Customer Information Quality (CIQ) Specifications Version 3.0 – Frequently Asked Questions (FAQ)

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Related work:
This version of the CIQ specifications replaces or supercedes:

- OASIS CIQ extensible Name Language (xNL) V2.0 Committee Specification
- OASIS CIQ extensible Address Language (xAL) V2.0 Committee Specification
- OASIS CIQ extensible Name and Address Language (xNAL) V2.0 Committee Specification
- OASIS CIQ extensible Customer Information Language (xCIL) V2.0 Committee Specification

Abstract:

This document covers the frequently asked questions (technical and non technical) about CIQ TC Specifications Version 3.0.

Status:

This document was last revised or approved by the OASIS CIQ TC on the above date. The level of approval is also listed above. Check the current location noted above for possible later revisions of this document. This document is updated periodically on no particular schedule.

Technical Committee members should send comments on this specification to the Technical Committee's email list. Others should send comments to the Technical Committee by using the "Send A Comment" button on the Technical Committee's web page at www.oasis-open.org/committees/ciq.

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Table of Contents

1 Introduction

This document provides answers to frequently asked questions about OASIS Customer Information Quality Technical Committee version 3.0 specifications it has produced for industry namely,

- **xNL** : extensible Name Language

- **xAL**: extensible Address Language

- **xNAL**: extensible Name and Address Language (combines xNL and xAL)

- **xPIL:** extensible Party Information Language (formerly known as extensible Customer Information language (**xCIL**)

- **xPRL**: extensible Party Relationships Language (formerly known as extensible Customer Relationships Language (**xPRL**) – Release data for this specification not set yet

2 Frequently Asked Questions – Technical and Non Technical

The following common questions were collected from public who raised them with OASIS CIQ TC since its inception in 2000.

What is the need for CIQ specifications?

"CIQ TC – General Introduction and Overview" document clearly explains the need for CIQ specifications. When this TC was formed in 2000, there was no specification developed to deal with party related data.

Who should use CIQ Specifications?

Any organization dealing with party related data that has to be represented in a standard consistent manner in the organization and/or exchanged between internal applications and systems and with external partners in a standard and consistent manner that is not proprietary in nature and is an industry standard.

Who should be involved in the development of CIQ Specifications?

Anyone dealing with party related data should consider CIQ as a standard way of representing and exchanging party data between applications. Anyone with an interest in helping to produce a common standard for exchanging party information between various processes, applications and systems that are not tied to specific industry, culture, country, or geographical boundaries.

Who will benefit from this work and how?

- Any organization that is planning to define a common standard for party information across its various lines of business and its various applications.
- Any organization that wants to leverage their party information in a B2B environment.
- Any organization that processes party information differently for different applications (e.g. simple customer registration/point of contact to name and address validation).
- Any organization that deals with global customers
- Any organization that wants to have a consistent and standard representation of party data
- Any organization that wants to represent party data by using an open industry standard with one or more of the following characteristics:
    - Open
    - Vendor Neutral
    - Can represent international party data
    - Application independent
    - Industry independent
    - Developed in an open process environment
    - Free of any IPRs, licenses, royalties, patents, etc
    - Readily available to use without any restrictions
    - Developed by global experts in party information management
    - Developed by public for the public

53 **What does CIQ Specifications not cover?**

54 CIQ Specifications deal only with representation of party related data (limiting to party name, address,
55 party centric attributes and relationships) in a standard format, and does not deal with:

56 • Transactional "customer/party information" such as recent purchases, payment history, etc.

57 • Message envelopes that carry CIQ payload

58 • Formatting of the CIQ represented data

59 • Privacy and security issues connected to exchanging and storing personal information

60 • Data exchange methods and procedures for party information

61 • Messaging protocol for exchange of party information

62 • Validation/verification of party information

63 • Formatting, labeling, or sorting of party information

64 • API specifications

65

66 **How does this work compare with related efforts at other standards organizations?**

67 Numerous groups that work on party data standards in some form have been studied by CIQ TC. It is
68 clear that OASIS CIQ TC is the only international standards group that is specifically dedicated to build
69 party information standards that are application and industry independent and importantly, developed
70 from a global/international perspective (i.e., not limited to a particular country or group of countries (e.g.
71 western world). Other groups develop party information standards from a specific application or industry
72 perspective (e.g. Postal addressing, human resources, health, billing, shipping, purchasing, travel).

