

## საქართველოს სტანდარტი

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## Document management — Minimum requirements for the storage of documents

*Gestion de documents — Exigences minimales pour le stockage des  
documents*



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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 171, *Document management applications*, Subcommittee SC 1, *Quality, preservation and integrity of information*.

This first edition cancels and replaces ISO/TS 19475-1, ISO/TS 19475-2, and ISO/TS 19475-3.

Any feedback or questions about this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

საინფორმაციო ნაწილი. სრული ტექსტის სანახავად შეიძინეთ სტანდარტი.

## Introduction

This document specifies the minimum requirements for the operation of a document management system necessary to maintain authenticity, integrity and readability of those managed documents.

Overall business operations are composed of the functions of receiving the document(s), performing the work processes according to its contents, reporting the results of the processes and delivering an outcome. A document management system serves the basic purpose of controlling the handling of the received document, establishing the work processes and delivering the result of those processes. Therefore, the reliability of the business processes and the process itself heavily depend on the reliability of the document used as well as the reliability of the document management system.

The following operations are specified in this document, which relate to maintaining the reliability of business activities:

- an operation that maintains the reliability of the received documents;
- an operation that maintains the integrity of the process activities; and
- an operation that ensures the authenticity of the delivered documents.

The reliability of the work processes is demonstrated by the effectiveness evaluation of the internal controls of the organizations. Management is responsible for creating evidence during the organization's business activities, ensuring and maintaining authenticity and integrity of the documents. Retained documents produced as evidence of work are audited and assessed for validity. The framework and the controls for preserving documents are described in ISO 15489.

ISO 14641 describes the methods for storing created or received electronic documents and provides the guidelines for maintaining their integrity.

An electronic document management system (EDMS) is an effective technology for handling storage to ensure the reliability of documents processed internally in an organization.

The above-mentioned mechanisms are a useful foundation for demonstrating the integrity of work processes.

However, in executing their business operations, organizations create or receive various types of documents and deliver them to other organizations. Sharing documents has the potential for a variety of risks.

There is the risk that the organization can receive a document without any right to use it. There is also the risk that the document contains false information, that the information was received through inappropriate communication channels or, that the information is inappropriate for business purposes. Any of these circumstances degrade the reliability of the work processes.

There are also risks involved when delivering a document to another organization. For example, it can be delivered to the wrong party or the information is not appropriate to be shared. Organizations need to take the necessary steps to mitigate these risks.

Organizations need to clarify their handling process procedures for receipt and delivery of documents. Document handling procedures need to include quality criteria for the documents to be processed.

By applying the controls described in this document, an organization can operate their document management system appropriately.