

**ANNEX 2: GLOSSARY**

| Definition, Term               | Description  |
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| Building Block                 | Represents a (potentially re-usable) component of business, IT, or architectural capability that can be combined with other building blocks to deliver architectures and solutions. Building blocks can be defined at various levels of detail, depending on what stage of architecture development has been reached. For instance, at an early stage, a building block can simply consist of a name or an outline description. General Characteristics: it is a package of functionalities; it has a defined boundary (recognized by domain experts); it may interoperate with other, inter-dependent, building blocks; it considers implementation and usage, and evolves to exploit technology and standard; it may be assembled from other building blocks; it may be a subassembly of other building blocks; ideally it is re-usable and replaceable, and well specified; it should be loosely coupled to its implementation. |
| Business Acceptance Criteria   | Business Acceptance Criteria (BAC) are the test cases and scenarios that define the testing activities for the validation of all functional requirements, thus ensuring that all determined Business Requirements are correctly implemented by the system.   |
| Business Service               | A business service is a service that is exposed to the end users. Business services correspond to a real world activity and have recognizable business functions. A business service is supported by combinations of people, process, and technology.  |
| Call Activity                  | A call activity triggers another standalone process, which relates to one business function. This process can be triggered from multiple processes.  |
| Definition copy                | Definition copies are created on the database when creating new objects on the modelling space. Even though two objects have the same name other they are independent from each other.   |
| Enabling Process Area          | Processes related to the facilitation of the way of working of the processes in the core process area. The enabling process area covers the processes related to Economic Operator management, Risk & Fraud, Post-Clearance Controls and Supporting Services.  |
| Gateway                        | Elements used to control how the process flows. There are a couple of notations used: Exclusive gateways; Event-based gateways; Parallel gateways; Parallel event based gateways; Inclusive gateways and Complex gateways.   |
| General Functional Requirement | A general functional requirement is a functional requirement that cannot be allocated to a specific task in the process, yet it is a functionality of the system that is to be captured.   |
| Occurrence copy                | Occurrence copies are used when objects are re-used in more than one process model. The two occurrences in the models are  |

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|                           | one single database object in the database. Usually there is an object repository in the database for all re-used objects.  |
| Process Services          | Process services are type of business services that expose composite business functions to the consumer. The consumer can be internal or external to the organisation (Commission + MS). Process services provide business capabilities by managing other services. Process services are typically named closely to the semantics and syntax of business processes and start with a verb.                           |
| Service Inventory         | Per business process area a service inventory lists all the business services for that business process area. Business services can be part of multiple service inventories. All business services are maintained centrally in the service library.   |
| Service Task              | A service task is an automated task performed by the system without human intervention.   |
| To examine                | To inspect the content of the information that is to be analysed.   |
| To identify               | To consult existing data in order to determine the next activity to be performed.   |
| To submit                 | To input information for the purpose of recording, by an external actor.  |
| To validate               | This verb is not used, see “to Verify”.   |
| Business Cases            | Business Cases overview of the changes to the current processes invoked by the implementation of the new legal text. In addition it provides a clear overview of the benefits and efforts for both parties.   |
| Business Data Entity      | Business Data Entities may be defined as an entity which is recognized as an independent existence and which can be uniquely identified. An entity is an abstraction from the complexities of some domain. In ARIS the object type “Entity” should be used and will consist out of “data groups”.   |
| Code list                 | A list of available codes. If a data element has a restricted set of values, it often consists of a value from a particular code list.  |
| Conceptual data model     | A Conceptual Data Model provides an overview of the Business Data Entities and illustrates their relationships and multiplicity.  |
| Entity Services           | Entity services are a form of IS services with a functional context that is derived from one or more related business data entities. Because their functional boundary is based on business data entities they are repeatedly reutilized in support of multiple tasks services, positioning them as highly reusable services. Entity services are typically named after their corresponding business data entities. |
| Events                    | An event is something that happens during the course of the process, affecting the process flow. There are three categories of events: start event, intermediate event and end event.   |
| Information Exchange (IE) | Information Exchanges represent the container of the collection of data groups that are exchanged between 2 parties in a business process model.  |

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| Information System (IS) Service | An IS service is a service that has a defined, measured interface and has contracts with the consumers of the service. An IS service is supported by technology. Business Services that will be automated will have one or more corresponding IS Service(s). Some IS services can be identified that will not have a business service because of the lower level of granularity and typical technical functionality. |
| Receive Task                    | A receive task is a task that is designed to receive an IE from an external participant (relative to the system).  |
| Result                          | A result is an outcome of the business response to an event.   |
| State                           | The state describes the status of particular business object, such as a customs decision application, or a customs declaration.  |
| Subprocess                      | A subprocess is a set of activities that have a logical sequence that meet a clear purpose. A subprocess is a process in itself, whose functionality is part of a larger process. It is often used to clarify a (business) function in more detail.  |
| To notify                       | To notify an external actor (of the business process or the system) with an IE.  |
| To perform                      | To execute a particular action / business objective.   |
| To verify                       | To verify whether or not information meets certain criteria, and formulate a conclusion.   |
| User Task                       | A user task is a typical “workflow” task where a human actor performs the task with the assistance of a software application. This task could be scheduled through a task list manager of some sort.   |
| Business Function               | A single role within the organization that delivers internal business capabilities according to, for example, required skills, knowledge, resources, etc.,   |
| Business Process                | A defined set of business activities that represent the steps required to achieve a business objective. It includes the flow and use of information and resources. This can be represented by a Business Process Model/Diagram or a Value Adding Chain Diagram.  |
| Core Process Area               | Processes related to the movement of goods.  |
| Data Area                       | Group of data related to a generic business domain as could be a business function or process (e.g. data maintained or used in particular processes).  |
| Executable service              | This service is supported by at least one software implementation and is typically described in a service repository. That means that the service can be consumed by a software component which is part of the SOA architecture.   |
| External Services               | External services are services that can be consumed by consumers outside the organisation. In this context the organisation is defined as EU Customs including the commission and the national administrations in MS. These are services that are offered to Trade and to the Public / Citizens.   |

