

GLOSSARY OF TECHNICAL TERMS

This glossary of technical terms contains explanations of certain technical terms used in this document. As such, these terms and their meanings may not correspond to standard industry meanings or usage of these terms.

“AI”	artificial intelligence
“AI agent”	a system or program that utilizes AI to perform tasks and achieve goals autonomously on behalf of a user or another system
“AI model”	mathematical algorithms which can take unstructured data as input and transform them into informative outputs through its “intelligence,” namely, the capability of perceiving the world, transcribing and organizing information, enhancing or generating content, or making decisions
“algorithm”	a procedure or formula for solving a problem, based on conducting a sequence of specific actions, especially by a computer
“API”	a set of rules and tools that allows different software systems to communicate and interact with each other
“cloud”	a network of remote servers hosted on the internet and used to store, manage, process data, and offer algorithms in place of local servers or personal computers
“CMMI”	a globally recognized framework consolidating decades of best practices in software engineering and systems engineering, serving as the benchmark for assessing the capabilities of software enterprises. The CMMI model categorises software organizations into five maturity levels, with higher level indicating stronger software capabilities and organizational maturity
“CPU”	central processing unit, the primary component of a computer that processes instructions
“DaaS”	data-as-a-service, a data delivery model based on cloud computing technology. It provides data as a service to users and aims to use data as a business asset to improve the agility of business innovation
“Data Agent(s)”	high-value dynamic information units extracted from massive, multi-source and heterogeneous data based on three core ontologies, namely natural persons, legal entities and IoT sensors. Data Agents are capable of autonomous reasoning, contextual awareness and business interpretation, and serve as the core carriers to support more dynamic, explainable, traceable and closed-loop decision-making

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“Data Agent-driven decision intelligence solutions”	Being empowered by agent graph technology, Data Agents are systematically interconnected and linked through casual inference, enabling a more structured representation of complex business scenarios and providing a stronger foundation of interpretability for intelligent decision-making
“Data Agent Graph (數據智能體圖譜)”	identifies and extracts high-value, dynamic information from multi-source, heterogeneous raw data, and labels such data with reference to natural persons, legal entities and IoT sensors (such as smart devices), with the labelled data collectively referred to as “Data Agents”. The Data Agent Graph then maps relationships between these Data Agents with multi-dimensional elements such as resources, environments, events, geographical features and IoT data to uncover meaningful patterns, connections and potential risks or opportunities
“data silo”	a collection of data held by one group that is not easily or fully accessible by other groups
“decision intelligence solutions”	decision intelligence solutions integrate and process fragmented, heterogeneous and large-scale data resources into structured and united insights and functional outputs that support business operations, management optimisation and scenario-specific applications
“deep learning”	a machine learning technique that constructs artificial neural networks with multiple layers to extract features from the raw input
“federated learning”	a decentralized machine learning technique that allows multiple entities to collaboratively train a shared model without exchanging their raw data
“GPU”	graphics processing unit
“hallucination”	the phenomenon where a LLM generates plausible-sounding but factually incorrect or fabricated information
“IoT”	Internet of Things, refers to the collective network of connected devices and the technology that facilitates communication between devices and the cloud, as well as between the devices themselves
“ISO”	an acronym for a series of quality management and quality assurance standards published by International Organisation for Standardization, a non-government organization based in Geneva, Switzerland, for assessing the quality systems of business organisations

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“knowledge graphs”	represents a network of real-world entities, such as objects, events, situations or concepts, and illustrates the relationship between them. This information is usually stored in a graph database and visualized as a graph structure
“KPI”	key performance target
“large language model (LLM)”	a deep-learning AI model trained on vast amounts of text to understand, generate and interact in human language
“large model”	a deep-learning AI model trained on vast amounts of data and designed to perform a broad range of tasks
“MaaS”	model-as-a-service, a cloud-based offering that allows users to access and deploy models via APIs, enabling them to integrate AI capabilities into applications without managing model development, training, or infrastructure
“machine learning”	the scientific study of algorithms and statistical models that computer systems use to effectively perform specific tasks without being explicitly programmed to do so
“natural language processing”	a branch of artificial intelligence that helps computers understand, interpret and manipulate human language
“R&D”	research and development
“SaaS”	software as a service, a cloud-based software licensing and delivery model in which software and associated data are centrally hosted
“semi-structured data”	data that has some defining or consistent characteristics but does not conform to a rigid structure
“structured data”	data that uses a predefined and expected format
“unstructured data”	data with no predefined format or organization (such as in the form of documents, images and videos and often involving complex industry-specific knowledge), comprising the majority of enterprise data and requiring sophisticated data capabilities to govern and process