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Electronic document management — Design and operation of an information system for the preservation of electronic documents — Specifications

Archivage électronique — La conception et à l'exploitation d'un système informatique pour la conservation intègre de documents électroniques — Spécifications

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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).

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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 voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 171, *Document management applications*, Subcommittee SC 1, *Quality, preservation and integrity of information*.

This first edition cancels and replaces ISO 14641-1:2012, which has been technically revised.

Introduction

Electronic documents are an essential part of everyday business, whether the sources are incoming communications or output from organizations. It is important that electronic documents be stored appropriately, either fully or in part, in secure information systems designed for operations and archiving, in order to meet business, legal or regulatory requirements.

The objectives of secure information systems are to resolve organizational issues such as:

a) optimization of long-term electronic document preservation, archiving and integrity;

b) provision of information search facilities;

c) ensuring ease of access and use of electronic documents.

This document is intended to provide a reference framework for organizations. It describes the methods and techniques to be used for the implementation of an electronic information system for managing documents within an archive. In conjunction with related archival policies of organizations, it describes criteria for system design and specifications for operational processes.

These specifications are intended to ensure that all documents to be managed by the information system are captured, stored, retrieved and accessed in a way that guarantees that the archived document is an authentic rendition of the original document for the duration of preservation. An authentic rendition means that the rendered document corresponds to the source document as it was at the time of input in the information system in respect of criteria of fidelity and integrity, and that this state is maintained for the duration of preservation.

This document takes into account the use of three possible archiving media: physical WORM, logical WORM and rewritable media. Archival integrity is ensured on physical and logical WORM media by the inherent properties of WORM solutions. On rewritable media, integrity is ensured using encryption-like techniques, in particular with checksum calculation or hash function, date and time stamp or digital signature. In all cases, it is necessary to comply with related procedures.

Depending on the types of documents to be archived, other specialized standards can be relevant and used to complement the recommendations in this document.

This document provides a specific and complementary definition of issues addressed in other standards or specifications concerning the management of electronic information. Its content is intended to address execution issues raised in several other documents. These include ISO/TR 15801, ISO 15489-1 and MoReq2[15], which detail specifications for organizing and controlling the lifecycle of archived information for purposes of evidence and operational history, and ISO 14721, which describes the characteristics of an open system for the preservation of digital data.

Annexes A, B and C are complementary.

Electronic document management — Design and operation of an information system for the preservation of electronic documents — Specifications

1 Scope

This document specifies a set of technical specifications and organizational policies to be implemented for the capture, storage and access of electronic documents. This ensures legibility, integrity and traceability of the documents for the duration of their preservation.

This document is applicable to electronic documents resulting from:

— the scanning of original paper or microform documents;

— the conversion of analogue audio or video content;

— the "native" creation by an information system application;

— other sources that create digital content such as two- or three- dimensional maps, drawings or designs, digital audio/video and digital medical images.

This document is not applicable to information systems in which users have the ability to substitute or alter documents after capture.

This document is intended for the following users.

a) Organizations implementing information systems in which:

   1) electronic documents created from scan captures are kept in an environment that ensures fidelity with regard to the original and long-term preservation;

   2) digitally born documents are kept in an environment that ensures the content integrity of the information and document legibility;

   3) traceability is ensured for all operations relating to the electronic documents.

b) Organizations providing information technology services and software publishers seeking to develop information systems that ensure the fidelity and integrity of electronic documents.

c) Organizations providing third-party document archiving services.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements 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 2859 (all parts), *Sampling procedures for inspection by attributes*

ISO 8601, *Data elements and interchange formats — Information interchange — Representation of dates and times*

ISO/TR 12033, *Document management — Electronic imaging — Guidance for the selection of document image compression methods*

ISO 12653-1, *Electronic imaging — Test target for the black-and-white scanning of office documents — Part 1: Characteristics*

ISO 12653-2, *Electronic imaging — Test target for the black-and-white scanning of office documents — Part 2: Method of use*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 12653-1, ISO 12653-2 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— IEC Electropedia: available at http://www.electropedia.org/

— ISO Online browsing platform: available at https://www.iso.org/obp

3.1
access
processes of retrieving and displaying (playing) electronic documents for operational, evidential or historical purposes

3.2
archive
set of documents produced or received, whatever their date, format or storage media, by any individual, organization, public or private service, in the course of their activity

3.3
archival policy
legal, functional, operational, technical and security requirements of an internal or external information system

Note 1 to entry: Annexes A and B give principles of an archival policy and of a declaration of archival practices.

3.4
archive lifecycle log
log which records *audit trail* (3.9) data related to the document lifecycle archiving process

3.5
archive restitution
return and transfer of archived documents to their originator, or to a duly appointed person or organization

3.6
archival system profile
set of properties that applies to a class of *archives* (3.2) that share common characteristics in terms of confidentiality, retention and disposal schedules, and *access* (3.1) rights (e.g. create, read, modify, delete)

3.7
ACU
attestation creation unit
hardware and/or software devices for the delivery of *electronic attestations* (3.23)

Note 1 to entry: Attestations include a unit identifier and the related archival service identifier.

