



Terminology Standard – Meridian Systems

The worked example: the template filled in, decided out loud, and in force

This is the toolkit's worked example: the `terminology-standard-template.md` filled and ratified for the fictional Meridian Systems — the same company, on the same timeline, as the toolkit's other worked artifacts. The 20-asset audit ran 2026-05-18 → 2026-06-12; this standard was ratified three days later. Note what the Tier-2 decisions look like: one term adopted, one deliberately kept, one split by audience. That is what governance looks like — decisions, not vibes. Effective date: 2026-06-15 · Review: quarterly (with the content-standards review) · Owner: J. Rivera, Knowledge Lead.

1. Purpose and scope

This standard governs the vocabulary of Meridian Systems' knowledge content and client-facing materials: the support knowledge base, delivery and onboarding documents, proposals, and the company's social channels. It exists because terms are retrieval keys — for customers searching and for the Zendesk answer bot assembling answers — and because language in front of clients carries the brand. It implements §4 (*Language and quality*) of the Content Standards Policy of 2026-04-30. Out of scope, deliberately: third-party quotations, legal boilerplate owned by counsel, and code identifiers in the endpoint agent's API (renames ride the v5 major release, tracked in the engineering deprecation plan).

2. Canonical terms

Canonical term	Definition (one line)	Maps from (synonyms)	Never confused with
endpoint agent	The installed Meridian software on a managed device	client, sensor, collector	connector (an integration)
workspace	One customer's isolated environment	tenant, instance, org	account (the billing entity)
policy profile	A named set of agent configuration rules	config, ruleset, template	terminology standard (this document)
validated article	Knowledge in the <code>validated</code> lifecycle state	published article, live KB doc	candidate (ungated content)
institutional knowledge	Knowledge held by people but not yet in the system of record	tribal knowledge, undocumented process	tacit knowledge (see decision note 3.1)
known error	A confirmed defect with a workaround, typed per the KE template	known issue, KEDB entry	incident (a live occurrence)

Canonical term	Definition (one line)	Maps from (synonyms)	Never confused with
primary/replica	The agent fleet's coordination roles	master/slave	leader election (the mechanism)
allowlist / denylist	Explicit permit and block lists in policy profiles	whitelist, blacklist	quarantine list (a holding state)

3. Deprecated terms

Deprecated term	Use instead	Tier	Decision note
tribal knowledge	institutional knowledge (general) · tacit knowledge (the skill sense)	1	3.1 — audit found 14 uses across 9 assets; both replacements adopted because the original was doing two jobs (2026-06-15, J. Rivera)
master/slave	primary/replica	1	API field names ride v5 (eng. deprecation plan); prose and diagrams switch now
whitelist / blacklist	allowlist / denylist	1	UI strings already shipped in 4.18; docs caught up in the audit sweep
Mexican standoff	standoff · deadlock	1	One social post found; deleted and restated
sanity check	validation check · smoke test	1	—
grandfathered	legacy status · exempt under prior terms	1	Pricing pages restated; contracts amended at renewal only (counsel)
man-hours	person-hours	1	SOW templates updated
open the kimono	full transparency	1	—
war room	incident room	2	Adopted — precision case won: the room handles incidents, name it so (2026-06-15, T. Okafor)
postmortem	kept	2	Kept — industry-standard in incident practice and precise for participants; revisit only if it goes customer-facing (2026-06-15, T. Okafor)
kill switch	split by audience	2	Split — stays in internal runbooks (precise); customer-facing copy says "emergency stop" (2026-06-15, J. Rivera)

4. Naming rules

- New names (features, policy profile defaults, metadata values) are checked against this standard before first public use; the request goes to the owner, answer within two business days.
- Precision rule and idiom rule per the template, adopted verbatim.

- Meridian-specific: product surfaces say **Meridian** on first reference, never "the platform"; the endpoint agent is never "the client" (collision with *client* = *customer* was the audit's most frequent retrieval defect: 31 ambiguous uses).

5. Enforcement

The deprecated-terms column is the gate's term scan (gate addendum, line G-L1) and the grep list in the docs CI job — hits block merge with a link here. The answer bot's grounding corpus is `validated` articles only, so vocabulary fixed at the gate propagates to machine answers with no extra step. Speech is coached, not policed.

6. Change process

Amendments ride the standing quarterly review with the content-standards policy; contested calls between reviews go to the owner and get logged. Decision-log entries DL-0119 (adoption), DL-0121 (v5 API rename scope), and DL-0124 (kill-switch split) record this standard's ratification decisions.

7. Ownership and review

- **Owner:** J. Rivera, Knowledge Lead — arbiter of contested calls
- **Review cadence:** quarterly, first review 2026-09-14 — the review reads the decision log and the re-audit delta, not opinions
- **This standard lives at:** the system of record, `governance/terminology-standard` (the KB renders it; this file is the source)

Ratified by: T. Okafor (Support Director) · J. Rivera (Knowledge Lead) · 2026-06-15 · Terminology Governance Pack, Module 8 · Contextkeeping Toolkit

Contextkeeping is a KCS-aligned operating model. KCS® is a service mark of the Consortium for Service Innovation; this material is not affiliated with or endorsed by the Consortium.