

**INFORMATSIOON JA DOKUMENTATSIOON**  
**Dokumendihalduse juhtimissüsteemid**  
**Rakendamise juhised**

**Information and documentation**  
**Management systems for records**  
**Guidelines for implementation**

**EESTI STANDARDI EESSÕNA****NATIONAL FOREWORD**

See Eesti standard EVS-ISO 30302:2016 „Informatsioon ja dokumentatsioon. Dokumendihalduse juhtimissüsteemid. Rakendamise juhised“ sisaldab rahvusvahelise standardi ISO 30302:2015 „Information and documentation – Management systems for records – Guidelines for implementation“ identset ingliskeelset teksti.

Ettepaneku rahvusvahelise standardi ümbertrüki meetodil ülevõtuks on esitanud EVS/TK 22 „Informatsioon ja dokumentatsioon“, standardi avaldamist on korraldanud Eesti Standardikeskus.

Standard EVS-ISO 30302:2016 on jõustunud sellekohase teate avaldamisega EVS Teataja 2016. aasta augustikuu numbris.

Standard on kättesaadav Eesti Standardikeskusest.

This Estonian Standard EVS-ISO 30302:2016 consists of the identical English text of the International Standard ISO 30302:2015 „Information and documentation – Management systems for records – Guidelines for implementation“.

Proposal to adopt the International Standard by reprint method has been presented by EVS/TK 22 „Information and documentation“, the Estonian standard has been published by the Estonian Centre for Standardisation.

Standard EVS-ISO 30302:2016 has been endorsed with a notification published in the August 2016 issue of the official bulletin of the Estonian Centre for Standardisation.

The standard is available from the Estonian Centre for Standardisation.

**Käsitlusala**

See rahvusvaheline standard annab juhised DHJS-i rakendamiseks vastavuses standardiga ISO 30301. See rahvusvaheline standard on mõeldud kasutamiseks koos standarditega ISO 30300 ja ISO 30301. See rahvusvaheline standard ei muuda ja/või ei vähenda standardis ISO 30301 sätestatud nõudeid. See kirjeldab tegevusi DHJS-i kavandamiseks ja juurutamiseks.

DHJS-i juurutamiseks võib seda rahvusvahelist standardit kasutada mistahes organisatsioon. See on rakendatav igat tüüpi (nt kommertsettevõtted, valitsusasutused, mittetulundusühingud) ja mistahes suurusega organisatsioon.

This document is a preview generated by EVS

Tagasisidet standardi sisu kohta on võimalik edastada, kasutades EVS-i veebilehel asuvat tagasiside vormi või saates e-kirja meiliaadressile [standardiosakond@evs.ee](mailto:standardiosakond@evs.ee).

ICS 01.140.20

**Standardite reprodutseerimise ja levitamise õigus kuulub Eesti Standardikeskusele**

Andmete paljundamine, taastekitamine, kopeerimine, salvestamine elektroonsesse süsteemi või edastamine ükskõik millises vormis või millisel teel ilma Eesti Standardikeskuse kirjaliku loata on keelatud.

Kui Teil on küsimusi standardite autorikaitse kohta, võtke palun ühendust Eesti Standardikeskusega:

Aru 10, 10317 Tallinn, Eesti; koduleht [www.evs.ee](http://www.evs.ee); telefon 605 5050; e-post [info@evs.ee](mailto:info@evs.ee)

**The right to reproduce and distribute standards belongs to the Estonian Centre for Standardisation**

No part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying, without a written permission from the Estonian Centre for Standardisation.

