

ISO 30300 series of standards

Management systems for records

An overview

Oslo, 17th June 2014

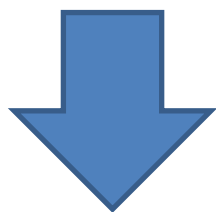


1. Introduction to ISO 30300 series of standards
2. Background and future of ISO 30300 initiative
3. ISO 30300: MSR An executive summary
4. Users of an MSR, benefits
- 5. An approach as a fairy tale**

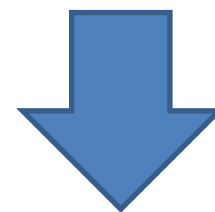


Introduction

ISO 30300- Series → Management System for Records



MSS- Management
System Standard



MSR



Continual
improvement
ISO 9000



What is a record?

Translation
problems



1. Documents
2. Records
3. Archives

DEFINITION

Records : information created, received and maintained as evidence and as an asset by an organization or person, in pursuit of legal obligations or in the transaction of business

Dokumentasjon: informasjon som en organisasjon eller person skaper, mottar og vedlikeholder som bevis og som et aktivum, som et ledd i å oppfylle rettslige forpliktelser eller i en forretningstransaksjon

A changing
world



1. Paper document
2. Electronic file
3. Information in a database
4. An SMS
5. Information in a web form
6. etc-.



What is a management system?

Management system

set of interrelated or interacting elements of an organization to establish policies and objectives, and processes to achieve those objectives

styringssystem

sett av samvirkende elementer i en organisasjon som er forbundet med hverandre, for å etablere policyer og målsetninger og prosesser for å nå de nevnte målsetningene



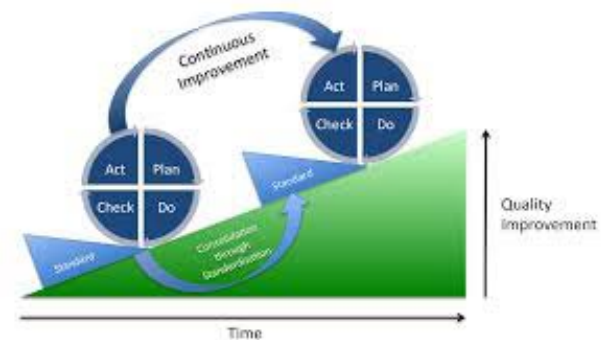
Based in continuous improvement

Standardize

MSS- Management Systems Standards

Best seller is ISO 9000

- requirements
- conformity can be assessed by an independent third party → certification



What is an MSR?

Management system for records. MSR

- the management system to direct and control an organization with regard to records

System for dokumentasjonsforvaltning

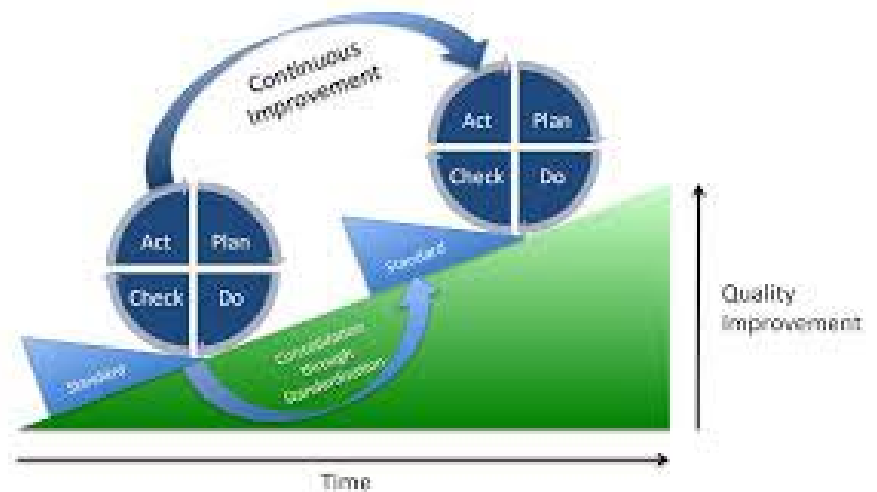
- styringssystem for å rettlede og styre en organisasjon når det gjelder dokumentasjon

GOVERNANCE FRAMEWORK

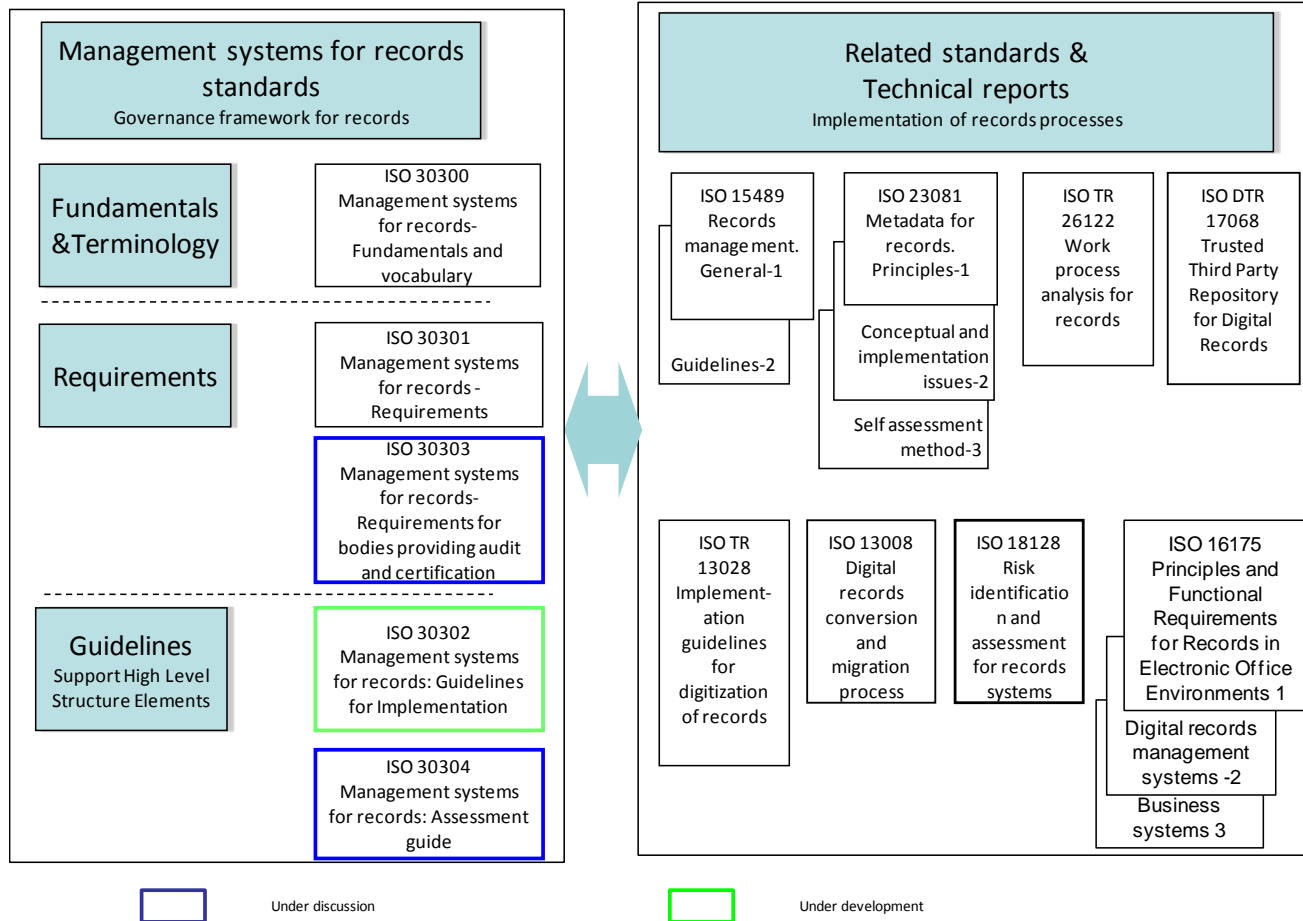


RECORDS CREATION AND CONTROL

→ Aligned with general strategy of the organization



ISO 30300 family



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ISO TC46/SC11 Some facts

- **Creation of SC: 1998**
- **Secretariat: Standards Australia (Agnes Simai)**
- **Chair: David Moldrich (Australia)**
- **P-members: 28 (Norway included)**
- **O-Members: 14**
- **Published products: 17**
- **Under development: 1**
- **Active WGs: 8 + 1 JWG with TC171**

**Foundation standard:
ISO 15489 (2001) (part 1 and 2)
Records Management**



Success
Evolution
Experience
Market response

**Management system
for records (MSS series)**

DIRECTION Establishing a framework for managing records for as long as required for organisational, social and cultural purposes

MISSION Take a leading role in improving best practices in managing records by providing a framework as well as standards and guidance for the design and application of records practices and processes.

