

Title	Description
acceptance	Acceptance is the formal procedure by which the State accepts, in writing, deliverables specified within a contract.
ACCESS	The Advanced Computer Controlled Essential Services Software is an integrated computer system used to determine, track, and report eligibility for health care, as well as a number of other State financial assistance programs, for clients throughout Vermont.
access control list	An access control list is a list of permissions attached to an object. An ACL specifies which users or system processes are granted access to objects, as well as what operations are allowed on given objects.
access management	Access management is the process of identifying, tracking, controlling, and managing a user's permission to use a system, application, or service, while preventing use by unauthorized persons.
accountable care organization	An accountable care organization is a coordinated group of health care providers who have agreed to share responsibility for the care of a defined population of individuals.
Active Directory	Active Directory is a directory service developed by Microsoft for Windows domain networks that enables administrators to manage permissions and access to network resources.
ad hoc report	An ad hoc report is a report designed and created by a user for a particular purpose or business necessity. Cf. canned report
alert	An alert is urgent and/or time-sensitive information internal to the Agency or its partners that may require a person to take action.
alert	To alert is to communicate an alert. By definition, alert is applicable to internal communications only.
alternate reporter	An alternate reporter is a person who is authorized to receive copies of notifications on behalf of another person.

appeal	An appeal is a formal request, by a client or by a provider on behalf of a client, for reconsideration of an action.
applicant	An applicant is a person seeking eligibility for benefits for themselves or others through an application process.
archives	An archives is a repository of the permanently valuable records of an organization.
audit trail	<p>An audit trail is a searchable, permanent, and immutable record (created by hardware, software, or procedural mechanisms) that consists of all additions, changes, and deletions made to data in a system, which includes:</p> <ul style="list-style-type: none"> <li>* a unique identifier of the person, system, or process that made the addition, change, or deletion</li> <li>* the date and time of the addition, change, or deletion</li> <li>* the location (physical, software/hardware and/or network) of the person, system, or process that made the addition, change, or deletion</li> <li>* the information that was added, changed, or deleted</li> <li>* the success or failure of the action</li> <li>* the data before and after it was added, changed, or deleted</li> </ul>
authorize	To authorize is to allow or give permission to access data.
authorized representative	An authorized representative is a person authorized under applicable law to consent on behalf of a client.
benefit	A benefit is assistance available to or provided to a client.
business requirement	A business requirement is a statement of a goal, objective, or outcome that describes why a change has been initiated. A business requirement can apply to the whole of an enterprise, a business area, or a specific initiative.
business rule	A business rule is a specific, practicable, testable directive that is under the control of the enterprise and that serves as a criterion for guiding behavior, shaping judgments, or making decisions.
business rules engine	A business rules engine is software that enables a user to execute and audit business rules to be consumed by a solution.

business rules management system	A business rules management system is software that enables an enterprise to develop, store, and edit business rules, which may then be deployed across the enterprise's solutions.
case	A case is the collection of information related to a client or provider regarding one or more health and human services.
case management	Case management is a collaborative process of assessment, planning, facilitation of care coordination, evaluation, and advocacy for options and services to meet a client's and family's comprehensive needs through communication, reduction of duplicative services, and coordinating available resources to promote quality, cost-effective outcomes.
case manager	A case manager is a person responsible for providing case management to an individual, family, or household.
Centers for Medicare & Medicaid Services	The Centers for Medicare & Medicaid Services is a federal agency within the United States Department of Health and Human Services that administers the Medicare program and works in partnership with state governments to administer Medicaid, state Children's Health Insurance Programs, and health insurance portability standards.
certification	Certification is the process of giving official or legal approval to an entity such as a person, company, product, or organization that has reached a particular standard.
change of circumstance	Change of circumstance is a change in the parameters used to determine eligibility or other decision, warranting a redetermination or change in the earlier decision.
claim	A claim is a demand or request for payment.
client	A client is a person or organization that has received, is receiving, or may receive health and human services.
commercial off-the-shelf	Commercial off-the-shelf software is specialized software (which could be a system, subsystem, or module) designed for specific applications that is available for sale or lease to other users in the commercial marketplace, and that can be used with little or no modification.

configuration	Configuration is the use of a product's available features and/or settings (including facilities for extension) to establish a particular product behavior.
consent	Consent is the means, where feasible and appropriate, for individuals to authorize the collection, use, maintaining, and sharing of personally identifiable information prior to its collection.
consent	To consent is to grant access to one's personally identifiable information or protected health information.
content	Content is information that is directed toward the users of a solution.
content management	Content management is the set of processes, techniques, and technologies for collecting, organizing, categorizing, and presenting information, resulting in effective retrieval and reuse.
customer	A customer is a person who uses or buys services or goods from a provider.
customization	Customization is the modification of a product using any means other than its available features and/or settings.
dashboard	A dashboard is a user interface used to consolidate and present data or information.
data	Data is a fact or statistic collected for reference or analysis.
data center	A data center is the facility (on premise or cloud-based) that houses and maintains back-end information technology systems and data stores, e.g., its mainframes, servers, and databases.
data dictionary	A data dictionary is a type of metadata repository; it is a centralized repository of information about data such as meaning, relationship to other data, origin, usage, and format.
data element	A data element is a unit of data for which the definition, identification, representation, and permissible values are specified by means of a set of attributes.
data extract	A data extract is data or information retrieved or exported from one or more data sources.

