variety of e-business mechanisms (e.g. procurement and auctioning). Enterprise Information Portals: These are portals deployed for the benefit of an individual organisation. Audiences may be B2E (business-to-employee), such as employees accessing human resource policies, or external B2B, such as customers, suppliers and trading partners seeking information or transactions.

Source: BSI Knowledge Management Vocabulary

Definition 2: A network service that provides a personalised, single point of access to a range of heterogeneous network services, local and remote, structured and unstructured. Portal functionality often includes resource discovery, email access and online discussion fora. Portals are intended for (human) end-users using common Web 'standards' such as HTTP, HTML, Java and JavaScript. In the context of the JISC IE, portals interact with brokers, aggregators, indexes, catalogues and content providers using Z39.50, SRW, the OAI-PMH and RSS/HTTP.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Definition 3: A network service that provides a personalised, single point of access to a range of heterogeneous network services, local and remote, structured and unstructured. Portal functionality often includes resource discovery, email access and online discussion fora. Portals are intended for (human) end-users using common Web 'standards' such as HTTP, HTML, Java and JavaScript. In the context of the JISC IE, portals interact with brokers, aggregators, indexes, catalogues and content providers using Z39.50, SRW, the OAI-PMH and RSS/HTTP.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Positional assets

Definition 1: Those assets of an organisation that cannot be claimed as intellectual property rights. Positional assets are Intangible assets (q.v.), which, unlike Regulatory assets (q.v.) are not amenable to protection.

Source: BSI Knowledge Management Vocabulary

Post-coordinate indexing

Definition 1: A system of indexing in which a compound subject is analysed into its basic concepts by the indexer, but these concepts are not combined until the search stage.

Source: BS 8723-1 200X

PPARC

Definition 1: Particle Physics and Astronomy Research Council (formerly part of SERC).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Pre-coordinate indexing

Definition 1: A system of indexing in which a compound subject is analysed into its basic elements by the indexer, who then combines these elements in a predetermined order according to an indexing language.

Source: BS 8723-1 200X

Presentation

Definition 1: The function of providing a network service intended for (human) end-users.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Problem solving

Definition 1: The process of problem definition, scanning, analysis, identification of options and choice of preferred solution giving structure and coherence to insights. In a Knowledge Management environment, the objectives include the design of processes and structures that ensure that at all stages of problem solving relevant knowledge and information is applied; that people contribute ideas and approaches; that a systematic approach is applied to the evaluation of solutions and that decision making evidence, choices and reason for those choices become organisational Knowledge assets (q.v.). Problem solving follows Scanning (q.v.) in the Social learning cycle (q.v.). In this phase the insights gained by scanning are given a definite shape (i.e. codified) and much of the uncertainty initially associated with them is eliminated. Organisations gain a more valuable knowledge asset via the process.

Source: BSI Knowledge Management Vocabulary

Provision / Content Provision

Definition 1: The function of making a collection or item available through a network service.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

PSLI

Definition 1: Pilot Site Licence Initiative (see NESLI).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Publish

Definition 1: The activity of making a resource available to others.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

QAA

Definition 1: Quality Assurance Agency

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

QCA

Definition 1: Qualifications and Curriculum Authority

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Quasi-synonyms

Definition 1: Two or more terms whose meanings are generally regarded as different in ordinary usage, but which are treated for the purposes of a given indexing language as labels for the same, or a similar, concept.

Source: BS 8723-1 200X

RC

Definition 1: Research Council(s) (according to context).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

RDA

Definition 1: Regional Development Agency

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

RDN

Definition 1: Resource Discovery Network. A distributed service which seeks to enrich learning, research, and cultural engagement by facilitating access to high-quality Internet resources through the development of subject-based gateways.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Record / Metadata record

Definition 1: Structured data about a resource.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Regulatory assets

Definition 1: The Intangible assets (q.v.) of an organisation which can be protected by Intellectual property rights (q.v.). Regulatory assets include patents, licenses, copyright and so on.

Source: BSI Knowledge Management Vocabulary

Relationship capital

Definition 1: The value of an organisation's relationships with the people with whom it does business, including clients, suppliers and partners. The economic value of an organisation's relationships with people outside the organisation on whom it is dependent for its success has become accepted as an integral part of Intangible assets (q.v.). While 'brand' has been recognised for many years as often having high value, relationship capital extends the concept to include the trust and business relationships maintained between the organisation and all organisations with which it interacts, including regulators and government, community and business partners.

