UNDERSTANDING ISO15489:2001
RECORDS MANAGEMENT
INFORMATION AND DOCUMENTATION

INFOMATICS

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ISO 15489 Record Management

- Records are defined as, "Information created, received and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business".
- Records management is about controlling records within a comprehensive regime made up of policies, procedures, systems, processes and behaviours. Together they ensure that reliable evidence of actions and decisions is kept and remains available for reference and use when needed, and that the organisation benefits from effective management of one of its key assets, its records.
- Records management operates at different levels. At a personal and local level it is about individuals keeping adequate records of their daily work – filing correspondence, policies and other key documents, managing their emails, keeping notes of meetings, and so on – and doing so in such a way that the records they keep can be found.

- Organisations with good records management practices benefit in many ways.
- Access rights are of limited value if information cannot be found when requested or, when found, cannot be relied upon as authoritative. Good records and information management benefits those requesting information because it provides some assurance that the information provided will be complete and reliable. It benefits those holding the requested information because it enables them to locate and retrieve it easily within the statutory timescales or to explain why it is not held.

How ISO 15489 assists your organization:

CUSTOMER FILE MANAGEMENT

- Enables the creation of customer files using paper, digitized, or electronic documents
- Centralizes the management of your customer files
- Ensures the confidentiality of personal information

MANAGEMENT OF ARCHIVEDDOCUMENTS, CREATION OF A DOCUMENTATION CENTRE

- Classifies both electronic and paper documents
- Makes it easier to locate paper documents
- Enforces and conforms to the legal requirements and internal policies for content retention

PERFORMANCE REPORTING

- Identifies, manages, and controls the documentation produced by your organization
- Offers quick access to all documentation related to internal audits
- Follows up on the documentation's revision cycle
- Enforces a document retention schedule

We partner with your organization to achieveISO 15489 certification

The highly experienced quality management professionals at Lakshy help you to design and implement ISO 15489. Ourdedicated approach to your success and a host of comprehensive services are all aimed towards helping your organization achieve ISO 15489certification.

We partner with you through the process of becoming ISO compliant by:

- Conducting an initial gap analysis
- Helping you establish policies and objectives.
- Identifying documentation requirements
- Coordinating document preparation, reviews, approvals, and issuance.
- Managing implementation schedules, trainings, follow-up actions
- Aiding your selection of a Registrar with the appropriate industry experience.
- Achieving successful accreditation.

In addition to consulting (onsite and online), we provide the following trainings:

- ISO 15489 Overview Training
- ISO 15489 Training SME
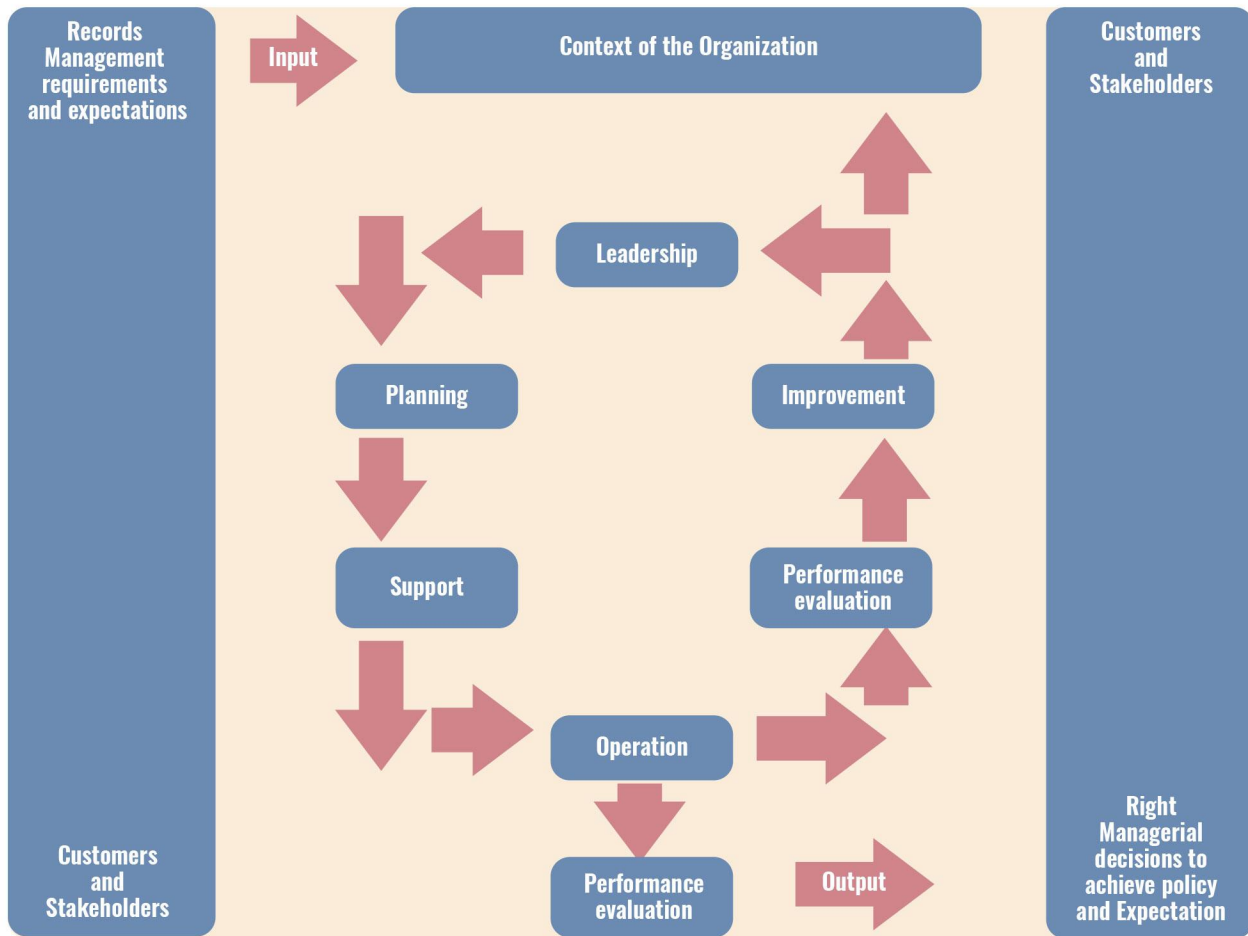- ISO 15489 Internal Auditor training
- ISO 15489 Implementation training

