



Appendix 3

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Appendix 3

EQMS Glossary of Terms

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| Access Permissions – Document Control Types | Document Control Type Access Permissions are an optional attribute of a Document Control Type. As a Document Content Manager you can manage the Document Control Types that you own but can only view those owned by other Document Content Managers. You may give management capabilities to other Document Content Managers for your Document Control Type by including them in the Restrict Doc Type Access Permissions |
| Access Permissions - Documents | Document Access Permissions are an optional attribute of a Document, inherited from its Document Control Type, or added to a Document by its creator or maintainer. The Document Access Restrictions are “can view”(Document Content - Navigator Users) or “can alter permissions(P)”, “can update(U)”, “can archive(A)”(Document Content Managers) and restrict the way a User can access a Document. |
| Access Permissions – Navigator Tree | Navigator Access Permissions are an optional attribute of a Document Set or Structure Component and can be inherited from its linked Document. The restrictions are “can view” (Structure Component – Navigators), “can alter Structure Component permissions(P)”, “can create subordinate structure components(C)”, “can delete structure Components(D)” (Document Content Managers) and restricts the way a User can access a Component. |
| Action | An Action is a record of a process for completion by a User (aka Actionee) issued into their To Do List. |
| Action Type | Action Types each comprise a set of Action attributes defined by a privileged User for subsequent use in the construction of Approval Paths and Change Paths. |
| Actionee | A User to whom an Action has been allocated for completion. |
| Active | Many of the items of control data within EQMS may be declared Active or Inactive. An Inactive record remains available for use in reports of past action, but is excluded from dropdown boxes for selection and use in new records. For example, an Inactive User can no longer log into the system, or be sent Actions to complete, and an Inactive Standard can no longer be associated with new Audits or Audit Findings. Active records are available for current allocation and use. |
| Approval Path | This comprises a sequence of User definable Actions, for association with a Controlled Document Control Type, the last 2 of which Actions are Final Approval and Issue Document. |
| Archived | The Status of a Document which has been either superseded by a later Document Version or Deleted. |
| Audit | An Audit record contains details of the examination of an organisation/process with regard to its proper and effective performance. An Audit may have associated records of Interviews, Findings, Change and Actions, Auditors, Standards and Organisational Areas. |
| Audit Administrator | A member of the System Group AUDADM, who has rights to perform all functions in the Audit Manager Module. |
| Audit Manager | I. The name of an EQMS module which contains functions for the management of Audits. II. A member of the System Group AUDMGR, membership of which gives the User rights to perform a number of audit management functions. |
| Broadcast | A message which can be output by a privileged User to selected Groups of Users for a defined period. The message appears in a Broadcast area of the logged in User’s window. It may have a viewable (or audio) file attached. |
| Change | A Change is a record of some alteration of a Document or procedure. It can be part of a request for change (RFC) or of an Audit Finding. It may contain a sequence of Actions. |

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| Change Manager | <ol style="list-style-type: none"> I. The name of an EQMS module which contains functions for the management of Approval Paths, Change Paths, Action Types, Escalation Paths and RFC's. II. A member of the System Group CHGMGR, membership of which gives the User rights to perform all change management functions. III. A default field when using Controlled Documents |
| Change Path | A Change Path is a sequence of Actions defined by the User for use in RFC's. |
| Controlled Document | See Level of Control. |
| Deletion | Deletion and Delete are terms generally used to mean removal from the EQMS database. In most cases Deletion is prohibited where there are associations with other (possibly historic) records. In these cases, there will be an option to make the item Inactive. However, Deletion of a Document means Archiving the current Live Version. |
| Document | <p>A Document is a fundamental element of the EQMS system. A Document will have an identity, title, description, scope etc supplied by the EQMS User. It will also have associated with it either an electronic file or a reference to an electronic site (a Website or URL reference).</p> <p>The Document can have one or more previous Versions held within EQMS. These Versions are held as Archived Documents.</p> <p>A Document can have extended Metadata defined by the User.</p> <p>A Document may have associated Level of Control features and Access Permissions.</p> |
| Document Owner | The EQMS user identified in a Document's Metadata as the owner of the Document. This User will receive any System messages or feedback emails about the document. |
| Document Administrator | A member of the System Group EQMSADM, who has rights to perform all functions in the Document Manager Module. |
| Document Manager | <ol style="list-style-type: none"> I. The name of an EQMS module which contains functions for the management of Documents. II. A member of the System Group EQMSMGR, membership of which gives the User with rights to perform a number of document management functions. |
| Document Permissions | See Access Permissions – Documents . |
| Document Set | A Document Set is a primary element of the Navigator Tree. Each may have a Document associated with it, for presentation on selection in EQMS Navigator. Its display to unauthorised Users can be prevented by completing the Restrict Access field within its details and associating (Navigator) Access Permissions. |
| Document Status | A Document will pass through a number of stages, which will be indicated by their Status. Notably, these include Draft, Awaiting Upload, Awaiting Graphics, URL Identification, Awaiting Approval, Link to Structure, Live, Awaiting Deletion, and Archived. |
| Document Control Type | All EQMS Documents must have a Document Control Type. The Document Control Type is defined by the User. It contains attributes (review period, expiry period, associated Approval Path, Document Permissions etc) which are inherited by new Documents of its Type. |
| Draft | The Status of a Document which has been raised within EQMS but has not yet completed the necessary file upload processes. |
| Escalation Path | This comprises a set of User-definable Escalation Actions, for association with an Action Type, an Approval Path or a Change Path. The Escalation Actions are automatically triggered by time relative to the target date of the associated Action, Approval or Change. Escalation Actions are issued in its Actionees To Do List. |
| Final Approval Action | This is a System Action, raised when there is a new Controlled Document Version, which required approval or disapproval by a nominated Approving Officer (Actionee). If it is approved, then the following Issue action is instigated. If it is disapproved, then the Document is changed to Approval Refused and the Document Owner informed. |