Source: BSI Knowledge Management Vocabulary

Resource

Definition 1: An item, collection or service of interest to the end-user.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

RSC

Definition 1: Regional Support Centre. To ensure that the Further Education community is able to take full advantage of the JISC's services and as part of the JISC's involvement in the National Learning Network, a number of JISC Regional Support Centres have been established across the country.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

RSLP

Definition 1: Research Support Libraries Programme, funded by the UK HE funding bodies.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

RSS/HTTP

Definition 1: RSS is RDF Site Summary - an RDF/XML application for describing syndicated news feeds. RSS/HTTP is the exchange of RSS files between network services using the Hypertext Transfer Protocol.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Scanning

Definition 1: Identification of threats and opportunities in generally available information by reading, analysis and collation. This is the initial step in the Social learning cycle (q.v.).

Scanning may cover internal and /or external information. Scanning patterns such data into unique or idiosyncratic insights that then become the possessions of individuals or small groups. Scanning may be very rapid when the data is well codified, and abstract when the data is uncoded and context specific. Scanning leads to learning.

Source: BSI Knowledge Management Vocabulary

Schedule

Definition 1: Terms, notations, cross references and scope notes set out to exhibit the structure of a (structured vocabulary) or classification scheme. Components of structured vocabularies and classifications

Source: BS 8723-1 200X

Scientific workflows

Definition 1: Scientific workflow found wide acceptance in the fields of bioinformatics and cheminformatics in the early 2000s, where they successfully met the need for multiple interconnected tools, handling of multiple data formats and large data quantities. Also, the paradigm of scientific workflows was close to the well-established tradition of Perl scripting in life-science research organization, so this adoption represented a natural step forward towards a more structured infrastructure setup.

Source: www.wikipedia.com

SCONUL

Definition 1: Standing Council of National and University Libraries

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

SCOP

Definition 1: Standing Conference of Principals

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Scottish Enterprise

Definition 1: Scottish Enterprise has responsibility for enterprise and development, working through Local Enterprise Companies (LECs).

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Scottish Research Information System

Definition 1: The site promotes the research capabilities of all Scottish universities to business and industry.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

SCQF

Definition 1: Scottish Credit and Qualifications Framework. SQA and the QAA have developed the Scottish Credit and Qualifications Framework, which provides routes for progression and credit transfer from SQA-validated awards through to PhDs. QAA has published a separate position paper on the qualifications framework for HE in Scotland.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

SCRAN

Definition 1: Scottish Cultural Resources Access Network. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

SCRE

Definition 1: The Scottish Council for Research in Education

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Search

Definition 1: A survey or discover strategy based on issuing a query and receiving a set of search results.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Search thesaurus

Definition 1: Vocabulary intended to assist searching even though it has not been used to index the documents being searched

Source: BS 8723-1 200X

Definition 2: A vocabulary designed to assist searching, even though it has not been used to index the corresponding documents. Some search thesauri are designed to facilitate automatic expansion of search expressions to include related terms; others to provide suggestions from which the searcher may choose.

Source: BS 8723-1 200X

Definition 3: A relationship between concepts, classes or terms that is established during indexing because they occur together in a document being indexed. Such a relationship can not generally be considered valid in contexts other than that document, and does not form part of the structure of the indexing language.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

SECI model

Definition 1: A model of how knowledge is created through the different interactions between explicit and tacit knowledge.

Source: BSI Knowledge Management Vocabulary

SECI process

Definition 1: A continuous and dynamic interaction between tacit and explicit knowledge. The four transformation processes, summarised in the SECI model (q.v.), are Socialisation (q.v.) - tacit to tacit; Externalization (q.v.) - tacit to explicit; Combination (q.v.) - explicit to explicit; and Internalisation (q.v.) - explicit to tacit.

Source: BSI Knowledge Management Vocabulary

SEDA

Definition 1: Staff and Educational Development Association

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Semantic grid

An extension of the current grid in which information and services are given well-defined and explicitly represented meaning, better enabling computers and people to work in co-operation.

Source: www.ncess.ac.uk/event/conference/past/ncess_ahm_goble.pdf

Semantic net

Definition 1: A knowledge organization system (such as is used in expert systems) that structures concepts and terms not simply as a hierarchy, but as a network. The relationships generally go beyond the standard thesaural relationships to include, for example cause and effect.