Benefits of ISO 15489

- Ensuring that authoritative information about past activities can be found and used for current business
- Increasing your organization's efficiency
- Enabling the creation of remote work groups
- Decreasing the time wasted and the money spent searching for information
- Optimizing the archiving, circulation, and reuse of digitized documents
- Conforming to legal requirements for traceability and preservation
- Preserving the integrity of documents
- Improving internal and external customer service
- Implementing "green" policies to avoid any waste of paper
- Supporting compliance with other legislation and rules
- More effective use of resources – for example disposing of redundant recordsfree up space within buildings and i nformation systems and saves time of searching throughinformation that may no longer be relevant.

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Standard requirement:

- Undertake a strategic analysis of corporate information and records management requirements, based on legal and customer obligations, government and business requirements, risks and costs.

- Produce written policies and procedures to define normal operations for development, maintenance, and use of digital information and records management systems.

- Provide training and support to help ensure that policies and procedures are understood and implemented by staff.

- Ensure records management requirements are built into electronic information systems that enable the capture and ongoing management of appropriate record.

- Ensure that records in business information systems are only disposed of in accordance with authorization provided
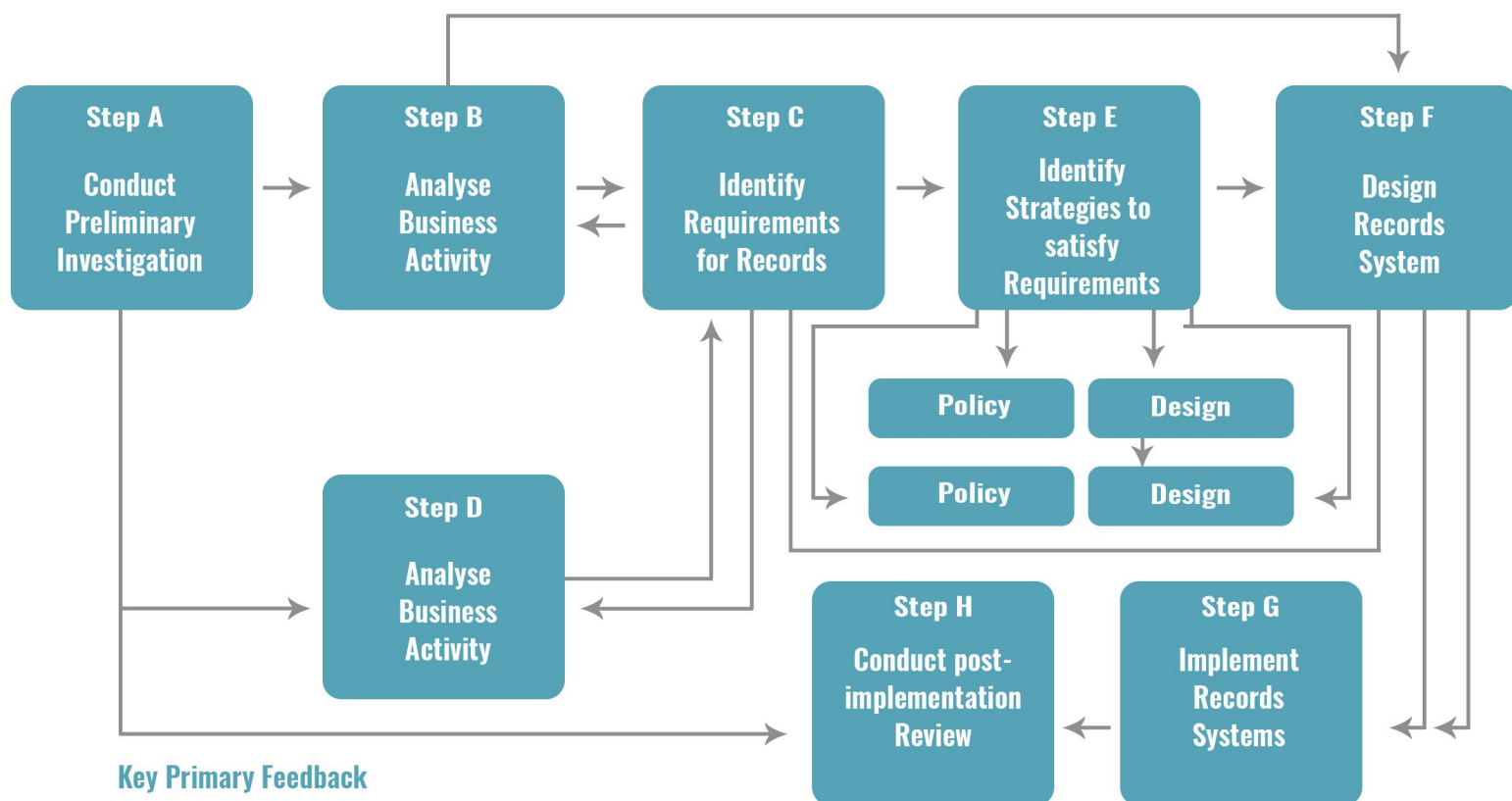
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| Records Management requirements and expectations | **Input** → | **Context of the Organization** | | Customers and Stakeholders |

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        Leadership
   ←  ↓      ↑  ←

Planning         Improvement
   ↓                ↑

Support          Performance
                 evaluation
   ↓                ↑

        Operation  →
           ↓
        Performance    Output →
        evaluation
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| Customers and Stakeholders | | | Right Managerial decisions to achieve policy and Expectation |

Setting up to Establishing An EffectiveISO 15489

- Strategy, including effective conduct of business through informed decision-making; performance management; productivity improvement; consistency, continuity and quality assurance in management and operations
- Operations, including responsive and accurate service delivery, resource management and cost control
- Regulatory compliance, and legal protection and support
- Accountability, corporate gove.rnance, financial and practice audits