73

74 **What are the major entities defined by CIQ Specifications for Party Information?**

75 CIQ Specifications are based around the following three party entities (person or organization) namely,

76 • Name

77 • Address, and

78 • Party Centric Information

79

80 **Why developing Party information standard is such a "big deal"?**

81 This is the statement we commonly hear from people who look at it. But the main point they miss is that
82 they look at say, Party Name and Address from a specific context such as from a specific application
83 perspective or a cultural perspective or a geographical perspective. A standard for Party Name and
84 Address should deal with the following constraints and this is what OASIS CIQ Specifications has
85 achieved that no other standard is able to:

86 • Represent names and addresses of 241+ Countries that are specific to race, religion, ethnicity,
87   culture and geography/location

88 • Name and addresses represented in 5,000+ languages/dialects

89 • With 130+ Address Formats, and

90 • With 36+ Personal Name formats

91 • Independent of specific applications. For example, an application might just need Address Line 1,
92   Address Line 23 and Address Line 3 to represent an address, while some other application might
93   need to store and manage quality data by breaking down the address into street details, Premises
94   details, suburb, post code, state, etc.

95 • Industry independent. For example, not to just deal with postal related services or Customer
96   Relationship Management initiatives

97 We are living in a world of global commerce where anyone can do business with anyone on this earth
98 without having to deal with each other physically. Party data is the key to any global commerce and
99 exchange of party data between global parties and handling global party data within your applications and
100 systems in a standard and consistent manner, and importantly not proprietary or application specific is
101 becoming increasingly important. This is what CIQ specifications achieve. Global terrorism and crime is
102 another major issue and one way of dealing with it is to exchange the right information at the right time to
103 the right place in the right format and in the right context between the appropriate parties, and CIQ
104 Specification provides the opportunity to exchange party related data (here, terrorists and criminal related
105 data) in a standard and consistent

106

107 **What are the specifications produced by OASIS CIQ TC?**

108 The following committee specifications have been produced by OASIS CIQ TC so far since its inception
109 in 2000:

110 • extensible Name and Address Language (xNAL) to represent party name and address together

111 • extensible Name Language (xNL) to represent party name only

112 • extensible Address Language (xAL) to represent party address only

113 • extensible Party/Customer Information Language (xPIL/xCIL) to represent party centric data that
114   uniquely identifies a party (in addition to name and address)

115 • extensible Party/Customer Relationships Language (xPRL/xCRL) to define party to party
116   relationships

117

118 The specifications are modular, i.e. users can pick what specifications they want as they are independent
119 of each other. For example, a user can just decide to use CIQ Specification for defining party name only
120 and ignore the rest.

121

122 **How did CIQ TC manage to produce a global specification and was it tested?**

123 It took over 2 years for the CIQ TC just to build the address specification to handle 241+ countries that is
124 application and industry independent. Extensive research work and involvement of address management
125 experts and contributions from end user community enabled the TC to produce this work.

126 Numerous use of the specification all over the world has been reported and any feedbacks provided have
127 been used to improve the specifications. The TC continues to test the specifications with international
128 data.

129

130 **Are there any IP, Patent or Royalty issues for CIQ Standards?**

131 CIQ Standards are free of any IP issues, Patent, License, or Royalty. It is free of any
132 licensing/commercial issues. Anybody can download and use the CIQ standards for free. It is advisable to
133 read the OASIS Copyright notice and policy on IP.

134

135 **What are the criteria and business value to an organization for selecting CIQ over the other similar**
136 **standards in defining the organizations baseline architecture?**

137 If your organization wants to use name and address not for just postal services, but also for other
138 purposes as well (e.g. customer profile management, contact management, employee information, CRM
139 application, customer identification, name and address parsing and validation, etc), then CIQ is the best
140 choice as it is designed to accommodate all these applications.

141 If your organization wants to use name and address standard that can be extended to other party
142 information (e.g. telephone, fax, email, URL, customer id, customer relationships, etc.) that are unique to
143 the customer, then CIQ is the best choice.

144

Is CIQ TC working with other similar standard groups?

CIQ TC is committed to collaborative work. CIQ TC continues to strive hard all these years to foster alignment with other similar standard initiatives. Given that CIQ has already done the important base work of defining standards that are global and application independent, it makes life easier for other groups to extend the standard for domain specific applications such as postal services. CIQ and OASIS in general, are open for any collaborative work in an "open" process manner to ensure that there is no duplication of work.

