ISO/TR 22428-1:2020 (E)

Managing records in cloud computing environments — Part 1: Issues and concerns

Contents

Foreword

Introduction

1 Scope

2 Normative references

3 Terms and definitions

4 Stakeholder model

- 4.1 General
- 4.2 Cloud records management service customer
- 4.2.1 General
- 4.2.2 Cloud records producer
- 4.2.3 Cloud records manager
- 4.2.4 Cloud records user
- 4.3 Cloud records management service provider
- 4.3.1 General
- 4.3.2 Records management SaaS provider
- 4.3.3 PaaS provider
- 4.3.4 IaaS provider
- 4.4 Cloud records management service partner
- 4.4.1 Cloud records management agent
- 4.4.2 Cloud records management auditor

5 Cloud records management environments

- 5.1 General
- 5.2 Records management processes in the cloud environment
- 5.3 Metadata in cloud records management services
- 5.4 Cloud reference architecture for managing authoritative records

6 Use cases in cloud records management

- 6.1 General
- 6.2 SaaS shared by customers
- 6.3 SaaS developed by customers
- 6.4 Records management based on IaaS
- 6.5 Multiple IaaS used by customers
- 6.6 Records management agent

7 Risks in cloud records system

- 7.1 General
- 7.2 Cloud service risks
- 7.3 Cloud system risks
- 7.4 Cloud stakeholder risks

8 Social and legal issues of cloud services

- 8.1 General
- 8.2 Legal issues
- 8.2.1 General
- 8.2.2 Cross-border data jurisdictional issues
- 8.2.3 Inability to enforce contractual terms
- 8.2.4 Non-negotiable licensing terms

8.2.5 Data ownership issues
8.2.6 Conflict between the terms and conditions
8.3 Social issues
8.3.1 General
8.3.2 Limitations of technical security
8.3.3 Social impact of personal information leakage accidents
8.3.4 Unavailability of personal records
8.3.5 Risk of long-term preservation of records in the cloud service

Page count: 24