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

**Part 1:
Capture**

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

Partie 1: Capture



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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).

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).

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.

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

A list of all parts in the ISO 19475 series can be found on the ISO website.

Any feedback or questions on 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.

Introduction

When electronic documents are managed in a typical office environment, it is necessary to determine the processes required for their management. This includes identifying the type of documents to be managed and their importance to the organization. The volumes of electronic documents that require management is growing, as electronic documents are being created by an ever-increasing variety of combinations of hardware and software. It is essential that documents are managed in such a way that supports the management of the organization and its core business activities.

The ISO 19475 series specifies the minimum requirements necessary to maintain the authenticity, integrity and readability of documents managed by an electronic document management system. Clarifying the management of electronic documents promotes usability of the documents, in both a legal and business context.

The series is composed of three parts.

This document specifies requirements for the capture of documents into document management systems.

ISO/TS 19475-2 specifies requirements for the storage of documents. It is aimed at maintaining the authenticity and integrity of the stored documents.

ISO/TS 19475-3 specifies requirements for the evaluation of stored documents and for implementing decisions to either destroy the documents or transfer them to another storage facility.

This document specifies the minimum requirements that are necessary when operating a document management system to preserve the authenticity, integrity and readability of an electronic document. Implementing these requirements helps to demonstrate the authenticity of the documents. The organization managing the documents is able to maintain the quality of its document management systems by specifying and implementing the prescribed methods of operation.

The purpose of this document is to specify the minimum requirements that an organization implements in order to capture electronic documents. This document focuses on those electronic documents that may be required for legal, regulatory or business evidential purposes.

Document management — Minimum requirements for the storage of documents —

Part 1: Capture

1 Scope

This document specifies requirements for maintaining the authenticity, integrity and readability of documents during capture processes.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

database

collection of machine-readable information organized so that it can be easily accessed, managed and updated

[SOURCE: ISO 5127:2017, 3.1.13.03]

3.2

metadata

data about other data, documents or records that describes their content, context, structure, data format, provenance, and/or rights attached to them

[SOURCE: ISO 5127:2017, 3.1.10.26.01]

3.3

storage system

information technology system with the capability of managing electronically stored documents

4 Capture

4.1 General

Capture is the process of creating or receiving information in the course of business activities and storing it as documents into a document management system.

The authenticity, integrity and readability of information that is to be captured needs to be assessed and verified. Capture processes may also need to convert information into an electronic format suitable