CIQ is speaking and has spoken to many groups and most of the time. CIQ TC has initiated this process. It is hard to collaborate politically, but it is easier technically.

154

Are CIQ Standards such as xNAL designed for the CRM world only?

Definitely not. They have been designed to be application independent. Let us say, for example, in an organization or a government sector, there are many applications dealing common data such as name and address. The applications using say, name and address could be a CRM, user registration on web, billing, marketing, sales, name and address cleansing and quality, etc. The optimal way to interoperate name and address data is to store the name and address information in a common format that can be applied or reused across different applications. But organizations often end up storing name and address data in many different formats specific to the applications and hence, are unable to integrate different applications to meet business needs (e.g. integrate applications to get all info. about a party). To store name and address information in a common format, you need a standard that is flexible enough to be applied to different requirements of the application. This is precisely what CIQ standards have been defined for and this is why it is flexible to store simple user registration data (e.g. address line 1, address line 2, city, state, postcode, country) to detailed level of data for complex applications like name and address parsing and matching which requires detailed level of elementization of the name and address data.

170

Why did you decide to release a new version (3.0)?

See "CIQ TC Technical Overview (version 3.0)" document that outlines the reasons behind this decision.

173

Is version 3.0 of CIQ Specifications backward compatible with version 2.0?

No, version 3.0 of CIQ Specifications is not backward compatible with version 2.0 of CIQ Specifications. However, any party related data represented in version 2.0 can be represented in version 3.0.

177

I feel that CIQ Specifications are very rich to handle complex name and address structures. I want something that provides a simple representation of name and address. Can CIQ provide me this?

Yes, definitely. CIQ V3.0 has been designed to enable users to extend or customize the CIQ XML Schemas to meet their specific application requirements. Users have been provided the following features in the specifications:

- Restrict the use of different elements and attributes defined in the CIQ specifications

- Add more semantics to the data that is represented using CIQ specifications

- Add more attributes from non target namespaces to extend the schemas

- Write business rules outside of the CIQ schema to constrain the grammar of the CIQ schemas

- Extend the schema by adding more attributes from non target namespaces

So, for example, if a user wants to represent an address structure with address lines only, or a combination of address lines with structured data fields, or by using only structured data fields, CIQ provides these capabilities using the approaches outlined above. This features also assists users to

191 customize CIQ name and address XML schemas to be specific to their country name and address
192 structure.

193 A simple address example is shown below:

194 **Simple Representation of an Address (Unstructured)**

195 16 Patterson Street, OCEAN REEF, WA

```
196 <a:Address>
197    <a:FreeTextAddress>
198       <a:AddressLine>16 Patterson Street</a:AddressLine>
199       <a:AddressLine>OCEAN REEF</a:AddressLine>
200       <a:AddressLine>WA</a:AddressLine>
201    </a:FreeTextAddress>
202 </a:Address>
```

203

204 **Semi Complex Representation of an Address (Semi Structured)**

205 16 Patterson Street, OCEAN REEF, WA

```
206 <a:Address>
207    <a:FreeTextAddress>
208       <a:AddressLine>16 Patterson Street</a:AddressLine>
209    </a:FreeTextAddress>
210    <a:AdministrativeArea a:Type="State">
211       <a:NameElement>WA</a:NameElement>
212    </a:AdministrativeArea>
213    <a:Locality a:Type="Suburb">
214       <a:NameElement>OCEAN REEF</a:NameElement>
215    </a:Locality
216 </a:Address>
```

217

218 **Complex Representation of an Address (Structured)**

219 16 Patterson Street, OCEAN REEF, WA

```
220 <a:Address>
221    <a:AdministrativeArea a:Type="State">
222          <a:NameElement>WA</a:NameElement>
223    </a:AdministrativeArea>
224    <a:Locality a:Type="Suburb">
225          <a:NameElement>OCEAN REEF</a:NameElement>
226    </a:Locality>
227    <a:Thoroughfare a:Type="Street">
228          <a:Name>Patterson</a:Name>
229          <a:Number>16</a:Number>
230    </a:Thoroughfare>
231 </a:Address>
```

232

233 See "CIQ TC - Name, Address and Party Specifications" document and "CIQ Technical Overview"
234 document of version 3.0 specifications that explain how to customise the schemas to meet your
235 requirements.