The context

The need of organizations to manage their records as evidence of their activities has always existed for

- Accountability purposes (fiscal, administrative, economic, political, etc.)
- Preservation of “know-how”, or an organization’s memory

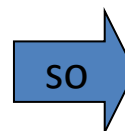
Records creation and control



Technological change

E-society (e-government, e-business)

Real risks



A new vision is needed

ISO 30300 & ISO30301 publication

May
2007

- During revision of 15489 ->Spanish proposition
- Ad hoc working group to study project feasibility.

May
2008

- First meeting of the 2 formal WG to draft the standards

Feb
2009

- Draft of preliminary versions (Working Draft). Sent to ballot along with NWI proposals

Sep
2009

- TC46/SC11 participate in JTCG to develop a common structure, text and definitions for MSS

Nov
2011

- Publication

What has happened after publication?



Marketing



Translations



Early implementations



Drafting of 30302-Guide

What can be expected for the future?

- ✓ ISO 30302- Guide for implementation publication (expected end 2014)
- ✓ Marketing actions with ISO support
- ✓ New implementations focused on:
 - Organizations which have already implemented other MSS (primarily ISO 9000)
 - Organization with especial interest in information/documents field
- ✓ Certification and auditing bodies to include ISO 30300 in their portfolio of services



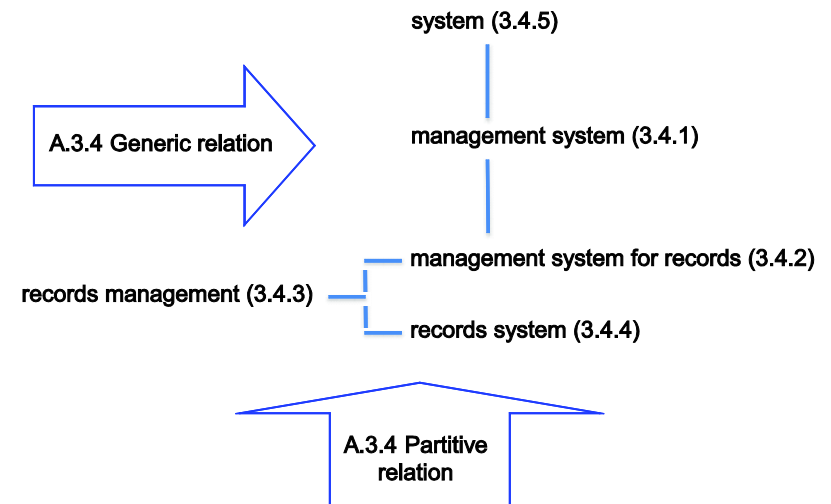
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Management systems for records

- Why the title?
- Management system for record vs Records management systems
- Extended use from the software industry of the name EDRMS (electronic document and records management systems) to refer to an specific software
- Extended use in the professional literature and even in ISO 15489 of “record management system” or “records systems” to refer to the operational level



records system

information system which captures, manages and provides access to records over time

dokumentasjonssystem

informasjonssystem som fanger inn, styrer og gir tilgang til dokumentasjon over tid

ISO 30300 *Management system for records - Fundamentals and vocabulary*

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- Umbrella standard

General statements
“marketing”
messages

Vocabulary to be
applied in all the
other products of the
series



ISO 30301 *Management system for records - Requirements*

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Requirements: need or expectation that is stated, generally implied or obligatory