Data Governance	One of the ten functional areas of data management, Data Governance is the exercise of authority and control (planning, monitoring, and enforcement) over the management of data assets. The Data Governance function guides how all other data management functions are performed. Data Governance is high-level, executive data stewardship.
data integration	Data integration is the process by which data is consolidated among data stores, applications, and organizations into consistent forms, either physical or virtual.
database	A database is a collection of structured data or information organized for search and retrieval, typically stored electronically in a computer.
dataset	A dataset is a collection of related data items that may be accessed individually, in combination, or managed as a whole entity. A dataset fulfills a specific business purpose, such as a service provided to a Vermonter, and is organized into some type of structure like a database (in whole or in part), a data warehouse (in whole or in part), a spreadsheet, or a data extract file.
deliverable	A deliverable is any unique and verifiable work product or service that a party has agreed to deliver.
Department of Vermont Health Access	Department of Vermont Health Access is the entity within Vermont's Agency of Human Services responsible for administering and managing Vermont's publicly funded health insurance programs, including the Vermont Medicaid health insurance program, Vermont Health Connect (Vermont's state-based health insurance marketplace exchange), Green Mountain Care, and Dr. Dynasaur.
document	A document is a piece of written, printed, or electronic matter that provides data or information.
eligibility	Eligibility is the state of being qualified to participate in a program.
eligibility determination	Eligibility determination is the procedure by which an individual's qualification for one or more benefits is established.
enrollment	Enrollment is the initiation of a person's participation in a State benefit or service that requires formal enlistment in that benefit or service.

enterprise	An enterprise is a system of one or more organizations and the solutions they use to pursue a shared set of common goals.
extensibility	Extensibility is a software engineering and systems design principle that provides the ability to extend a system in terms of the addition of new functionality or through modification of existing functionality and the level of effort required to implement the extension without impairing existing system functions. Cf. scalability.
external user	An external user is a user who is neither a member of the party that owns the solution, nor a member of any party contracted or subcontracted by the owning party to operate and/or maintain the solution.
extract	To extract is to retrieve or export data or information from one or more data sources.
fair hearing	A fair hearing is a process by which a person may appeal to the Vermont Human Services Board because their claim for benefits or services is denied, or is not acted upon with reasonable promptness, or because the person is aggrieved by any other Agency action affecting their receipt of assistance, benefits, or services.
Federal Tax Information	Federal tax information is federal tax data that was received from the Internal Revenue Service (IRS). Per IRS Publication 1075, federal tax information is considered sensitive data and thus it must always be safeguarded.
file	A file is a uniquely identified collection of data or information stored as one unit.
functional requirement	A functional requirement is requirement that describes a capability that a solution must have in terms of behavior or the information that the solution will manage.
household	A household is a social unit comprised of one or more individuals or groups of individuals, as defined by business rules specific to a context.

independent verification and validation	Independent verification and validation is the process by which a third-party organization not involved in the development of a solution determines whether or not it fulfills the specified requirements for that solution.
information	Information is data that has been processed.
insurance	Insurance is a practice or arrangement by which a company, organization, or government agency provides a guarantee of compensation for a specified loss or cost in return for payment of a premium.
Integrated Eligibility and Enrollment	Integrated Eligibility and Enrollment is a procedure that collects client data once and uses the data to determine eligibility across both MAGI and non-MAGI based programs and services, thereby reducing data entry and processing time and improving the outcomes of matching a client to the appropriate programs and services.
internal user	An internal user is a user who is a member of the party that owns the solution, or a member of any party contracted or subcontracted by the owning party to operate and/or maintain the solution.
issuer	An issuer is an entity that provides insurance.
key performance indicator	A key performance indicator is a measurable value that demonstrates how effectively an organization is achieving key business objectives. Organizations use key performance indicators at multiple levels to evaluate their success at reaching targets. High-level key performance indicators may focus on the overall performance of the enterprise, while low-level key performance indicators may focus on processes in programs or departments, such as service delivery or a call center.

