INFORMATSIOON JA DOKUMENTATSIOON
Dokumendihaldus
Osa 1: Üldnõuded

Information and documentation
Records management
Part 1: General

EESTI STANDARDIKESKUS
ESTONIAN CENTRE FOR STANDARDISATION

EESTI STANDARDI EESSÕNA	**NATIONAL FOREWORD**
Käesolev Eesti standard EVS-ISO 15489-1:2004 “Informatsioon ja dokumentatsioon. Dokumendihaldus. Osa 1: Üldnõuded” sisaldab rahvusvahelise standardi ISO 15489-1:2001 “Information and documentation - Records management - Part 1: General” identset ingliskeelset teksti.	This Estonian Standard EVS-ISO 15489-1:2004 consists of the identical English text of the International Standard ISO 15489-1:2001 “Information and documentation - Records management - Part 1: General”.
Standardi avaldamise korraldas Eesti Standardikeskus.	Estonian standard is published by the Estonian Centre for Standardisation.
Standard EVS-ISO 15489-1:2004 on kinnitatud Eesti Standardikeskuse 17.05.2004 käskkirjaga ja jõustub sellekohase teate avaldamisel EVS Teataja 2004. aasta juunikuu numbris.	This standard is ratified with the order of Estonian Centre for Standardisation dated 17.05.2004 and is endorsed with the notification published in the official bulletin of the Estonian national standardisation organisation.
Standard on kättesaadav Eesti Standardikeskusest.	The standard is available from Estonian Centre for Standardisation.

Käsitlusala

ISO 15489 käesolev osa on avalike ja eraõiguslike organisatsioonide loodud dokumentide haldamise juhis, mis arvestab nii organisatsioonisiseste kui ka -väliste kasutajate vajadusi.

ISO 15489 käesoleva osa nõuete järgimine tagab küllaldase dokumentide loomise, dokumendisüsteemi hõlmamise ning haldamise. Toiminguid, mis aitavad tagada ISO 15489 käesolevas osas kirjeldatud põhimõtete ja nõuete kohase dokumendihalduse, käsitletakse tehnilises aruandes ISO/TR 15489-2 (Juhised).

ISO 15489 käesolev osa:

- kehtib igas vormingus või andmekandjal olevate dokumentide haldamise kohta, mille oma tegevuse käigus on loonud või saanud mis tahes avalik või eraõiguslik organisatsioon, ning kõikidele üksikisikutele, kelle kohustuseks on dokumentide loomine ja alal hoidmine;

- sisaldab juhiseid organisatsiooni ülesannete kindlaksmääramiseks seoses vastutusega dokumentide, dokumendipoliitika, -protseduuride, -süsteemi ja

-protsesside eest;

- sisaldab dokumendihalduse juhiseid, mida järgitakse ISO 9001 ja ISO 14001 kohases kvaliteedikorralduses;

- sisaldab juhiseid dokumendisüsteemi väljatöötamiseks ja juurutamiseks, kuid

- ei sisalda arhivaalide haldamist arhiiviasutustes.

ISO 15489 käesolev osa on mõeldud kasutamiseks:

- organisatsioonide juhtidele;
- dokumendihalduritele ning info- ja infotehnoloogiatöötajatele;
- organisatsiooni teistele töötajatele;
- muudele isikutele, kelle ülesanne on dokumente luua ja neid alal hoida.

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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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 3.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this part of ISO 15489 may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 15489-1 was prepared by Technical Committee ISO/TC 46, *Information and documentation*, Subcommittee SC 11, *Archives/records management*.

ISO 15489 consists of the following parts, under the general title *Information and documentation — Records management*:

- *Part 1: General*
- *Part 2: Guidelines* [Technical Report]

Introduction

The standardization of records management policies and procedures ensures that appropriate attention and protection is given to all records, and that the evidence and information they contain can be retrieved more efficiently and effectively, using standard practices and procedures.

This part of ISO 15489 was developed in response to consensus among participating ISO member countries to standardize international best practice in records management using the Australian Standards AS 4390, *Records management* as its starting point.

This International Standard is accompanied by a Technical Report (ISO/TR 15489-2) that is recommended for use with it. ISO/TR 15489-2 provides further explanation and implementation options for achieving the outcomes of this International Standard. It also includes a bibliography.

Information and documentation — Records management —

Part 1:
General

1 Scope

This part of ISO 15489 provides guidance on managing records[1] of originating organizations, public or private, for internal and external clients.

All the elements outlined in this part of ISO 15489 are recommended to ensure that adequate records are created, captured and managed. Procedures that help to ensure the management of records according to the principles and elements outlined in this part of ISO 15489 are provided in ISO/TR 15489-2 (Guidelines).

This part of ISO 15489

- applies to the management of records, in all formats or media, created or received by any public or private organization in the conduct of its activities, or any individual with a duty to create and maintain records,
- provides guidance on determining the responsibilities of organizations for records and records policies, procedures, systems and processes,
- provides guidance on records management in support of a quality process framework to comply with ISO 9001 and ISO 14001,
- provides guidance on the design and implementation of a records system, but
- does not include the management of archival records within archival institutions.

This part of ISO 15489 is intended for use by

- managers of organizations,
- records, information and technology management professionals,
- all other personnel in organizations, and
- other individuals with a duty to create and maintain records.

2 Normative references

The following normative documents contain provisions which, through reference in this text, constitute provisions of this part of ISO 15489. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. However, parties to agreements based on this part of ISO 15489 are encouraged to investigate the

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1) In some countries, the management of records also applies to archives management. Archives management is not covered in this part of ISO 15489.

possibility of applying the most recent editions of the normative documents indicated below. For undated references, the latest edition of the normative document referred to applies. Members of ISO and IEC maintain registers of currently valid International Standards.

ISO 5127:—[2], *Information and documentation — Vocabulary*

ISO 9001, *Quality management systems — Requirements*

ISO 14001, *Environmental management systems — Specification with guidance for use*

3 Terms and definitions

For the purposes of this part of ISO 15489, the following terms and definitions apply. For terms not included here, see ISO 5127.

3.1
access
right, opportunity, means of finding, using, or retrieving information

3.2
accountability
principle that individuals, organizations, and the community are responsible for their actions and may be required to explain them to others

3.3
action tracking
process in which time limits for actions are monitored and imposed upon those conducting the business

3.4
archival authority
archival agency
archival institution
archival programme
agency or programme responsible for selecting, acquiring and preserving archives, making them available, and approving destruction of other records

3.5
classification
systematic identification and arrangement of business activities and/or records into categories according to logically structured conventions, methods, and procedural rules represented in a classification system

3.6
classification system

SEE **classification** (3.5)

3.7
conversion
process of changing records from one medium to another or from one format to another

SEE **migration** (3.13)

3.8
destruction
process of eliminating or deleting records, beyond any possible reconstruction

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[2] To be published. (Revision of all previous parts of ISO 5127)