

ISO 18829:2017-06 (E)

Document management - Assessing ECM/EDRM implementations - Trustworthiness

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Trustworthy ECM system assessment	2
4.1	General	2
4.1.1	Assessment output	2
4.1.2	Process review	3
4.1.3	Fulfilling legal, government and regulatory requirements	4
4.2	Assessment activities	4
4.2.1	Review of existing business practice and other organizational documentation	4
4.2.2	Evaluating information ingested into the system	4
4.2.3	Readability	5
4.3	Evaluating information retention, preservation and destruction	6
4.3.1	Application interoperability	6
4.3.2	Data migration between electronic storage media	6
4.3.3	Data format conversion	6
4.3.4	Media monitoring program	6
4.3.5	Data expunging/deletion	6
4.4	System security	6
4.4.1	Security-related information to be collected/reviewed	6
4.4.2	Securing the information to prevent unauthorized modification or deletion of ESI	7
4.5	Evaluating information access	7
4.5.1	General	7
4.5.2	Managing authorized modification	8
4.6	Evaluating history and audit trail information	8
4.6.1	General	8
4.6.2	Retrieval of previous document version required to be maintained	8
4.6.3	Management of notes and annotations as part of a business record	9
4.6.4	Management of ESI containing macros and/or external links	9
4.7	Evaluating technical and data storage environments	10
4.7.1	Information security models	10
4.7.2	Storage technologies assessment	10
4.7.3	Technology standards being followed by organization	10
4.7.4	Primary and secondary storage	10
Bibliography		12