236

237 **How can I customise Name and Address CIQ Specifications, i.e., I want a simplified version (light**
238 **weight) of xNL and xAL specifications?**

239 Version 3.0 of CIQ xNL and xAL specifications have been designed to be lightweight compared to
240 Version 2.0. See "CIQ TC - Name, Address and Party Specifications" document of version 3.0
241 specifications that explains how to customise the schemas to meet your requirements.

242

243 **Is there any reason why enumeration lists are used extensively in place of fixed element names,**
244 **like FirstName, MiddleName, LastName for party names and for other specifications of CIQ in**
245 **version 3.0?**

246 CIQ specifications have been designed from a global/international perspective where cultural and
247 geographical boundaries determine how party names and addresses are represented. Earlier versions of
248 CIQ specifications made it harder for countries to implement CIQ that is semantically correct in terms of
249 the "terms" used. For example, the concept of First Name, Middle Name, Last Name, SurName or Family
250 Name does not exist in many cultures. Earlier versions forced those countries to use these concepts
251 defined in CIQ specifications though they are not semantically correct. This is the reason why it was
252 decided in CIQ V3.0 to allow users to define the semantic meaning of the data that is represented using
253 CIQ. Enumeration lists provide the semantics to the data and is customisable by users.

254

255 **Does CIQ have any working relationship with xBRL?**

256 Yes, CIQ party data can be interoperated with xBRL. The xLink schema used in CIQ (xLink-2003-12-
257 31.xsd) was jointly developed by CIQ TC and xBRL to achieve interoperability when it comes to linking
258 party data.

259

260 **Does CIQ have any working relationship with OGC?**

261 Yes, CIQ Specifications reference the work of Open Geospatial Consortium (OGC –
262 http://www.opengeospatial.org) for defining location coordinates and this work was done with the
263 assistance of OGC.

264

265 **Does CIQ have any working relationship with OASIS Code List Representation Technical**
266 **Committee?**

267 Yes, CIQ Specifications use the work of OASIS Code List Representation TC (http://www.oasis-
268 open.org/committees/codelist) to define genericode based approach for code list representation and for
269 two pass validation. CIQ TC worked closely with the OASIS Code List TC to get this implementation
270 done.

271

272 **Are there implementations of xLink parsers?**

273 Yes, there are many. For more details, go to http://www.w3.org/XML/Linking

274

275 **Are CIQ Specifications flexible enough to allow users to customize them to meet their specific**
276 **requirements?**

277 Yes, CIQ Specifications are flexible and provides the following features to the users to customize them to
278 meet their specific requirements:

279 • Ability to users to choose the elements and attributes used in CIQ XML Schemas they want to use

280 • Ability to reuse only the CIQ entities they want as Name, Address, and Party centric information are
281 independent components

282 • Provides two ways to customize code lists that add semantic meaning to the data. This customization
283 can also be achieved using an industry standard approach without modifying the core CIQ XML
284 Schemas

285 • Ability to write business rules using an industry standard approach to constrain the core CIQ XML
286 Schemas without modifying the Schemas

287

288 **By customizing the CIQ Specifications using Code Lists approaches, will this not break**
289 **compatibility with the specification and interoperability?**

290 Customisation of the specifications without touching the core XML schemas provided the CIQ entities
291 namely, Name, Address and Party does not break the compatibility. But customising the specifications
292 using code lists approaches and business rules, requires agreement with other parties that are involved in
293 data exchange with your application/system that have implemented CIQ specifications to ensure
294 interoperability. One cannot fully automate interoperability without some agreement (e.g. service level

295 agreement, interoperability agreement) between the parties that are involved in data exchange. So,
296 agreement between the parties regarding customisation of CIQ specifications is extremely important to
297 achieve interoperability.

298

299 CIQ Specifications are rich and my application does not need such complexity to define, say name
300 and address of a customer. What do I do?

301 This is the statement we commonly hear from people who look at it. But the main point they miss is that
302 the specification aims at application and industry independency, i.e. not specific to a particular application
303 area, and hence is rich in nature. But version 3.0 allows users the option to customize the specifications
304 to meet their application specific requirements without touching the CIQ core schemas, but at the same
305 time maintain compatibility and conformity with the specifications. For example, take address specification
306 (xAL). If a user wants to just use free text address lines and a few of the address entities (e.g. locality,
307 and postcode), they can define business constraint rules outside of the core schema that ignores the
308 unwanted address entities. See "CIQ TC - Name, Address and Party Specifications" document of version
309 3.0 specifications that explains how to do this. The following example demonstrates the flexibility
310 provided by CIQ Specifications:

311 Example - Simple Representation of Party Name and Address Data

312 Mr H G Guy, 9 Uxbridge Street, Redwood, Christchurch

```
313  <nal:Record>
314     <n:PartyName>
315        <n:NameLine>Mr H G Guy</n:NameLine>
316     </n:PartyName>
317     <a:Address>
318        <a:FreeTextAddress>
319           <a:AddressLine>9 Uxbridge Street</a:AddressLine>
320           <a:AddressLine>Redwood</a:AddressLine>
321           <a:AddressLine>Christchurch</a:AddressLine>
322        </a:FreeTextAddress>
323     </a:Address>
324  </nal:Record>
```

325

326

327 Example – Complex Representation of Party Name and Address Data

328 Mr H G Guy, 9 Uxbridge Street, Redwood, Christchurch

```
329  <xnal:Record>
330     <n:PartyName>
331        <n:PersonName>Mr H G Guy
332           <n:NameElement n:ElementType="Title">Mr</n:NameElement>
333           <n:NameElement n:ElementType="FirstNameInitial">H</n:NameElement>
334           <n:NameElement n:ElementType="MiddleNameInitial">G</n:NameElement>
335           <n:NameElement n:ElementType="LastName">Guy</n:NameElement>
336        </n:PersonName>
337     </n:PartyName>
338     <a:Address>
339        <a:AdministrativeArea>
340           <a:NameElement>Christchurch</a:NameElement>
341        </a:AdministrativeArea>
342        <a:Locality>
343           <a:NameElement>Redwood</a:NameElement>
344        </a:Locality>
345        <a:Thoroughfare>>
346           <a:Name>Uxbridge Street </a:Name>
347           <a:Number>9</a:Number>
348        </a:Thoroughfare>
349     </a:Address>
350  </xnal:Record>
```

351

352

Given that xNL and xAL supports all types of international names and addresses, my requirement is only to support a particular country names or addresses. How can I achieve this?

The easiest way to tailor the schema to your requirements is to make changes to the code list/enumerations that are placed in separate files for this purpose. Two types of approaches are provided to customize code lists/enumerations.

It is also possible to restrict the CIQ XML schemas to meet your application specific requirements by not modifying the default CIQ XML schemas and at the same time keeping the restrictions compatible with the CIQ Specifications. Read "CIQ TC - Name, Address and Party Specifications" document of version 3.0 specifications that explains how to customise the schemas to meet your requirements.

Given that xNL and xAL supports all types of international names and addresses, my requirement is only to support a particular country names or addresses. How can I achieve this?

The easiest way to tailor the schema to your requirements is to make changes to the code list/enumerations that are placed in separate files for this purpose and/or define business rules using industry standard approach outside of the CIQ core XML schemas to constrain the schemas. Two types of approaches are provided to customize code lists/enumerations.

CIQ schemas are complex for what I'm trying to do. Do you have some really simple schemas, i.e. "xAL lite"?

No, there is no lighter version. Version 3.0 is far simpler and lighter than version 2.0 and it is a pretty flat structure. You can tailor the schemas to meet your specific requirements. You can make the schemas much simpler while keeping the concept intact. Read "CIQ TC - Name, Address and Party Specifications" document of version 3.0 specifications that explains how to customise the schemas (without modifying the schemas to meet your requirements. A sample example as part of the specification package shows how the base xAL schema can be customised to handle only Singapore country address structure.

Why do I want to represent the party data in parsed format?

If you are required to understand the semantics of party data and ensure that the quality of party data is managed, you need to parse the party data and represent them in parsed format. Parsed data helps in performing data validation and matching against reference data or any other data sets.

I do not want to break/parse the address/name data elements into atomic elements? Can CIQ schemas handle unparsed data elements?