If you have any questions about copyright, please contact Estonian Centre for Standardisation:

Aru 10, 10317 Tallinn, Estonia; homepage [www.evs.ee](http://www.evs.ee); phone +372 605 5050; e-mail [info@evs.ee](mailto:info@evs.ee)

# Contents

Page

<b>Foreword</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
<b>2 Normative references</b> .....	<b>1</b>
<b>3 Terms and definitions</b> .....	<b>1</b>
<b>4 Context of the organization</b> .....	<b>1</b>
4.1 Understanding of the organization and its context.....	1
4.2 Business, legal and other requirements.....	2
4.3 Defining the scope of the MSR.....	3
<b>5 Leadership</b> .....	<b>4</b>
5.1 Management commitment.....	4
5.2 Policy.....	4
5.3 Organizational roles, responsibilities and authorities.....	5
5.3.1 General.....	5
5.3.2 Management responsibilities.....	6
5.3.3 Operational responsibilities.....	7
<b>6 Planning</b> .....	<b>7</b>
6.1 Actions to address risks and opportunities.....	7
6.2 Records objectives and plans to achieve them.....	9
<b>7 Support</b> .....	<b>10</b>
7.1 Resources.....	10
7.2 Competence.....	11
7.3 Awareness and training.....	12
7.4 Communication.....	13
7.5 Documentation.....	14
7.5.1 General.....	14
7.5.2 Control of documentation.....	15
<b>8 Operation</b> .....	<b>16</b>
8.1 Operational planning and control.....	16
8.2 Design of records processes.....	16
8.3 Implementation of records systems.....	19
<b>9 Performance evaluation</b> .....	<b>21</b>
9.1 Monitoring, measurement, analysis and evaluation.....	21
9.1.1 Determining what and how to monitor, measure, analyse and evaluate.....	21
9.1.2 Evaluation of the performance of records processes, systems and the effectiveness of the MSR.....	22
9.1.3 Assessing effectiveness.....	22
9.2 Internal system audit.....	23
9.3 Management review.....	24
<b>10 Improvement</b> .....	<b>25</b>
10.1 Nonconformity control and corrective actions.....	25
10.2 Continual improvement.....	26
<b>Annex A (informative) Examples of sources of information and requirements supporting the analysis of organizational context</b> .....	<b>27</b>
<b>Bibliography</b> .....	<b>30</b>

## 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 on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: [Foreword - Supplementary information](#)

The committee responsible for this document is ISO/TC 46, *Information and documentation*, Subcommittee SC 11, *Archives/records management*.

## Introduction

ISO 30302 is part of a series of International Standards, under the general title *Information and documentation — Management systems for records*:

- ISO 30300, *Information and documentation — Management systems for records — Fundamentals and vocabulary*
- ISO 30301, *Information and documentation — Management systems for records — Requirements*
- ISO 30302, *Information and documentation — Management systems for records — Guidelines for implementation*

ISO 30300 specifies the terminology for the Management systems for records (MSR) series of standards and the objectives and benefits of a MSR; ISO 30301 specifies the requirements for a MSR where an organization needs to demonstrate its ability to create and control records from its business activities for as long as they are required; ISO 30302 provides guidance for the implementation of a MSR.

The purpose of this International Standard is to provide practical guidance on how to implement a management system for records (MSR) within an organization in accordance with ISO 30301. This International Standard covers what is needed to establish and maintain a MSR.

The implementation of a MSR is generally executed as a project. A MSR can be implemented in organizations with existing records systems or programmes to review and improve the management of those systems or programmes or in organizations planning to implement a systematic and verifiable approach to records creation and control for the first time. Guidance described in this International Standard can be used in both situations.

It is assumed that organizations that decide to implement a MSR have made a preliminary assessment of their existing records and records systems and have identified risks to be addressed and opportunities for major improvements. For example, the decision to implement a MSR can be taken as a risk-reduction measure for undertaking a major information technology platform change or outsourcing business processes identified as high risk. Alternatively, the MSR can provide a standardized management framework for major improvements such as integrating records processes with specific business processes or improving control and management of records of online transactions or business use of social media.

The use of this guidance is necessarily flexible. It depends on the size, nature and complexity of the organization and the level of maturity of the MSR if one is already in place. Each organization's context and complexity is unique and its specific contextual requirements will drive the MSR implementation. Smaller organizations will find that the activities described in this International Standard can be simplified. Large or complex organizations might find that a layered management system is needed to implement and manage the activities in this International Standard effectively.

Guidance in this International Standard follows the same structure as ISO 30301, describing the activities to be undertaken to meet the requirements of ISO 30301 and how to document those activities.

