BS ISO 18829:2017

BSI Standards Publication

Document management — Assessing ECM/ EDRM implementations — Trustworthiness

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A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

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Foreword

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

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Introduction

This document provides a methodology for organizations seeking to assess whether their ECM environment complies with key concepts of trustworthiness and information reliability as identified in ISO/TR 15801 and ISO/TR 22957.

Many organizations are now required to ensure their business-related electronically stored information (ESI) is securely created, stored and eventually destroyed in order to establish the authenticity and accuracy of the ESI and the security and trustworthiness of the organization.

This document identifies activities and operations an organization needs to follow in order to

— ensure that any electronically stored information (ESI) is created and maintained in a reliable and trustworthy manner through the entire ESI lifecycle, and

— evaluate existing enterprise content management (ECM) systems or electronic document and records management (EDRM) systems for compliance with applicable ISO standards.

ISO 15489, ISO/TR 15801 and ISO/TR 22957 provide organizations with guidance for the design of their enterprise content management (ECM) systems; however, organizations may also be required to provide auditable proof that these systems provide a secure environment for ESI that meets any legal, technical and policy obligations of the organization and comply with applicable ISO standards.

Any trustworthy ECM/EDRM solution needs to be capable of being audited, with reproducible results. There also needs to be a method of independently verifying the claims of the software and hardware vendors that the information is safe and secure and being stored in a trustworthy fashion. Organizations will need to ensure that their supporting documentation reflects these requirements.

Although standardized ECM solutions are likely to be auditable and can be easily verified, non-standardized or proprietary storage solutions may not provide a full audit trail and claims for the security of the ECM/EDRM solution made by vendors are difficult to independently verify. Regardless of whether the storage technology is standardized or proprietary, the organization faces the same need to be able to verify that the ECM/EDRM solution complies with all applicable requirements.

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