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

**Part 2:
Storage**

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

Partie 2: Stockage



This document is a preview generated by ERS



COPYRIGHT PROTECTED DOCUMENT

© ISO 2018

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

| | Page |
|---|-----------|
| Foreword | iv |
| Introduction | v |
| 1 Scope | 1 |
| 2 Normative references | 1 |
| 3 Terms and definitions | 1 |
| 4 Storage | 1 |
| 4.1 General..... | 1 |
| 4.2 Benefits and risks..... | 1 |
| 4.3 Policy..... | 2 |
| 5 Controls | 2 |
| 5.1 Requirements..... | 2 |
| 5.2 Storage..... | 2 |
| 5.3 Document receipt..... | 3 |
| 5.4 Document retrieval..... | 3 |
| 5.5 Document inspection and monitoring..... | 3 |
| 5.6 Migration and recovery..... | 3 |
| Bibliography | 4 |

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.

ISO/TS 19475-1 specifies requirements for the capture of documents into document management systems.

This document 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 2: Storage

1 Scope

This document specifies requirements for maintaining the authenticity, integrity and readability of documents during storage 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

storage system

information technology system with the capability of managing electronically stored documents

4 Storage

4.1 General

The storage process involves maintenance of electronically stored documents in a way that makes them available for use. The process involves confirmation that the stored documents are not damaged or used without authorization, such that their authenticity, integrity and readability are not compromised.

During storage, inspection of documents needs to be conducted to identify any unauthorized use and to confirm that the management of the storage systems is appropriate. Operational personnel may need to respond to issues identified during these inspections, in order to reduce the risk of compromise to the stored documents.

The storage processes need to include the ability to demonstrate that stored documents are authentic, and that integrity and readability are maintained during the whole life cycle.

4.2 Benefits and risks

The benefits of proper storage include:

- confidence in the storage systems;
- ability to demonstrate that authenticity, integrity and readability are maintained.