Source: BS 8723-1 200X

Service

Definition 1: The provision of, or system of supplying, one or more functions of interest to an end-user or software application. 'Informational' services provide access to, or metadata about, items and/or collections. 'Transactional' services are those that do not primarily concern the supply of information, for example photocopying, printing or banking services. Services may be physical or on-line (digital).

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Service Registry

Definition 1: A network service that stores and makes available descriptions of (i.e. metadata about) services and the content of collections made available through those services. A service registry is used by portals to determine what collections are available to end-users, and by portals, brokers and aggregators to determine how to interact with available network services.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Services

Definition 1 : Elements in a framework that have a capability of performing tasks that form a coherent

functionality from the point of view of providers, entities and requester's entities. To be used, a service must be realised by a concrete provider agent.

Source: www.elrc.ac.uk/download/seminars/FSSSeminarHD.ppt#1

SFEU

Definition 1: The Scottish Further Education Unit is the primary agency which contributes to the development of learning provision within FE colleges through the support of staff and the curriculum. The SFEU supports the Virtual Learning Centre which provides access to online staff development for subject specialists, information services and an information gateway.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

SHEFC

Definition 1: Scottish Higher Education Funding Council.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Sibling terms

Definition 1: Two or more terms with the same immediate broader term.

Source: BS 8723-1 200X

Silchester Roman Town

Definition 1: A Virtual Research Community

Source: en.wikipedia.org/wiki/Silchester_Roman_Town

Single-loop Learning

Definition 1: Obtaining know-how in order to solve specific problems based on existing premises. Single-loop learning can be contrasted with double-loop learning (q.v.) that aims to create new insight and premises. In organisational single-loop learning, the criterion for success is effectiveness.

Source: BSI Knowledge Management Vocabulary

SLC

Definition 1: Social learning cycle

Source: BSI Knowledge Management Vocabulary

SME

Definition 1: Small to Medium-Sized Enterprise

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

SOAP

Definition 1: The Simple Object Access Protocol. A protocol for issuing a 'remote procedure call' to a structured network service based on XML and HTTP.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Social capital

Definition 1: The connections between people and the associated norms of trust and behaviour that create social cohesion. The sum of the actual and potential resources embedded within, available through, and derived from a network of relationships possessed by an individual or group. In an organisation, social capital is a vital enabler for Collaboration (q.v.) and Knowledge sharing (q.v.), as it provides a basis for cooperation and coordination. See also Human capital.

Source: BSI Knowledge Management Vocabulary

Social computing

Definition 1: Interest in social computing is being driven by the continued extension and virtualization of work, workforces, work associations, and the workplace itself, as well as the blurring of boundaries between work and lifestyle needs (see WCS Delta 931). Context and trust are critically important (e.g., identity, presence, culture, privacy), as is the ability to visualize and comprehend within a virtual environment (e.g., cognition of activities and structures to sense "meaning" [mental models] around work practices and social interactions). From an academic perspective, much of the research into social computing (e.g., social capital, social software, social network analysis) is based on anthropology (e.g., ethnography), sociology, ergonomics, and organizational development (e.g., psychology; learning from observing; revealing based on trust, tribalism, human motivation, and behavior).

Source: www.wikipedia.com

Social learning cycle

Definition 1: A model to help organisations improve their approach to developing and sharing insights in a highly competitive environment. This model has contributed to the development of the Learning Organisation philosophy, a key goal for many organisations. The model incorporates the separate activities of Scanning (q.v.), Problem solving (q.v.), Diffusion (q.v.) and Absorption (q.v.). Other authors have added abstraction (generalising new insights) and impacting (embedding in concrete practices) to the model.

Source: BSI Knowledge Management Vocabulary

Social network analysis

Definition 1: The mapping and measuring of relationships and flows between people, groups, organisations, computers or other information/knowledge processing entities. The nodes in the network are the people and groups while the links show relationships or flows between the nodes. SNA provides both a visual and a mathematical analysis of complex human systems. One of the methods used to understand networks and their participants is to evaluate the location of actors in the network. Measuring the network location is finding the centrality of a node. These measures help determine the importance, or prominence, of a node in the network.