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| Internal Services     | Internal services are services that can be consumed by consumers inside the organisation. In this context the organisation is defined as EU Customs including the commission and the national administrations in MS. These are the services that are offered to MS and to the Commission.  |
| IT Design             | The IT-Designs contain information on how the software application is (or will be) constructed in order to satisfy the various requirements. It contains information such as process interfaces, Oracle Service Bus configuration, Database adapters and triggers.   |
| Rules & Conditions    | Rules and conditions can be applied to data groups or data elements. A rule specifies how a certain data groups/elements should be filled in, and puts a constraint on the content. A condition specifies in which cases a certain data group/element should be filled in and in which not. It forms a constraint on 'when' the data group/element should be filled in, but not on 'how'.  |
| Send Task             | A send task is a task that is designed to automatically send an IE to an external participant (relative to the system).  |
| Task                  | A task is an activity that is included within a process. This can be high level task or more specified. It is unspecified by whom (system or user) the task is to be performed.  |
| Technical Requirement | Technical requirements are associated with technical required input. These technical requirements contain the majority of the NFRs with the exception of the ones that business needs to decide on (e.g. number of concurrent users).  |
| To perform validation | To perform an automated check on an information exchange. This includes at minimum the syntactic checks of the data compliance to its associated rules and conditions.   |
| To record             | To store and keep information or data, where it can be found and retrieved, whether or not from a certain system place.  |
| Utility services      | Utility services are a form of IS services. A utility service is intentionally based on a non-business-centric functional context. It typically encapsulates common, cross-cutting functionality that is useful to many services but which is not related to or derived from existing business models. As a result, utility services are commonly very reusable and the involvement of business analysts or business subject matter experts is generally not required when modelling utility service candidates. |
| Valid                 | The positive result of a validation. It means that the verified data conforms to its associated Rules & Conditions.  |
| Business process Area | A business area is a non-overlapping high-level group of business processes with characteristic skills, capabilities and requirements.   |
| Business Requirement  | Business Requirements highlight the main functionalities that must be performed to successfully complete a task, logical grouping of tasks or process.   |

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| Data Element               | A data element is data at the lowest hierarchic level, which does not have a functional context. It is common for different situations and it should be encapsulated by a data group that gives it a functional context. A data element will always have a specified format and could possibly link to a code list.   |
| Data Group                 | Data groups should be conceived as ‘headers’ or ‘chapters’, logically grouping lower level data groups or data elements. For instance, the data group “Applicant Information” is the ‘header’ under which all data relevant to the applicant will be displayed. A data group (in ARIS the symbol or "data set" is used) is therefore data that has a functional context or meaning.   |
| Functional Requirement     | A Functional Requirement describes a specific behaviour or function of the system. It describes what the system is supposed to accomplish.  |
| Functional Services        | Functional services are a type of business services and group functionality related to a specific business context. They will often be called by process services. For the execution of the functionality it provides it could call other functional services. Functional services are typically named closely to the semantics and syntax of the tasks in business processes.  |
| Multiplicity               | The number of possible occurrences in a Data Element or Data Group in relationship to another Data Element or Data Group.   |
| Non-Functional Requirement | A Non-Functional Requirement describes a criteria that can be used to judge the operation of a system. It specifies overall characteristics of a system.  |
| Service Component          | The service components are software components that provide the implementation for services and their operations. They manifest also the IT conformance with each service contract/description/specification defined in the Services; they guarantee the alignment of IT implementation with service description.   |
| Service contract           | A collection of metadata and rules that describes various aspects of a service and to which the consumer must comply. In addition to the different parts of a technical service contract, it contains also information related to Service Level Agreements (if applicable). Service Contracts are key architectural tools for communicating and enforcing policies, as well as other requirements in a heterogeneous and distributed IT environment. It should provide a precise and unambiguous agreement on how the provider and consumer interact. |
| To acknowledge             | To recognize the existence of a fact, event or information.   |
| To determine               | To decide by an authoritative or conclusive decision.   |
| To register                | To input information into the system for the purpose of recording.  |
| To retrieve                | To recover information, whether or not from another source (like a central repository).   |
| Variant copy               | Variant copies are created on the database when creating new  |

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|  | objects on the modelling space. Yet there remains a technical link between the objects. |
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Table 1: