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**Electronic document management —  
Vocabulary —**

**Part 2:  
Workflow management**

*Gestion de documents électroniques — Vocabulaire —*

*Partie 2: Gestion électronique de processus*



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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT), see the following URL: [Foreword — Supplementary information](#).

The committee responsible for this document is ISO/TC 171, *Document management applications*, Subcommittee SC 3, *General issues*.

This first edition of ISO 12651-2 cancels and replaces the first edition of ISO 12651:1999 which has been technically revised.

ISO 12651 consists of the following parts, under the general title *Electronic document management — Vocabulary*:

- *Part 1: Electronic document imaging*
- *Part 2: Workflow management*

# Electronic document management — Vocabulary —

## Part 2: Workflow management

### 1 Scope

This part of ISO 12651 defines terms and concepts relevant to electronic document workflow management.

It is intended to facilitate communication in the field of electronic document management and translation of the terms and concepts it contains into other languages. It identifies the terminology used to describe the concepts and general structure of a workflow management system for electronic images and other electronic documents, its major functional components, and their interfaces. It also provides a list of synonyms variously used within the industry as alternative terms to the preferred terminology

### 2 Principles and rules followed

#### 2.1 Definition, formatting and organization of an entry

All terms and definitions in [Clause 3](#) meet the requirements of ISO 10241-1.

#### 2.2 Spelling

In the English language version of ISO 12651-2, terms, definitions, examples, and notes are given in the spelling preferred in the United Kingdom. Other correct spellings may be used without violating this International Standard.

### 3 Terms and definitions

#### 3.1 action

task that affects an electronic document or *folder* ([3.14](#))

EXAMPLE Updating an index value for an electronic document, modifying a form for user input, executing a script, moving electronic documents to the next step of a process, or performing a lookup to another system.

#### 3.2 activity

a piece of work that forms one logical *step* ([3.38](#))

#### 3.3 administrator

*workflow* ([3.46](#)) system user who has special privileges allowing various system set-up, control, and management functions to be performed

EXAMPLE set up and management of user names, passwords, and roles, assignment or re-assignment of work items, monitoring of work progress; or system audit functions.

#### 3.4 AND-join

join  
point within a *workflow* ([3.46](#)) where two or more parallel executing *steps* ([3.38](#)) converge into a single common thread of control