Source: BSI Knowledge Management Vocabulary

Socialisation

Definition 1: Process of converting new tacit knowledge through shared experience. This is the tacit to tacit link of Knowledge conversion (q.v.) in the SECI Process (q.v.) and gives rise to Sympathised knowledge (q.v.). It is the process of Knowledge-sharing (q.v.) The purpose of Communities of Practice (q.v.) and Communities of Interest (q.v.) is to create a vehicle to promote the discovery and sustenance of tacit knowledge by encouraging socialisation amongst individuals with similar knowledge and interests.

Source: BSI Knowledge Management Vocabulary

SOSIG

Definition 1: Social Science Information Gateway, an Internet gateway to quality resources for the social sciences. Funded jointly by ESRC and JISC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

SQA

Definition 1: Scottish Qualifications Agency

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

SRW

Definition 1: A SOAP-based search protocol based on a subset of Z39.50 functionality.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Storyteller

Definition 1: An individual with the ability to capture the collective anecdotes and memories of an organisation and share them with other individuals or groups. Storytellers create connections between people, processes, and practices, across boundaries of time and space. Knowledge can only be volunteered; it cannot be conscripted.

Source: BSI Knowledge Management Vocabulary

Storytelling

Definition 1: Use of stories in the organisational context as a way of sharing knowledge and helping the process of learning. It has been said that there are three types of story: metaphor, myth and fairytale. Understanding the use of these different types can help an organisation transfer knowledge and messages. Storytelling can provide a useful tool for capturing and disseminating knowledge in organisations. Stories are already a necessary part of an organisation's life. They are told around the water cooler, confidentially whispered in the elevator, distributed via email. Moreover, organisations are beginning to understand that storytelling is not an optional extra. Stories are something that already exist as an integral part of defining what that organisation is, what it means to buy from it, what it means to work for it. These are the early days in understanding the use of stories in a modern business. The results, however, are sufficiently good that it is now known that there are major benefits to be achieved from the use of stories and from the development of storytelling skills. The term narrative is now beginning to be used as a more business-like term than story.

Source: BSI Knowledge Management Vocabulary

Structural capital

Definition 1: Processes, structures, information systems and patents that remain with a company when individuals leave. One component of Intellectual capital (q.v.). Structural capital has two purposes: (1) to codify bodies of knowledge that can be transferred, to preserve the recipes that might otherwise be lost. (2) to connect people to data, experts and expertise, including bodies of knowledge, on a just-in-time basis. Structural Capital refers to the value, usually not reflected in accounting systems other than as good will, which results from products, systems or services that an organisation has built. These may survive the absence of Human capital (q.v.) for a period of time (i.e. the brand equity of a popular product), but will soon result in core rigidity without the infusion of Human capital.

Source: BSI Knowledge Management Vocabulary

Structured Network Service

Definition 1: A network service that provides structured access to structured resources. Structured network services are intended for use by software applications. Examples of structured network services are those based on Z39.50, the OAI-PMH, RSS/HTTP and SOAP. Note that an HTML-based Web site is not 'structured', in the sense that it does not provide structured access to structured resources. 'Web services', as defined in the Web Services Description Language (WSDL) 1.1 W3C Note, are examples of structured network services.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Structured vocabulary

Definition 1: Set of terms, headings or concept codes and their inter-relationships which may be used to support information retrieval or other related purposes.

Source: BS 8723-1 200X

Subject Gateway / Gateway

Definition 1: A network service based on a catalogue of Internet resources. The gateways provided by RDN hubs focus on particular subject areas.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Subject heading list

Definition 1: A list of terms used to represent the subject of documents, usually in support of a classification scheme. Subject heading lists do not conform to the principles of thesaurus construction, not having defined hierarchical relationships. Its terms embody multiple concepts, and have provision for the construction of pre-coordinated indexing strings, including headings and one or more levels of subheading.

Source: BS 8723-1 200X

Subject-matter expert

Definition 1: Within the context of knowledge management, the person may be seen as an authority, and act as the gatekeeper of knowledge for their particular subject area. A subject-matter expert may also be regarded as a Knowledge broker (q.v.), and will often be listed in an Expertise directory (q.v.).

Source: BSI Knowledge Management Vocabulary

SUfi

Definition 1: Scottish University for Industry

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

SuperJANET

Definition 1: A high speed, broadband backbone that forms the core of JANET.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Survey

Definition 1: The activity of determining which collections and/or services are likely to be of interest for further investigation.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

SUSCAG

Definition 1: Scottish Universities and Special Collections and Archives Group

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

SWERN

Definition 1: Bristol and West of England Metropolitan Area Network

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Sympathised knowledge

Definition 1: Shared mental models and technical skills. The product of transferring knowledge between individuals and/or groups. Knowledge yielded by Socialisation (q.v.) in the SECI process (q.v.). This is the common understanding acquired by individuals through informal discussion and debate.