Yes, you do not need to break your data elements to atomic elements to use CIQ schemas. CIQ schemas help you to store parsed/unparsed data elements. However, to enable clean interoperability of your data elements, it is advised to break to unparsed data elements into atomic elements which add semantics to your data elements. This also enables to keep your databases clean with quality information/data. Note that the quality of any information processing/management system is only as good as the quality of the data it stores/processes. Below is an example that demonstrates this:

Example – Unstructured/Not Parsed Simple Name Representation

Dr Jeremy Apatuta Johnson III PhD

```
<n:PartyName>
    <n:PersonName>
            <n:NameLine>Dr Jeremy Apatuta Johnson III PhD</n:NameLine>
    </n:PersonName>
</n:PartyName>
```

403 **Example – Structured/Parsed Complex Name Representation**

404 Dr Jeremy Apatuta Johnson III Phd

```
405  <n:PartyName>
406      <n:PersonName>
407              <n:NameElement Abbreviation="true" ElementType="Title">Dr</n:NameElement>
408              <n:NameElement ElementType="FirstName">Jeremy</n:NameElement>
409              <n:NameElement ElementType="MiddleName">Apatuta</n:NameElement>
410              <n:NameElement ElementType="LastName">Johnson</n:NameElement>
411              <n:NameElement ElementType="GenerationIdentifier">III</n:NameElement>
412              <n:NameElement ElementType="Title">PhD</n:NameElement>
413      </n:PersonName>
414  </n:PartyName>
```

415

416 **Are CIQ Specifications defined with the aim of achieving interoperability of data?**

417 Absolutely. CIQ TC since its inception has been advocating the importance of data interoperability and
418 data quality. The CIQ TC is of the strong view that data quality plays a significant role in interoperability.
419 The quality of any information management/processing system is only as good as the quality of the data it
420 processes/stores/manages. No matter how efficient your exchange system is, if the quality of data that is
421 interoperated is poor, the business benefit arising out of the information processing system is expected to
422 be poor. Always remember, "Garbage In, Garbage Out".

423

424 We at OASIS CIQ TC strongly believe in the following "Data Interoperability Success Formula":

425 ***Data Interoperability = Open Data Architecture + Data Integration + Data Quality + Open Data***
426 ***Standards + Data Semantics + Data Governance***

427 All components on the right hand side of the above formula are important for successful data
428 interoperability. CIQ specifications have been designed with the above formula in mind.

429

430 **In addition to representing an address using xAL, what other key attributes can be represented**
431 **using xAL?**

432 You can represent the following using xAL also:

433 - History (Valid dates of an address, change of address history)

434 - Type of address

435 - How the address is used (e.g. for mailing purposes, for communication purposes, etc)

436 - Postal ID

437 - Address Usage

438 - Unique identifier

439 - Geospatial information

440 - Quality of address

441 - Language used to represent address

442 - Primary and secondary addresses in the same structure

443 - Multiple delivery points in the same address such as postal and street delivery points (common in many
444 applications)

445

446 **Do CIQ V3.0 Specifications support geo-coding?**

447 Yes, they do. xAL (the Address Schema) reference GeoRSS from Open Geospatial Consortium and also
448 provide a base set of elements for location coordinates.

449

450

I have already implemented version 2.0 of the CIQ Specifications. Do I need to move to version 3.0 of the specifications?

This really depends on your requirements. If there are no requirements for you to move to version 3.0, then stay with your current implementation. Version 3.0 is a much simplified and compact set of schemas to make the life of a developer easier. However, note that V3.0 is not backward compatible with V2.0 CIQ Specifications. The schema structures are different and the design approach is different. But representation of different types of data in V2.0 can also be represented in V3.0.

CIQ Specifications (Version 3.0) meets my requirements. But how do I start implementing the specifications?

See section 4.0 of "CIQTC-Technical Overview (version 3.0) " document.

I am concerned with some of the contents of the CIQ version 3.0 specifications (e.g. missing pieces, errors, etc)? What do I need to do?

OASIS CIQ Specifications are developed in a truly "Open" process environment. We are keen to receive any sort of feedback from public and we look into the feedbacks seriously. This helps us to improve the specifications. So, please, use "Send A Comment" feature on CIQ TC home page (http://www.oasis-open.org/committees/tc_home.php?wg_abbrev=ciq)

Do OASIS CIQ Specifications support data quality?

Yes, Version 3.0 of the CIQ specifications provides support for defining the quality of data (e.g. valid, invalid, valid at source, 90% confident, etc) and the date of validity of the quality.

CIQ specifications are not a quality enhancing process as commonly understood or akin to a certificate of test results against some objective specification.

By implementing CIQ Specifications, can I achieve interoperability of Party data between applications/business systems?