[Clause 4](#) deals with how to perform the analysis needed to implement a MSR. From this analysis, the scope of the MSR is defined and the relationship between implementing a MSR and other management systems is identified.

[Clause 5](#) explains how to gain the commitment of top management. The commitment is expressed in a records policy, the assignment of responsibilities, planning the implementation of the MSR and adopting records objectives.

[Clause 6](#) deals with planning, which is informed by high-level risk analysis, the contextual analysis (see [Clause 4](#)), and the resources available (see [Clause 7](#)). [Clause 7](#) outlines the support needed for the MSR, such as resources, competence, training and communication, and documentation.

[Clause 8](#) deals with defining or reviewing and planning the records processes to be implemented. It draws on the contextual requirements and scope (see [Clause 4](#)) and is based on the records policy (see [5.2](#)), the risk analysis (see [6.1](#)) and resources needed (see [7.1](#)) to meet the records objectives (see [6.2](#)) in the planned implementation. [Clause 8](#) explains what records processes and systems need to be implemented for a MSR.

[Clauses 9](#) and [10](#) deal with performance evaluation and improvement against planning, objectives and requirements defined in ISO 30301.

For each of ISO 30301:2011, Clauses 4 to 10, this International Standard provides the following:

- a) the activities necessary to meet the requirements of ISO 30301 – activities can be done sequentially, while some will need to be done simultaneously using the same contextual analysis;
- b) inputs to the activities – these are the starting points and can be outputs from previous activities;
- c) outputs of the activities – these are the results or deliverables on completion of the activities.

This International Standard is intended to be used by those responsible for leading the implementation and maintenance of the MSR. It can also help top management in making decisions on the establishment, scope and implementation of management systems in their organization. It is to be used by people responsible for leading the implementation and maintenance of the MSR. The concepts of how to design the operational records processes are based on the principles established by ISO 15489-1. Other International Standards and Technical Reports developed by ISO/TC 46/SC 11 are the principal tools for designing, implementing, monitoring and improving records processes, controls and systems, and can be used in conjunction with this International Standard for implementing the detailed operational elements of the MSR.

Organizations that have already implemented ISO 15489-1 can use this International Standard to develop an organizational infrastructure for managing records under the systematic and verifiable approach of the MSR.

# Information and documentation — Management systems for records — Guidelines for implementation

## 1 Scope

This International Standard gives guidance for the implementation of a MSR in accordance with ISO 30301. This International Standard is intended to be used in conjunction with ISO 30300 and ISO 30301. This International Standard does not modify and/or reduce the requirements specified in ISO 30301. It describes the activities to be undertaken when designing and implementing a MSR.

This International Standard is intended to be used by any organization implementing a MSR. It is applicable to all types of organization (e.g. commercial enterprises, government agencies, non-profit organizations) of all sizes.

## 2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 30300, *Information and documentation — Management systems for records — Fundamentals and vocabulary*

ISO 30301:2011, *Information and documentation — Management systems for records — Requirements*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 30300 apply.

## 4 Context of the organization

### 4.1 Understanding of the organization and its context

The context of the organization should determine and drive the implementation and improvement of a MSR. The requirements of this Clause are intended to ensure the organization has considered its context and needs as part of the implementation of a MSR. These requirements are met by analysing the organization's context. This analysis should be performed as the first step of the implementation to

- a) identify internal and external factors (see [4.1](#)),
- b) identify business, legal and other requirements (see [4.2](#)), and
- c) define the scope of the MSR (see [4.3](#)) and identify risks (see [Clause 6](#)).

NOTE 1 When the scope of the MSR is stated by top management at the starting point, before identifying factors and the need for records, the extent of the contextual analysis is defined by the scope as stated.

NOTE 2 This MSS approach for context analysis and identification of requirements is compatible with the analysis process (appraisal) proposed by ISO 15489-1 which also includes elements of planning (see [Clause 6](#)) and identification of needs of records (see [Clause 8](#)).

Contextual information needs to be from a reliable source, accurate, up to date and complete. Regular review of the sources of this information ensures the accuracy and reliability of the contextual analysis.