Source: BSI Knowledge Management Vocabulary

Syntagmatic relationship

Definition 1: A posteriori relationship between concepts that exists only because they occur together in a document being indexed

Source: BS 8723-1 200X

Definition 2: A relationship between concepts, classes or terms that is established during indexing because they occur together in a document being indexed. Such a relationship can not generally be considered valid in contexts other than that document, and does not form part of the structure of the indexing language.

Source: BS 8723-1 200X

Synthetic classification scheme

Definition 1: Classification scheme in which users can synthesize terms or notation for compound subjects from lists of simpler concepts

Source: BS 8723-1 200X

Systemic knowledge

Definition 1: The product of synthesising different aspects of explicit or tacit knowledge in order to add value. Systematic knowledge processes, supported by specialists in Information management (q.v.) and with close partnership between users and providers of information. In the SECI process (q.v.) systemic knowledge is yielded by Combination (q.v.).

Source: BSI Knowledge Management Vocabulary

Tacit knowledge

Definition 1: Personal knowledge resident within the mind, understanding, perception and know how of individuals. Typically shared through discussion, stories, analogies, and person-to-person interaction, therefore it is difficult to capture or represent in explicit form. It includes skills, experiences, insight, intuition and judgement.

Source: BSI Knowledge Management Vocabulary

TASI

Definition 1: Technical Advisory Service for Images. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Taxonomy

Definition 1: A mechanism to support the navigation and location of intellectual capital. Taxonomies are usually developed as a portal and may provide access to information about the organisation and its activities, the people in the organisation and their skills, and the content of repositories of text and images.

Source: BSI Knowledge Management Vocabulary

Definition 2: This word has become used in a new way in the last few years, in ways that have not yet settled. The first definition below is the original one; the other four record other uses of the term found in the literature. A formal system of orderly classification of knowledge. A word loosely used for various ad hoc schemes, exemplified by "web directories". These present the user with related lists of terms, which allow the user, by clicking on a selected first and successive terms, to "drill down" to information. Though such schemes appear to be in the form of hierarchical classifications they, in fact, provide multiple and alternative paths through a vocabulary. A word used for the results of automatic categorization often displayed in web directory format. A word used for the algorithms created to support automatic indexing. Such algorithms are analogous to thesauri, in that relationships between terms are made explicit, and may also contain other features such as weights to indicate relative importance of terms for indexing purposes.

Source: BS 8723-1 200X

TechDis

Definition 1: TechDis provides information and advice on the use of new and existing Information and Communication Technology (ICT), to enhance access to learning and teaching, research and administration activities for students and staff with disabilities. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

TechLearn

Definition 1: TechLearn provides advice and support on new and emerging technologies for learning and teaching. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Technologies Centre

Definition 1: The Technologies Centre is the parent organisation of TechLearn and TechDis services.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

TEN-155

Definition 1: Trans-European Networking at 155 Mbps. A replacement European academic network for TEN-34 which started in 1999.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

TERENA

Definition 1: Trans-European Research and Education Networking Association, created by the merger of RARE and EARN

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Term

Definition 1: A word or phrase that can be used to identify a concept. Where more than one term can identify the same concept, one may be chosen as a descriptor and the others treated as non-descriptors

Source: BS 8723-1 200X

Terminology Service

Definition 1: A structured network service that offers terminology-related services, for example mapping a term from one controlled vocabulary to another or expanding terms within a thesaurus.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

The Archives Hub

Definition 1: The Archives Hub enables inter-networked delivery of collection and multi-level archival finding aids. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

The Basic Skills Agency

Definition 1: The national development agency for basic skills .

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

The UK Data Archive

Definition 1: UKDA is a national resource centre for computer readable data in the social sciences and humanities. Jointly funded by the University of Essex, JISC and the ESRC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Thesaurus

Definition 1: Controlled vocabulary in which concepts are represented by descriptors, formally organized so that paradigmatic relationships between the concepts are made

explicit, and the descriptors are accompanied by lead-in entries for synonyms or quasi-synonyms

Source: BS 8723-1 200X

Definition 2: The vocabulary of an indexing language formally organized so that the inherent relationships between concepts (for example as "broader" and "narrower" are made explicit.