- Risk management, including security, reputation management, business continuity planning and implementation
- Ethics, including openness, trust and meeting expectations of external stakeholders
- Corporate memory, including innovation through capture and reuse of organizational knowledge, and use of strategic knowledge to support business.
- Reliability of the system demonstrated by (a) creating and maintaining records of system operation, (b) protecting records from unauthorized alteration or disposal, (c) functioning as the primary source of information
- Systems should possess integrity and employ control measures such as access monitoring, user verification, authorized destruction, prevention of unauthorized access, and alteration or removal of records.
- Records systems should be managed in compliance with all necessary requirements of ISO 15489

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Design and Implementation of Records System (ISO 15489)

Step A — Conduct Preliminary Investigation

Step B — Analyse Business Activity

Step C — Identify Requirements for Records

Step E — Identify Strategies to satisfy Requirements

Step F — Design Records System

Step D — Analyse Business Activity

Policy | Design

Policy | Design

Step H — Conduct post-implementation Review

Step G — Implement Records Systems

Key Primary Feedback

Documentation required:

- Organizational structure chart
- Mission statements for organization and/or department
- Records management mission statement
- Records management policy
- Records management procedures
- Training material or details of training
- Specifications for automated records management systems for paper records
- Specifications of records management systems for digital records
- Retention schedules
- Access authorizations
- Accession records
- Documentation on records destruction or contracted-out services
- Written specifications for shelving, boxing, and storage facilities
- Vital records inventory
- Vital records protection procedures, including recovery in event of disaster
- Business continuity plan
- Agreements with any third-party service providers for business continuity services
- Surrogacy program (digitization or microfilm) documentation
- Job descriptions both within and outside records management team

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Design and Implementation of Records System (ISO 15489)

With a team of highly qualified consultants and trainers having vast industrial experience, we partner with organizations across the world to implement and achieve ISO 15489.

Our consulting approach is highly professional, time bound and effective, resulting in ease of implementation, and adds value to the business processes of the client organization.

Contact us at info@lakshy.com to get your organization ISO 15489 Certified.