

Appendix C - Exhibit 1 - Application Categories Definitions

Function	Definition
Asset Management	Used by agency to keep track of state property that are physical assets
Business Intelligence	Used to mine and format data to be used as information by agency's leadership to make decisions. Information usually delivered in report or dashboard.
Case Management	Used to keep information on constituents where the agency is rendering a service to the constituent. Also covers what would be known in the private sector as customer relationship management. Records contain detailed information on constituents and the constituents interaction with the agency.
Data Exchange	Used to exchange or verify data held by another agency. Could be a data transfer or lookup. The partner agency can be at the local, state, or federal level.
Data Management	Used to manage the agency data. Most of these systems are single applications managing data for a single application. Simple lookup/search and reporting systems
Data Repository	A repository can be a place where multiple databases or files are located for distribution over a network, or a repository can be a location that is directly accessible to the user without having to travel across a network.
Data Warehouse	Used to manage all of the agency's data or the data of a major program of the agency. Data may be fed from multiple applications and aggregated at the ware house. Business intelligence tool used to mine the data
Development Tools	Used by agency to manage software development to produce solutions for agency's business
Document Management	Used to process and archive documents at the agency. Can be a workflow tool for the agency. Also include Digital Imaging which is moving a paper system to a digital image/file.
Enterprise Resource Planning (ERP)	All encompassing system that runs all major programs for an agency.
Facilities Management	Used to manage facilities that are used by the agencies or used to manage facilities that are part of the agency's mission.
Financial Management	Used to track financial information for the agency
Grant Management	Used to manage grants either given by the agency or grants accepted by the agency.
Learning Management	Used to provide and track training for employees or constituents
Mobile Application	Application software designed to run on smartphones, tablet computers and other mobile devices.
Other	Any Software that is not defined by the above categories
Procurement/Contract Management	Used to manage agency's procurements. May also be extended to manage contracts resulting from procurements.
Productivity Tools	System put in place to enhance the productivity, operational or project management within the agency
Regulatory Oversight System	Used to fulfill a regulatory function of the agency such as Licensing \ Permitting \ Citations \ Registrations. Information held is not as detailed as a case management system. Information is used to issue some type of regulatory document.
Reservation System	Used to manage events. Allows agency to have attendees sign in a register for an event.
Risk Management	Any type of system that would mitigate risk to the agency or state. This type of system can span from a system to assist with managing insurance to a security system
Time Accounting	Used to track employees time. Could be a sub category of human resources.
Trouble Tracking	System used to track troubles/problems/incidents that agency is tasked with solving. Little customer information is retained. System specifically use to solve problems
Web Services	Systems that provides services throught the Internet. This includes websites, customer portals, and authenticaiton systems for these portals. This includes both informational and transactions based websites.
Workforce Management	Used to help manage the human resources of the agency. Could also be called workforce management