

# ISO/TS 16175-2:2020 (E)

## Information and documentation — Processes and functional requirements for software for managing records — Part 2: Guidance for selecting, designing, implementing and maintaining software for managing records

---

### Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions
4	Assessing the organizational framework and context
4.1	General
4.2	Organizational records maturity
4.3	Records controls
4.4	Technical environment
4.4.1	General
4.4.2	Paper environment
4.4.3	Digital environment
4.4.3.1	General
4.4.3.2	Cloud computing environment
4.4.3.3	Web-based collaborative software
4.4.4	Hybrid environment
4.5	Project scoping and resources
5	Determining a project methodology
5.1	General
5.2	Defining stakeholders
6	Determining and managing functional requirements
6.1	Developing functional requirements
6.2	Considerations for defining functional requirements
6.3	Managing functional requirements
7	Determining configuration
7.1	General
7.2	Importance of documentation of configuration decisions
7.3	Configuration decisions — Areas of configuration
7.3.1	General
7.3.2	Records aggregation
7.3.3	Agents (Users)
7.3.4	Business process
7.3.5	Metadata schema for records
7.3.6	Business classification schemes
7.3.7	Access and permission rules
7.3.8	Disposition authorities
7.3.9	User interface
7.3.10	Supported automation
7.3.11	Supported automation tools
7.3.12	Automated capture of records process metadata
7.3.13	Integration needed to other existing business software
7.3.14	Applicable records-specific rules

- 8**            **Determining requirements to migrate and convert records**
- 9**            **Communication, training and change management**
  - 9.1**        **General**
  - 9.2**        **Communications**
  - 9.3**        **Training program requirements**
  - 9.4**        **Change management readiness**
  - 9.5**        **Evaluation and review**
- 10**         **Post-implementation review, monitoring and assessment**
  - 10.1**      **Post-implementation review**
  - 10.2**      **Monitoring**
  - 10.3**      **Assessment**
- Annex A**   **(informative) Considerations for a methodology for implementing software for managing records**

**Page count: 22**