3.8
audiovisual

communication techniques combining sound and image

3.9
audit trail
aggregate of the information necessary to provide a historical record of all significant events associated with stored information and the information system

3.10
data
digital form of information which can be accessed, read and/or processed

3.11
date and time stamp
sequence of characters denoting the date and/or time at which a certain event occurred

3.12
deposit
set of documents sharing the same *archival system profile* (3.6)

3.13
digital archival
set of actions aiming to identify, capture, classify, preserve, retrieve, display and provide *access* (3.1) to documents for informational or historical purposes, or for the duration required to meet legal obligations

3.14
digital document
digital representation of content that is stored and managed electronically

Note 1 to entry: Association of content, logical structure and display attributes, retrievable by a device capable of rendering a human-readable (or machine-readable) object. A document can be digitally born (creation) at source or converted from an analogue document.

3.15
digital fingerprint
bit sequence generated from a *digital document* (3.14) using an algorithm that uniquely identifies the original document

Note 1 to entry: Any digital document modification will produce a different fingerprint.

3.16
digital seal
method for ensuring the *integrity* (3.27) of a document including *hash functions* (3.26), *digital signatures* (3.17) and, optionally, a *date and time stamp* (3.11)

3.17
digital signature
data which, when appended to a *digital document* (3.14), enable the user of the document to authenticate its origin and *integrity* (3.27)

3.18
digitization
conversion of an analogue document (paper, microform, film, analogue audio or *audiovisual* (3.8) tapes) to digital format for the purpose of preservation or processing

3.19
digitized document

result of *digitization* (3.18) of information initially stored on physical media (paper, microform, and film, analogue audio or *audiovisual* (3.8) tapes)

3.20
document fidelity
property of an archived document which renders all the information contained in the original source document

Note 1 to entry: This notion is applicable to any change of form, including *digitization* (3.18) or *format conversion* (3.25).

3.21
durability
attribute of a document which remains readable during its entire lifecycle

3.22
electronic information system
system designed to receive, preserve, *access* (3.1) and transfer *archives* (3.2) in an electronic form

3.23
electronic attestation
information produced to provide evidence that an action or an electronic transaction has occurred

3.24
events log
log which records *audit trail* (3.9) *data* (3.10) related to the system operations

3.25
format conversion
operation converting a *digital document* (3.14) to a different electronic format

Note 1 to entry: This operation preserves the fidelity of the document.

3.26
hash function
mathematical algorithm used for turning some kinds of *data* (3.10) into a relatively small integer

3.27
integrity
attribute of a document whose content is complete and unaltered

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3.28
legibility
attribute of an archived document which allows *access* (3.1) to all the information it contains

Note 1 to entry: This could be facilitated by certain *metadata* (3.31) associated with the document.

3.29
lossy compression
compression algorithm which loses some of the original information during compression

Note 1 to entry: The resulting decompressed object is only an approximation of the original.

3.30
media migration
act of transferring a document from one medium to another, particularly with regard to managing media obsolescence

3.31
metadata

data (3.10) describing the context, content and structure of a document and their management over time

3.32
replication
process which consists of copying information between redundant resources, notably software or hardware components, to improve reliability, fault-tolerance or accessibility

3.33
time source
internal or external component of an information system providing a reliable and objective time reference suited to requirements

3.34
time-stamp token
data (3.10) object that binds a representation of data to a particular time (expressed in UTC), thereby providing evidence that the data existed at that time

3.35
transferability
ability to recover an authentic *digital archive* (3.13) (information, *data* (3.10), objects and all related *metadata* (3.31) from one information system) in order to transfer it to another information system by means of a procedure specified in advance

Note 1 to entry: This issue is of particular importance when information is stored by a third-party archive service provider.

3.36
trusted third-party archive service provider
third-party individual or organization in charge of *archives* (3.2) preservation

4 General characteristics and levels of requirements

4.1 Characteristics

In order that an organization might apply a recognized specifications framework for the storage, use, archiving, retrieval and display of electronic documents, both technical and organizational measures need to be taken to ensure document integrity and long-term preservation.

In this context, an electronic information system shall implement a pre-defined archival policy; a description of the general principles of such a policy is described in Annex A.

It is important to recognize that information systems will capture electronic documents that are being submitted for long-term storage and use. The term “capture” in this sense reflects the receipt and processing of information to be managed by the information system. Where hardcopy documents need to be stored and managed in electronic form, these documents shall be scanned and indexed prior to their capture in the information system.

This document is applicable only to unalterable captured documents. Related document reference data in the file system or database shall not be erasable, changeable or able to be replaced by new data.

Procedures and security requirements shall be implemented in order to:

a) control the process of archiving;

b) prevent and/or detect modifications made to documents or to the data necessary for their retrieval and display;