IQN Glossary of Terms

**This document provides definitions of common acronyms and phrases used for IQN VMS:**

# System and Requisition Terms

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| Amendment | Creation of this is needed to change any contractual information in an Assignment. This is for any increase in pay, change in dates or workflow information. Other information such as location, CAC, or Manager Name will just require an Edit. |
| Assignment\* | Non-contractual details about the assignment that do not require approval for any changes.  \*In the New UI, there is not a separation between Work Order and Assignment. All details are housed on the Assignment – however, Work Order items will require an amendment. |
| BFP | Buyer Firm Profile – this is where most of the configurations for the Buyer are set up |
| BRO | Business Rules Organization – a type of organization unit where business rules/policies and reference data are executed. |
| BSOW | Buyer Statement of Work – the BSOW is used to capture currency and management fee details for the buyer organization that apply to all supplier organizations transacting with the buyer organization. |
| Buyer | Refers to an IQN Customer/Client. |
| CAC | Cost Allocation Code – fields that map to the client’s internal accounting charge codes, designates what charge codes a contractor can bill his/her time against, based on whatever the hiring manager has designated for that contractor on his/her assignments or project billing. CACs are also used for reporting purposes. |
| CAM | Customer Account Manager – the application-based role required to support a specific client. They are listed as the CAM on a Requisition within IQN VMS. On MSP accounts, they are referred to as a Sourcing Consultant. |
| CDF | Customer Defined Fields - allows the customer to create customer-specific fields to be made available on various system transactions. |
| Client Firm Administrator | A role in IQN VMS that has the capabilities to manage a company’s utilization of the IQN VMS. This includes managing a functional setup such as costing/reporting codes, approval hierarchies, creating and maintaining system users, and a number of other basic system requirements. |
| Custom Reporting | A reporting module that allows you to create a customized report by choosing a Data Source and then selecting the parameters and format. |
| CWM | Contingent Workforce Management – identifies one type of solution that we offer. This is for Contingent (Contract) laborers primarily. It is the most standard solution used. |
| Delegate | (approvals) See Proxy vs. Delegate below. |
| Direct Hire | Another module available from Beeline that can track direct hire employees. This model has had limited adoption at this time. |
| Enterprise | The name we use to label the customer. The enterprise is also the top-level parent organization unit (i.e. the root org unit) within an organizational structure. |
| EULA | End User License Agreement – the agreement every end user is asked to accept the first time he/she logs into IQN. |
| Express Assignment | Created when an express requisition is filled for a daily and recurring requisition, as well as assignments associated to project agreements, and takes the place of a traditional Work Order. Contains contractual and non-contractual information and can be updated /edited at any time by the hiring manager. This type of assignment does not require as much back and forth between the buyer and supplier. |
| Express Requisition | A shorter version of the traditional Job Requisition that allows for the use of Rate Cards, Recurring Requisitions and daily requisitions. A one-page requisition entry web page entered by the Express Requisition Manager (Hiring Manager) with all pertinent details needed to express a job need. This is the most common type of requisition and replaces the older 5-tab requisition entry. |
| Job Requisition | This is a formal request for a resource. The Job Requisition is completed by the Hiring Manager and once approved sent to all eligible suppliers so they can begin submitting candidates. Abbreviation – Req or REQ |
| Job Template | This is a pre-defined template created by a customer manager or individual user. This gives all users in a firm the ability to access the list of templates and create jobs from them. This is useful for firms who wish to control the criteria of jobs that hiring managers are sending to suppliers (whether it is rates, # of firms or skills/roles). |
| LI | Light Industrial, this is a type of industry and requires different types of requisition workflows generally. |
| Managing Firm | Entity in IQN VMS used to segregate data for customers/partners. When a customer/partner user is set up at the managing firm level, he/she can only see the buyer and supplier organization units associated to that managing firm and cannot see other customers/suppliers associated to IQNavigator or our other partners. |
| MSA | Master Service Agreement |
| NBRO | Non-business rules organization inherits business rules/policies & reference data from a Parent BRO and therefore has not had rules executed. |
| Proxy vs. Delegate | Delegate (approvals) – The hiring manager can delegate his/her specific approvals within IQN VMS to another associate during a specified time period (i.e. vacation)  Proxy – A user who may act on another person’s behalf within IQN VMS. This person can take any action and the system will reflect who took the action. (This can be a long-term solution). |
| Rate Cards | Rate cards provide the ability to establish and maintain a set of agreed upon bill rates, mark-ups and pay rates that have been pre-negotiated with suppliers and based on pre-defined criteria.   * Rate cards are a means for grouping pre-negotiated rates for Supplier(s) based on a Job Title, Rate Card Identifier and specific Rates all being in common. * Because these rates are pre-negotiated, they are captured in the administrative layer of IQNavigator and will be defaulted on applicable transactions created in the system (such as requisitions and agreements) at the time they are created. |
| RBAW | Rules Based Approval Workflow – A rules-based approval workflow is one that allows an organization to specify rules or logic so that when an approvable object is submitted to that approval workflow, the system will dynamically determine the approvers who will be responsible for approving the object. The ruling enforced will reference some characteristic of the associated object to identify which users are required to approve. |
| Resource | Contingent worker, contractor, consultant, talent, temporary worker, purchased labor, candidate |
| SAR | Supplier Account Representative – Designated representative from the Supplier agency for the duration of a resources contract term. This is the only individual who can enter time on behalf of the contractor. |
| SFP | Supplier Firm Profile – this is where all of the configurations for the Supplier are set up. |
| SOW | Statement of Work -- most commonly used in reference to our SOW/Projects module, but can refer to a few different things. |
| SSOW | Supplier Statement of Work - the SSOW is used to create the relationship between the buyer and supplier organization in IQN as well as to define any additional management fees that were not captured on the BSOW. Because the SSOW is unique at the supplier level, each supplier can have different management fee configurations. SSOWs are also used to enable assignment payment requests. |
| Supplier | Staffing agencies that provide contract labor and services to our buyers – examples: Techsystems, GEM Resourcing, Volt |
| Targeted Work Order | When a resource is identified outside of a requisition, the Buyer can use a Targeted Work Order that compiles the Job Title, resource name, and Work Order/Assignment information into one web form. To be used only when a requisition is not applicable. |
| URID / Unique Resource ID | Every resource within a particular customer is assigned a Unique Resource ID (URID). This allows for better tracking and ensures that a resource is always identified regardless of the supplier for which they work. The URID is housed on the Supplier’s Resource Profile. This enables the buyer organization to keep track of duplicate candidates and candidates who have been marked as Do Not Rehire (DNR). |
| Work Order\* | This is the contract between Buyer and Supplier for the contract worker   * 3 D’s – Dollars, Dates, and Duration * Amendment required if changes need to be made |