Yes you can, provided the exchange is managed properly. No data exchange for interoperability can be automated without some sort of information exchange agreement is in place at application design time. CIQ specifications are powerful in terms of providing the users the flexibility to customize it to meet their specific requirements. Flexibility is indirectly proportional to interoperability. The more flexible the specification is, less the chances are that interoperability will be achieved, because users will tend to implement the specifications in their own ways. This is where information exchange agreements are helpful in managing implementation of the specifications by more than one party involved in the data exchange. With an information exchange agreement in place, CIQ specifications will enable 100% interoperability of party related data between applications/systems

Are there any restrictions in using the OASIS CIQ Specifications?

No, there are no restrictions in using the OASIS CIQ Specifications (any version). These specifications are free for public to download and use them. There are no Intellectual Property Rights, Licenses, royalties, patents or any "strings" attached to the specifications that limit the use of the specifications.

CIQ Specifications are truly an "international open standard" developed in an "open process" environment. Users of the specifications are advised to read the OASIS Copyright notice.

OASIS CIQ Specifications are developed by the public for the public.

Can I contribute to developing OASIS CIQ Specifications?

Definitely. OASIS CIQ TC is constantly looking for participants. There is no restriction to who can and cannot contribute as OASIS process is truly open. OASIS CIQ Specifications are by the public for the public.

501

Who has used CIQ Specifications?

CIQ TC specifications have been widely adopted by different groups, organisations and end users around the world since its inception in 2000, and *some* of the key types of groups are as follows (for confidentially reasons, we are not in a position to publish the names of the groups):

- Governments, including e-Government
- Insurance Companies
- Banks
- Solution providers
- Telecommunication companies
- Product Vendors
- Retail companies
- Standard Bodies/Groups/Consortiums
- OASIS Technical committees (e.g. Election and Voter Services, HumanMarkUp, UBL, DITA)
- Address Map Providers
- Open Source Community for CRM
- Postal Companies
- Manufacturing companies
- Financial Service Providers (e.g. credit cards)
- Automotive industry
- Justice Sector
- Health
- Insurance
- Banking
- Retail

What are the applications that have implemented CIQ specifications?

Following are a selection of *some* of the key broad categories of applications that have implemented CIQ TC Specifications:

- Single Party View
- Address Maps (geo spatial information)
- Party recognition/identification
- Enterprise party data management
- Data Quality (e.g. parsing, matching, de-duping, verification, validation and enhancement)
- Party profiling
- Purchase orders, invoicing and shipping
- Party relationships management
- Party services
- Postal services
- Election services
- Justice, Legal and Corrective services

542   • Business Intelligence

543   • Party data interoperability frameworks

544   • Front end data capture

545   • Party data synchronization

546

547   **Where can I find more information about CIQ?**

548   The CIQ web site is the best choice (http://www.oasis-open.org/committees/ciq). Several materials exist
549   in this site about CIQ work.

550

551   **Who can I contact regarding CIQ Specifications?**

552   You can contact the Chair of the CIQ TC and the email address of the chair is on the CIQ TC web site.

553

A. Acknowledgements

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Participants:

John Glaubitz	Vertex, Inc	Member, CIQ TC
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George Farkas	XBI Software, Inc	Member, CIQ TC

OASIS CIQ Technical Committee (TC) also wishes to acknowledge contributions from former members of the TC since its inception in 2000. Also, the TC would like to express its sincere thanks to the public in general (this includes other standard groups, organizations and end users) for their feedback and comments that helped the TC to improve the CIQ specifications.

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Last but not least, the TC thanks all users of the CIQ TC specifications in real world and for their continuous feedback and support.

B. Intellectual Property Rights, Patents, Licenses and Royalties

CIQ TC Specifications (includes documents, schemas and examples[1 and 2]) are free of any Intellectual Property Rights, Patents, Licenses or Royalties. Public is free to download and implement the specifications free of charge.

[1]xAL-Australia.XML

Address examples come from AS/NZ 4819:2003 standard of Standards Australia and are subject to copyright

[2]xAL-International.xml

Address examples come from a variety of sources including Universal Postal Union (UPU) website and the UPU address examples are subject to copyright.

xLink-2003-12-31.xsd

This schema was provided by the xBRL group in December 2006.

594 # C. Revision History

Revision	Date	Editor	Changes Made
V3.0 PRD 01	13 April 2006	Ram Kumar and Max Voskob	Prepared 60 days public review draft from Committee Draft 01
V3.0 PRD 02	15 June 2007	Ram Kumar	Prepared second round of 60 days public review draft from Committee Draft 02 by including all public review comments from PRD 01. Also included is implementation of OASIS Code list specification

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597