



**SLOVENSKI STANDARD**  
**SIST ISO 24143:2023**

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**Informatika in dokumentacija - Upravljanje informacij - Koncept in načela**

Information and documentation -- Information Governance -- Concept and principles

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Information et documentation -- Gouvernance de l'information -- Concept et principes

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**Information and documentation —  
Information Governance — Concept  
and principles**

*Information et documentation — Gouvernance de l'information —  
Concept et principes*

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## ISO 24143:2022(E)

## 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](http://www.iso.org/directives)).

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. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of 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 [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 46, *Information and documentation*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

## Introduction

Information is a critical asset that is indispensable to support business processes and therefore, a foundation for the success of any business activities. Due to numerous existing and emerging forms and uses of information and information-related risks, organizations often struggle with implementing consistent and comprehensive systems to store, retrieve, share and analyse information. The current global digital transformation and the changes in societal expectations increasingly demand greater transparency, accountability, data protection, security, interoperability and information sharing within and between organisations. This trend requires a solid vision and strategy for Information Governance that supports the business process at a strategic level including digital transformation initiatives. Many governmental and non-governmental organisations worldwide already perceive the necessity and understand the benefits of coordinating at a strategic level the efforts of multiple information-, data- and knowledge-related disciplines.

This document defines concepts and principles for Information Governance.

This document provides guiding principles for members of governing bodies of organisations (which can comprise owners, directors, partners, executive managers, or similar) on the effective, efficient, compliant, secure, transparent and accountable creation, use, maintenance, preservation and disposition of information within their organisations.

Information Governance is an integral part of the overall governance of the organisation. It identifies common high-level principles and provides a framework enabling effective and efficient cooperation of all the information-related professionals, in support of the mission of an organisation and achievement of its strategic goals. Stakeholders which are engaged in the collaboration include but are not limited to:

- Data Management
- Information Management
- Records Management
- Knowledge Management
- Regulatory Compliance
- Digital Preservation
- Information Security
- Enterprise Architecture
- Data Protection
- Open Data
- Big Data
- Artificial Intelligence (AI)
- Blockchain
- Business Processes
- Quality Management.

Information Governance requires coherence and integration with relevant Management System Standards (MSS), such as ISO 9000, ISO/IEC 27000 and the ISO 30300 series.

Information Governance is a strategic framework for managing information assets across an entire organisation to support its business outcomes and obtain assurance that the risks to its information, and thereby the operational capabilities and integrity of the organisation, are adequately identified

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and managed. Information Governance includes but is not limited to policies, processes, procedures, roles and controls put in place to meet regulatory, legal, risk and operational requirements. Information Governance provides an overarching high-level framework that:

- aligns all information-related activities with the mission and goals of an organisation, and its business, legal and societal obligations,
- ensures a comprehensive and systematic approach to information by integrating processes relevant to directing and controlling information,
- supports cooperation between stakeholders, and
- creates a high-level basis for managing information regardless its form, type and format, informs education, professional development of the workforce and awareness about information-related obligations, risks and possibilities.

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# Information and documentation — Information Governance — Concept and principles

## 1 Scope

This document establishes concepts and principles for Information Governance.

This document applies to the governance of the organisation's past, current and future information assets. It applies to organisations of all sizes in all sectors, including public and private companies, government entities, and not-for-profit organisations.

## 2 Normative references

There are no normative references in this document.

## 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

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

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

### 3.1 Terms relating to concept of information

#### 3.1.1

##### **authentic (preferred term)**

authenticity (admitted term)

property of *information* (3.1.3) that can be proven to be what it purports to be

Note 1 to entry: Authenticity implies that information has been created or sent by the agent purported to have created or sent it, and to have been created or sent when purported.

Note 2 to entry: When information can be proven to be what it purports to be it, it can be called authentic information.

Note 3 to entry: See [Figure A.1](#) in [Annex A](#).

[SOURCE: ISO 30300:2020, 3.2.2, modified — “records” has been replaced by “information”. “Authentic” has been replaced by “authenticity”. A new Note 2 to entry has been added.]

#### 3.1.2

##### **data**

set of characters or symbols to which meaning is or could be assigned

Note 1 to entry: See [Figure A.1](#) in [Annex A](#).

[SOURCE: ISO 30300: 2020, 3.2.4]

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### 3.1.3

#### information

*data* (3.1.2) in context with a particular meaning

Note 1 to entry: See [Figure A.1](#) in [Annex A](#).

