# Business Glossary Sample Terms Guidebook

A business glossary is a centralized repository of business terms, definitions, calculation rules, and term owners that establishes a common language within and across agencies. For state agencies, which often operate complex systems with interdepartmental dependencies and serve diverse stakeholder groups, a well-maintained business glossary is essential for ensuring data consistency, improving communication, and supporting data-driven decision-making.

For more information, contact the Office of Data Governance and Analytics (ODGA): odga@odga.virginia.gov

## Glossary Terms:

### Benefits Eligibility Determination

* **Business Definition**
  + A formal assessment of an individual's or family's qualification for public assistance programs based on established criteria
* **Usage Context**
  + Benefits administration, application processing, program enrollment
* **Calculation Rules**
  + Factors Assessed:
    - Household income
    - Family size and composition
    - Resources/assets
    - Citizenship/residency status
  + Compared against program thresholds.
  + Recertified at specified intervals (typically 3-12 months)
  + May include categorical eligibility provisions
* **Related Terms**
  + Income Verification, Household Composition, Program Enrollment, Benefit Calculation
* **Owner**
  + Benefits Program Director

### Case Service Plan

* **Business Definition**
  + Formal documented strategy outlining client goals, required services, and intervention approach
* **Usage Context**
  + Case management, service delivery, progress monitoring
* **Calculation Rules**
* Updated minimum every 90 days
* Requires client participation in development
* Must include:
  + Measurable goals
  + Specific action steps
  + Timeline for completion
  + Success metrics
* Mandates supervisory approval
* **Related Terms**
  + Treatment Plan, Client Goals, Service Coordination, Progress Assessment
* **Owner**
  + Family Services Director

### Incident Response Time

* **Business Definition**
  + The duration between initial call receipt and officer arrival at incident scene
* **Usage Context**
  + Performance metrics, resource allocation, service level reporting
* **Calculation Rules**
* Start time: Dispatcher receives and logs initial call
* End time: First officer arrival on scene
* Measured in minutes and seconds
* Excludes cancelled calls
* Categorized by priority level (1-4)
* **Related Terms**
  + Dispatch time, travel time, service coverage, response priority
* **Owner**
  + VSP Operations Division

### Criminal Investigation Case

* **Business Definition**
  + A documented inquiry into potential criminal activity requiring formal investigation procedures
* **Usage Context**
  + Case management, resource allocation, crime statistics
* **Calculation Rules**
  + Opened upon determination of credible criminal allegation
  + Assigned priority level (1-5)
  + Status classifications:
* Open
* Active
* Suspended
* Closed
  + Closed only with supervisory approval
* **Related Terms**
  + Case File, Evidence Tracking, Investigation Protocol, Case Resolution
* **Owner**
  + VSP Criminal Investigation Division

### Available Bed Capacity

* **Business Definition**
  + Number of beds currently available for new admissions in a facility
* **Usage Context**
  + Admission planning, resource management, facility operations
* **Calculation Rules**
* Licensed beds minus occupied beds
* Minus beds held for pending admissions
  + Minus beds offline for maintenance
* **Related Terms**
  + Bed Census, Occupancy Rate, Admission Capacity
* **Owner**
  + Facility Operations Director