<p>maintenance &amp; operations</p>	<p>(a) Maintenance and operations is the set of functions, duties, and labor associated with the daily operations and normal repairs, replacement of parts and structural components, and other activities needed to preserve an asset so that it continues to provide acceptable services and achieves its expected lifespan.</p> <p>(b) Maintenance and operations is the period in a project lifecycle characterized by the functions, duties, and labor associated with the daily operations and normal repairs, replacement of parts and structural components, and other activities needed to preserve an asset so that it continues to provide acceptable services and achieves its expected lifespan.</p>
<p>member</p>	<p>A member is a person who is enrolled in a program.</p>
<p>network</p>	<p>A network is a series of interconnected nodes through which data or information is exchanged.</p>
<p>nonfunctional requirement</p>	<p>A nonfunctional requirement is a requirement that describes the conditions under which a solution must remain effective or a quality that the solution must have.</p>
<p>non-standard data source</p>	<p>A non-standard data source is a custom, not generally used, data source.</p>
<p>notice</p>	<p>A notice is a written communication, required and/or defined by statute, regulation, or law, that delivers information.</p>
<p>notification</p>	<p>A notification is a document that communicates information to an entity about a subject matter.</p>
<p>party</p>	<p>A party is a person or an organization.</p>
<p>payee</p>	<p>A payee is a provider who receives payment from the State of Vermont for services rendered.</p>
<p>person</p>	<p>A person is a human being.</p>

personally identifiable information	<p>Personally identifiable information is information that can be used to uniquely identify, contact, or locate a single person. The combinations of one's name and address, one's name and phone number, and one's name and driver's license number are examples of personally identifiable information. Personally identifiable information is considered sensitive data and thus it must always be safeguarded. Personally identifiable information data that is "deidentified" (maintained in a way that does not allow association with a specific person) is not considered sensitive.</p>
portal	<p>A portal is software providing an entry point to content or functionality relevant to a particular group of users.</p>
procurement library	<p>A procurement library is a collection of documents related to and required for the procurement cycle, a subset of which is made available to prospective requesters for proposal or request for quote respondents.</p>
program	<p>A program is one or more benefits, events, and/or activities grouped together to achieve a specific purpose and characterized by the rules defining eligibility, administration, operation, coverage, and other parameters.</p>
provider	<p>A provider is a party that supplies a service or product.</p>
public record	<p>A public record is any written or recorded information, regardless of physical form or characteristic, which is produced or acquired in the course of public agency business.</p>
record	<p>(a) (computer science) A record is a row in a database table, file, or spreadsheet that contains values in a set of attributes.</p> <p>(b) (information management) A record is data and/or information created, received, and maintained as an asset by an organization, or person, in pursuit of legal obligations or in the transaction of business.</p>
record	<p>To record is to store data so it can be seen or used again.</p>

redetermination	Redetermination is eligibility determination performed for a specific client or entity after the initial eligibility determination has been performed for that client or entity, usually done for purposes of continuing benefits or reevaluating eligibility following a change of circumstance.
referral	A referral is an order for additional services obtained from a provider.
requirement	A requirement is a usable representation of a need.
role-based access control	Role-based access control is a security model whereby a user is granted access to resources based on their role in the enterprise or solution.
scalability	Scalability is the property of a computer, network, algorithm, networking protocol, process, program, organization, or other system to modulate capacity by increasing or decreasing system resources. Cf. extensibility.
server	A server is a piece of computer hardware or software that provides functionality for other programs or devices, called "clients".
service	A service is non-financial assistance provided to or available to a client.
service level agreement	A service level agreement is a contract or portion of a contract between a contractor and the State that details the quality, performance, and scope of the service to be provided and defines escalation and remediation upon failure to meet agreed upon levels.
service level agreement	A service-level agreement is an agreement between two or more parties, where one is the customer and the others are service providers. This can be a legally binding formal or an informal "contract" (for example, internal department relationships). The agreement may involve separate organizations, or different teams within one organization.
software-as-a-service	Software-as-a-service is a software delivery model in which software is managed and licensed by its vendor-owner on a pay-for-use or subscription basis, centrally hosted, on-demand, and common to all users.
solution	A solution is a specific way of satisfying one or more needs in a context.
stakeholder	A stakeholder is a group or individual with a relationship to the change, the need, or the solution.

standard data source	A standard data source is a generally accepted and used data source for a particular reporting tool.
subject matter expert	A subject matter expert is a stakeholder with in-depth knowledge of a topic relevant to the business need or solution scope.
system	A system is a group of related parts that move or work together.
system development life cycle	The system development life cycle is the overall process of developing, implementing, and retiring information systems through a multi-step process from initiation, analysis, design, implementation, and maintenance to disposal.
unique identifier	A unique identifier is a data element that is associated with a single entity and is intended to be unique among all identifiers used for that entity within a given dataset.
user	A user is a person that has authorized access to a solution.
user interface	A user interface is the means by which a user and a solution interact, in particular the use of input devices and software.
user story	A user story is a concise statement of functionality or quality needed to deliver value to a specific stakeholder.
workflow	A workflow is an automation of a procedure, in whole or part, during which documents, information, or tasks are passed from one participant to another for action, according to a set of business rules.