[SOURCE: ISO 30300:2020, 3.2.7]

### 3.1.4

#### information asset

*information* (3.1.3) that has value to the relevant stakeholder

Note 1 to entry: See [Figure A.1](#) in [Annex A](#).

[SOURCE: ISO/TS 17573-2:2020, 3.95, modified — “information” is taken place of “knowledge and data”.]

### 3.1.5

#### integrity

property of information that is complete and unaltered

Note 1 to entry: See [Figure A.1](#) in [Annex A](#).

[SOURCE: ISO 30300:2020, 3.2.8, modified — “records” has been replaced by “information”.]

## 3.2 Terms relating to the concept of Information Governance

### 3.2.1

#### compliance

characteristic of conformance to rules, such as those defined by a law, a regulation, a standard, or a policy

Note 1 to entry: See [Figure A.2](#) in [Annex A](#).

[SOURCE: ISO/IEC 20924:2021, 3.1.10, modified — The word “characteristic” has been added in the definition. A note to entry has been added.]

### 3.2.2

#### digital continuity

ability to use digital *information* (3.1.3) in the way that is needed, for whenever and wherever is needed

Note 1 to entry: See [Figure A.2](#) in [Annex A](#).

### 3.2.3

#### disposition

range of processes associated with implementing retention, destruction or transfer decisions about *information* (3.1.3)

Note 1 to entry: See [Figure A.2](#) in [Annex A](#).

[SOURCE: ISO 30300:2020, 3.4.8, modified — “records” has been replaced by “information”, shortened in words but keeping the meaning.]

### 3.2.4

#### e-discovery

process of identifying, collecting, preserving, reviewing and exchanging electronically stored information (ESI) for the purpose of using it as digital evidence

Note 1 to entry: E-discovery also known as ediscovery, eDiscovery, e-Discovery, e-discovery, electronic discovery.

Note 2 to entry: ESI includes, but not limited to electronic formats, emails, documents, presentations, databases, voicemail, audio and video files.

Note 3 to entry: E-discovery often refers to a form of digital investigation that attempts to find evidence in ESI in response to a request for production in a law suit or investigation.

Note 4 to entry: See [Figure A.2](#) in [Annex A](#).

### 3.2.5 framework

structure composed of related parts designed to support the accomplishment of a specific task

Note 1 to entry: See [Figure A.2](#) in [Annex A](#).

[SOURCE: ISO 15638-6:2014, 4.30]

### 3.2.6 governance

principles, policies and framework by which an organisation is directed and controlled

Note 1 to entry: See [Figure A.2](#) in [Annex A](#).

[SOURCE: ISO/IEEE 11073-10201:2020, 3.1.25, modified — “composed of related parts” taking place of “processes and specifications”]

### 3.2.7 Information Governance

strategic framework for governing *information assets* (3.1.4) across an entire organization in order to enhance coordinated support for the achievement of business outcomes and obtain assurance that the risks to its *information* (3.1.3), and thereby the operation capabilities and *integrity* (3.1.5) of the organisation, are effectively identified and managed

Note 1 to entry: Information Governance includes (but is not limited to) policies, processes, procedures, roles and controls put in place to meet regulatory, legal, risk and operational requirements.

Note 2 to entry: Data is one form of information asset.

[https://standards.iteh.ai/catalog/standards/sist/c4f64ef5-8d1f-43f2-848b-93f5285b3be9/sist-](https://standards.iteh.ai/catalog/standards/sist/c4f64ef5-8d1f-43f2-848b-93f5285b3be9/sist-iso-24143-2023)

Note 3 to entry: See [Figure A.2](#) in [Annex A](#).

### 3.2.8 information security

preservation of confidentiality, integrity and availability of *information* (3.1.3)

Note 1 to entry: See [Figure A.2](#) in [Annex A](#).

[SOURCE: ISO/IEC 27000:2018, 2.28]

## 4 Benefits of Information Governance

### 4.1 General

Information Governance is a strategic, multi-disciplinary framework enabling collaboration between related professions. It considers information as a valuable corporate asset, and has the potential to deliver the following benefits.

### 4.2 Strategic benefits

Information Governance:

- a) Provides an overarching high-level governance framework that supports an organisation’s mission and results in achieving economic and strategic benefits including, but not limited to:
  - 1) maximisation of value derived from the information assets,