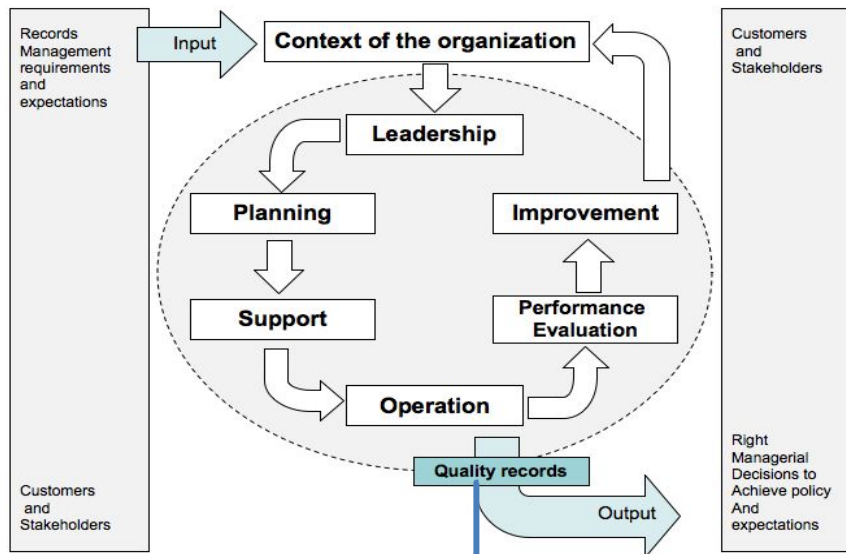
Identified by the verb shall

When implementing requirements to be fulfilled

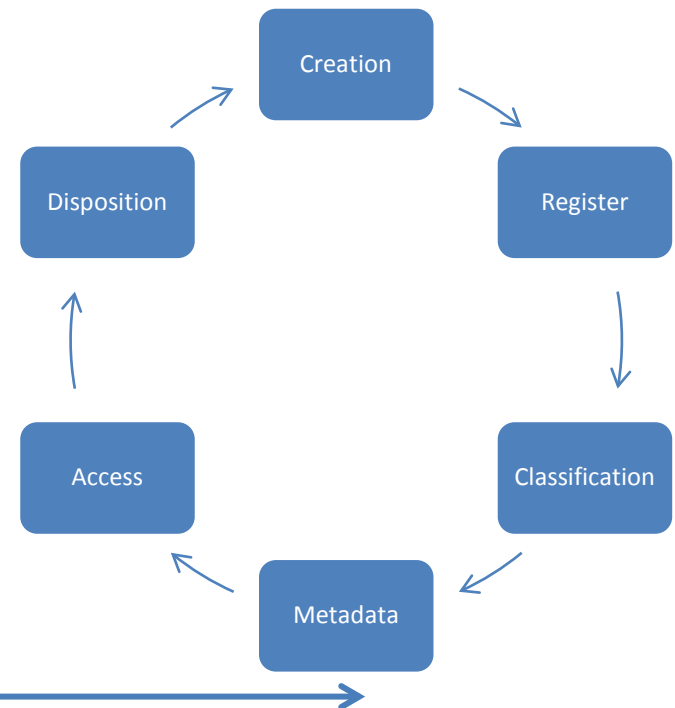
When auditing compliance to be verified



Requirements for an MSR



RECORDS PROCESSES



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Users of ISO30300

Every organization (all size, sector and country):

- creates records and needs to control them
- is a potential user of 30300

Some organizations decide to implement a program/policy/framework for records creation and control. This could be done by different approaches



Aligning records framework with one of the most applied management methodologies known as “management systems”

Users of MSRS

- Key issues of “Management system” approach for records:
 - To integrate records as part of the strategic objectives
 - To link the overall management system to the operational records activities
 - To implement a systematic framework for continual improvement
 - To commit top management to provide the appropriate leadership, funds and people



Following a standardized model: ISO 30300 series of Standards

An integrated approach



Business functions and MSS by Song-Ahm Cho (Korea)

Benefits of MSR implementation

Benefits of good control of records

- a) business efficiency
 - b) legislative and regulatory compliance
 - c) effective decision-making
 - d) elimination of redundant and duplicate information
 - e) information sharing
 - f) IT performance increase
 - g) disaster recovery and business continuity
 - h) litigation protection
 - i) defense of stakeholders' rights and interests
 - j) corporate or collective memory
 - k) social responsibility support
-

Full control of information about an organisation's activities for as long as it is needed for any purpose



Benefits of MSR implementation

Benefits of implementing MSR Standards

- a) Use of internationally accepted model to establish and implement policy and objectives.
- b) Integrate risk assessment approach
- c) Promote the continual improvement through the assessment of performance measures and the implementation of auditing processes
- d) Allow the easy conformity confirmation process and independent third party certification
- e) Integrate use with other commonly used MSS

To provide top management a management tool to implement a records framework.



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A common scenario



How to tell the story as a fairy tale

<http://www.youtube.com/watch?v=TbzQvswrOTw&p=920B29D08970F7F3&index=5>