# Technical Terminology

Augustus: IQNavigator Production environment that Buyers and Suppliers use. You will also hear this referred to as “production” or “prod”.

CWM: Contingent Workforce Management. This is one of the solution types we offer. It is primarily for Contingent (Contract) laborers and is the most standard solution.

ERP: Enterprise Resource Planning tools, i.e., SAP, PeopleSoft, Oracle

FTP: File Transfer Protocol is a [network protocol](http://en.wikipedia.org/wiki/Network_protocol) used to transfer data from one computer to another over a [TCP](http://en.wikipedia.org/wiki/TCP) computer network such as the [Internet](http://en.wikipedia.org/wiki/Internet).

Localization: The process of modifying our application and services to account for differences in globally distinct markets. As an US-based company, the items addressed within localization would differ from local practices in the United States.

RACI: This is a Responsibility Assignment Matrix. Each group or individual in the matrix is associated with one of the following four actions: R = Responsible A = Accountable C = Consulted I = Informed

SIA: Staffing Industry Analysts

SLA: Service Level Agreement – this is an agreement we have to provide service within a certain amount of time. This differs by client, and is documented in Tier 1 and within the MSA for each specific client.

SME: Subject Matter Expert

SSO: Single Sign On – this is an integration where the customer can sign into their application and also sign in to IQN VMS at the same time. This way they only need one login username and password.

UAT: User Acceptance Testing

UI: User Interface

# Miscellaneous Terms

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| APAC | Asia Pacific Region |
| EMEA | Europe, Middle East and Africa Region |
| FTE | Full Time Equivalent or Full Time Employee |
| MWDVE | Minority, Women, Disabled, Veteran Enterprises (also known as MWBE (Minority and Women Business Enterprises). |
| QBR | Quarterly Business Review – this is a presentation that is given to our clients every quarter to show them metrics on their use of the system, e.g., Cost Savings, supplier metrics, Time to fill metrics |
| RFx | Request for, where “x” is a place-holder. In the final version, “x” could become, Q for quote, P for proposal, or I for Information. |
| VAT | Value Added Tax |
| VOP | Vendor on Premise. This is a supplier firm (and only a supplier firm) that sits at a client site providing labor to the customer. This is generally seen in Light Industrial where there is a large volume of staff required with minimal qualifications needed. |