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| Finding | This is a record of a discovery made during an Audit. It has detail and must belong to a predefined Finding Type. It may have associated (corrective or investigative) Changes. |
| Finding Type | A Finding Type indicates the level and category of a Finding. These are defined by the User. The first character of its title must be A, B, C or D where the character selected indicates the severity of the Finding (D being the most serious). |
| Group | A Group comprises a number of Users. Certain Groups (but not their membership) are supplied as part of the EQMS System. Others are created by privileged Users. Both types of Group may be used by privileged Users to declare Document and other Permissions. |
| Guest User | A User account which allows any internet user with access to the organisation's site to view unrestricted Documents via the EQMS Navigator module. The Guest User requires no password and has no To Do List of Actions and Notifications. |
| Inactive | See Active |
| Interview | This is a record of planned and actual investigation of process with a User by an Auditor. |
| Issue Action | This is a System Action related to a new Version of a Controlled Document. It is launched into the To Do List by a completed Approve Action, for completion by the nominated Issuing Officer. When Completed, the associated document Version is made Live and its superseded Version Archived. |
| Level of Control | A Document Control Type has a Level of Control (Standard/CheckinCheckout/Controlled). A Controlled Document must have an associated Approval Path and Change Manager. A CheckinCheckout Document allows for the Document to be checked out by a User so as to prevent others attempting simultaneous update of the Document contents. A Standard Document has neither of these attributes, but may have the standard controls on review, expiry and permission restriction. |
| Live | The Status of a Document which has been uploaded or recorded by EQMS and linked to the Navigator Tree. |
| Metadata | The term Metadata is applied within Document management to refer to additional items of metadata which are defined by the User. Thus, a Document will have certain standard items of metadata to define or describe the Document eg identifier, title, scope, but may also have a range of additional Metadata items of a Type defined by the User. |
| Metadata Lookup | See Metadata Type. |
| Metadata Type | This is an EQMS database item defined by the User to indicate the title, data type, default and data limits which apply. These can be associated with Document Control Types and therefore with Documents in respect of which conforming Metadata may or must be collected. Some Metadata Types contain lists of Lookup values from which selection of Document metadata may or must be made. |
| Module | The primary division of the EQMS application: EQMS Navigator, Document Manager, Change Manager, Audit Manager and System Manager. A User is permitted access to Modules and their functions by being given membership of the System Groups which are associated with them by the System Administrator. Accessible by dropdown. |
| Navigator | This refers to the EQMS module which gives Users access to the EQMS store of Documents for which they have viewing permissions. These can be found by search of content or metadata or via the Navigator Tree. Navigator may also be made accessible to all internet users with access to the site by use of the Guest User account - for view of unrestricted Documents. |
| Navigator Tree Structure | The Navigator Tree Structure is an expandable tree, viewable via the module EQMS Navigator. It is constructed from Document Sets and Structure Components each of which can have an associated Document for view. Document Sets, Structure Components and Documents can be hidden from a User's view by the application of Access Permissions. |
| Notifications | Messages generated by EQMS in response to some event eg issue of a revised Document and displayed in To Do Lists. Some Notifications demand acknowledgement. Where the User requests, Notifications not requiring acknowledgement may be directed to the User's email. |

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| Organisational Area | A record of a unit or department of the Organisation, for use in association with Document, Audits and Findings. These are as supplied and maintained by the User. |
| Reminders | Messages generated by the User for themselves. These will appear in their To Do List. |
| RFC | A Request for Change is a record of a User demand for Actions for completion. An RFC is automatically raised during the process of creating a new Version of a Controlled Document. Non Document related RFC's can be constructed manually in the Change Manager Module from Change Paths and/or Action Types. |
| Standard | A record of a norm, for use in association with Document, Audits and Findings. These are as supplied and maintained by the User. They could, for example, be sections of ISO or IEEE standards. |
| Structure | The expanded Navigator Tree. |
| Structure Component | An element of the Navigator Tree subordinate to either a Document Set or another Structure Component. Each can have a Document associated with it, for presentation on selection in EQMS Navigator. Its display to unauthorised Users can be prevented by completing the Restrict Access field within its details. |
| System Manager | The EQMS module which contains User and Group and System management functions, as well as the definition of Standards and Organisational Areas. |
| Systems Administrator | A User with membership of System Group SYSADM, membership of which gives permission to perform all the EQMS processes. |
| To Do List | A list of Actions, Notifications and Reminders addressed to, or sometimes sent by, the User logged in. |
| Topic | A User-definable category which may be applied to Documents and used in subsequent searches. |
| Standard Document | See Level of Control. |
| User | A person (or office) identified within EQMS to whom privileges may be granted or withheld by membership of Groups. The User's access to the system is controlled by password, and their record is mostly controlled by a System Administrator. The system also has a Guest User facility. |
| Version | All Documents have Versions. When a Version is superseded, the new Version becomes Live and the superseded item becomes Archived, alongside the other superseded Versions. |