
Document management — Business process baselining and analysis

*Gestion de document — Établissement des références du procédé
d'affaire et analyse*



PDF disclaimer

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.

This document is a preview generated by EVS



COPYRIGHT PROTECTED DOCUMENT

© ISO 2010

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

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 2.

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 document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 10244 was prepared by Technical Committee ISO/TC 171, *Document management applications*, Subcommittee SC 2, *Application issues*.

Introduction

Organizations with the desire to review existing processes and identify which technologies would benefit the organization constantly face the challenge of trying to determine how much information needs to be gathered. Many organizations prepare work or business process-related baseline documentation not containing sufficient detail, forcing the selected solution provider to develop this level of documentation after the technology has been selected. Not having a clear and detailed understanding of where technology-based change and non-technology-based change are appropriate can greatly reduce and at times prevent successful implementation of the selected technologies.

The goal of this International Standard is to provide sufficient information enabling organizations to understand what work-business process related information should be gathered along with the level of detail required to properly identify the required/desired technology enabling the organization to address business goals, objectives, and requirements identified during the baselining and analysis efforts.

Terms and acronyms associated with various aspects of electronic document management systems (EDMS) technologies commonly change over time, especially as technology developers and vendors update product lines and solutions to address customer requirements. In most cases, new terms and acronyms reflect updates and changes to how these technologies are utilized, incorporating additional levels of functionality, and they are very rarely a result of an entirely new core technology. This is important to note, as the core EDMS technologies are constantly maturing and solution providers are not only identifying new approaches to addressing organizational issues and requirements, but also expanding the use of these technologies into areas previously unconsidered.

There is a difference between enterprise content management (ECM), electronic content management (ECM), and EDMS. For the purposes of the discussion within this International Standard, the use of the abbreviated terms EDMS and ECM are identical from the perspective that both require the use of core technologies along with policies, procedures and methodologies to successfully design, implement and manage electronically stored information.

Enterprise content management is defined in ISO 12651 as a set of tools and methods that allow an organization to obtain, organize, store and deliver information crucial to its operation. It can be broken down into five major components:

- a) capture,
- b) manage,
- c) store,
- d) preserve, and
- e) deliver content.

Electronic content management is considered to be synonymous with EDMS in that it focuses on the technology aspects of the overall environment.

This International Standard provides both user and technical levels of information and guidance detailing specific activities and tasks identified throughout the EDMS industry as being the industry standard associated with documenting all aspects of the business process and analysing those business processes to determine where technology-based change is appropriate and where EDMS-technology-based change would benefit the organization. The type of business does not matter when doing a baseline as the baseline is documenting the individual business processes regardless of the business.

Document management — Business process baselining and analysis

1 Scope

This International Standard specifies the detailed information associated with the activities organizations perform when documenting existing work or business processes (business process baselining), defining the level of information required to be gathered, methods of documenting the processes, and the procedures used when evaluating or analysing the work or business processes.

This International Standard provides tools for organizations to identify relevant aspects of processes and to document them in a standardized format, thus permitting them to facilitate detailed analysis and identification of relevant technology(ies) so as to improve the processes or procedures.

2 Normative references

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

ISO 12651, *Electronic imaging — Vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 12651 and the following apply.

3.1

process baselining

process of documenting the information flow through discreet activities performed by an organization

3.2

detailed baseline

description of all aspects of a process incorporating inputs, processing and outputs for an existing process or activity

4 Business process baseline schematic overview

4.1 Preparing to gather information

4.1.1 The first step in gathering information for a process baseline is to identify the organizational goals and objectives associated with their plans and expectations. These goals and objectives will help structure what aspects of the organization should be evaluated, as well as providing a level of structure and focus for the users involved in the entire process.