Source: BS 8723-1 200X

TLTP

Definition 1: Teaching and Learning Technology Programme, funded by the Funding Councils.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

True synonyms

Definition 1: Two or more terms whose meanings are the same in a wide range of contexts. These will include abbreviations and the full form; words having the same meaning and derived from different linguistic roots; ad trade name equivalents of the natural names of products.

Source: BS 8723-1 200X

TSW

Definition 1: Technology and Standards Watch. A JISC initiative that aims to identify, track and disseminate information on developments in Information and Communications Technologies and their Standards that are likely to have significant impact on the core business of Higher and Further Education in the future.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

TTA

Definition 1: Teacher Training Agency

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UCAID

Definition 1: University Corporation for Advanced Internet Development

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UCAS

Definition 1: Universities Clearing and Admission Service

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UCISA

Definition 1: Universities and Colleges Information System Association

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UCISA-HG

Definition 1: UCISA Hardware Supply Group

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UCISA-MISG

Definition 1: UCISA Management Information Systems Group

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UCISA-NG

Definition 1: UCISA Networking Group, considers all aspects of networking and network security within the academic and research community.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UCISA-SDG

Definition 1: UCISA Staff Development Group

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UCISA-SG

Definition 1: UCISA Software Group

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UCISA-TLIG

Definition 1: UCISA's Teaching, Learning and Information Group

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UCoSDA

Definition 1: Universities' and Colleges' Staff Development Agency. An Agency of the CVCP; a national membership body for universities and colleges.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UDDI

Definition 1: Universal Discovery, Description and Integration. A technology for building distributed registries of Web services.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Ufi

Definition 1: University for Industry

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Ufi in Wales

Definition 1: University for Industry in Wales

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UK Mirror Service

Definition 1: The UK Mirror Service superseded HENSA (from 2 August 1999) to become the primary mirror service for the academic community. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UKERNA

Definition 1: United Kingdom Educational and Research Network Association, the trading name of the JNT Association (formerly the JNT, Joint Network Team). The company contracted by JISC through the JCN to manage JANET and SuperJANET.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UKOLN

Definition 1: Formerly known as 'The United Kingdom Office for Library and Information Networking' UKOLN is a centre of expertise in digital information management, providing advice and services to the library, information, education and cultural heritage communities. UKOLN is based at the University of Bath and is funded by the JISC and Resource: The Council for Museums, Archives and Libraries, as well as project funding from JISC and the European Union.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UK-Online

Definition 1: UK online is a government-led initiative to enable everyone in the UK to gain access to the Internet by 2005 and to make the UK one of the world's leading knowledge economies.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UMI

Definition 1: Use of Metropolitan Area Networks (MANs) Initiative. An initiative of SHEFC.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Universities UK

Definition 1: Formerly known as the CVCP.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

UPA

Definition 1: Universities Personnel Association

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Use

Definition 1: The activity of doing something with a resource that has been accessed.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

Use Saved Record / Follow Path

Definition 1: A survey or discover strategy based on following the saved results from a previous survey or discover activity. Examples include making use of Web browser bookmarks or a course reading list.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

User Preferences Service

Definition 1: A structured network service that stores and makes available information about the preferences of end-users.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

VADS

Definition 1: Visual Arts Data Service. One of the Service Providers of the Arts and Humanities Data Service. A JISC funded service.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Virtual Laboratories

Definition 1: A model of a laboratory which exists within a computer and can be manipulated by the user in a way which mimics a real laboratory. This allows users to have access to facilities which are too expensive or too dangerous to offer in real life.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Virtual Reality

Definition 1: A set of techniques for enhancing computer representation (typically simulations) by improving feedback and input such as manipulation of 3D images. Immersive VR may include stereoscopic imaging and tactile feedback.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Virtual Research Environment (VRE)

Definition 1: A VRE is best viewed as a framework into which tools, services and resources can be plugged. VREs are part of infrastructure, albeit in digital form, rather than a free-standing product. It would be difficult for an institution or a research group to procure a VRE in quite the same way as VLEs have tended to be deployed. A VRE shares more in common with a Managed Learning Environment, that sum of services and systems which

together support the learning and teaching processes within an institution. The VRE, for its part, is the result of joining together new and existing components to support as much of the research process as appropriate for any given activity or role. It is usually assumed that a large proportion of existing components will be distributed and heterogeneous. As with other virtual environments (e.g. an information environment) the emphasis is on architecture and standards rather than specific applications. The VRE as infrastructure or framework is a view shared by the JISC in its 'Roadmap for a UK VRE' [1] and by those who have reported on the needs and implications of cyberinfrastructure development in the US [2]. For the most part, the terms VRE, cyber- or e-infrastructure are synonymous. If there is a difference between a VRE and cyber/e-infrastructure then it is this: the VRE presents a holistic view of the context in which research takes place whereas e-infrastructure focuses on the core, shared services over which the VRE is expected to operate. A VRE is more than middleware and yet that function remains important

Source: www.ariadne.ac.uk/issue44/fraser/

VLE

Definition 1: Virtual Learning Environment

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Definition 2 : Although there is some confusion about the definition of Virtual Learning Environments, they are generally a combination of some or all of the following features: communication tools such as email, bulletin boards and chat rooms; collaboration tools such as online forums, intranets, electronic diaries and calendars; tools to create online content and courses; online assessment and marking; integration with school management information systems; controlled access to curriculum resources; and student access to content and communications beyond the school.

Source: www.becta.org.uk/research/research.cfm?section=1&id=545

VTAS

Definition 1: JANET Video Technology Advisory Service

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

VTS

Definition 1: Virtual Training Suite

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

W3C

Definition 1: World Wide Web Consortium: a global industry consortium run jointly by the Laboratory for Computer Science at the Massachusetts Institute of technology and INRIA in France. It exists to develop common standards for the evolution of the World Wide Web. JISC is a member of W3C.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

WAN

Definition 1: Wide Area Network

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Welsh Learning Network

Definition 1: Two strand project providing Welsh FE colleges with an enhanced ICT infrastructure and ICT Champions and support in the development of innovative teaching materials.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

WFC

Definition 1: Welsh Funding Councils.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Workflow

Definition 1: Workflow is the operational aspect of a work procedure: how tasks are structured, who performs them, what their relative order is, how they are synchronized, how information flows to support the tasks and how tasks are being tracked. As the dimension of time is considered in Workflow, Workflow considers "throughput" as a distinct measure. Workflow problems can be modeled and analyzed using Petri nets. While the concept of workflow is not specific to information technology, support for workflow is an integral part of groupware software. Distinction can be made between "scientific" and "business" workflow paradigms. While the former is mostly concerned with throughput of data through various algorithms, applications and services, the latter concentrates on scheduling task executions, ensuring dependencies which are not necessarily data-driven and may include human agents. See also Scientific workflow and Business Workflows.

Source: www.wikipedia.com

WOSEC

Definition 1: Web of Science Enhancement Committee

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

WSDL

Definition 1: The Web Services Description Language. An XML application for describing Web services.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/

WWW

Definition 1: The World Wide Web is a system where multi-media resources are provided in a standardised way and linked indefinitely, providing a truly world-wide information system. It has recently expanded enormously so that the majority of traffic on the Internet is now for WWW use.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

XML - eXtensible Markup Language

Definition 1: Designed especially, though not exclusively, for web documents, XML allows designers to create their own customised tags, enabling the definition, transmission, validation, and interpretation of knowledge between applications and between organisations. There are many variants of XML, such as XBRL (eXtensible Business Reporting Language), an emerging international standard around the open sharing of financial data.

Source: BSI Knowledge Management Vocabulary

Yellow pages

Definition 1: Structured directory of internal contacts. Usually electronic, this directory identifies the people within the organisation. It is often the basis for an Expertise directory (q.v.) which enable others in the organisation to identify colleagues with skills, experience and project knowledge that they seek - and as such it defines all or part of the organisation's Human capital (q.v.) Similar to Blue pages (q.v.).

Source: BSI Knowledge Management Vocabulary

Z39.50

Definition 1: A NISO (National Information Standards Office) standard protocol for metadata - information describing an information resource, such as a dataset. Consistently defined metadata permits rapid and effective browsing of a wide range of data resources, an essential requirement for efficient use of electronic resources distributed across a network.

Source: www.jisc.ac.uk/index.cfm?name=about_glossary

Definition 2: A protocol supporting distributed search and retrieve between structured network services.

Source: www.ukoln.ac.uk/distributed-systems/jisc-ie/arch/glossary/