
**Information and documentation —
Processes and functional
requirements for software for
managing records —**

Part 1:
**Functional requirements and
associated guidance for any
applications that manage digital
records**

*Information et documentation — Processus et exigences
fonctionnelles applicables aux logiciels de gestion des documents
d'activité —*

*Partie 1: Exigences fonctionnelles et recommandations associées pour
toute application de gestion de documents d'activité numériques*





COPYRIGHT PROTECTED DOCUMENT

© ISO 2020

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

	Page
Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Key outcome areas and configuration options	2
4.1 Key outcome areas	2
4.2 Key outcome areas in detail	2
4.2.1 Records capture and classification	2
4.2.2 Records retention and disposition	3
4.2.3 Records integrity and maintenance	3
4.2.4 Records discovery, use and sharing	3
4.3 Possible configuration options for managing records created in business applications	3
5 High-level requirements for software managing digital records	4
5.1 General	4
5.2 Assumptions	5
5.3 General overview of requirements	5
6 Model functional requirements for applications that manage digital records	6
6.1 Requirements groupings	6
6.2 Obligation levels and extensibility of requirements	7
6.3 Requirements in detail	7
7 Understanding the model functional requirements	12
7.1 General	12
7.2 Addressing records requirements in business applications	13
7.2.1 General	13
7.2.2 Importance of records metadata	14
7.2.3 Archiving	14
7.3 Records characteristics that should be enabled by business applications	14
7.3.1 General	14
7.3.2 Authenticity	15
7.3.3 Reliability	15
7.3.4 Integrity	15
7.3.5 Usability	15
7.4 Characteristics of business applications that manage records	15
7.4.1 General	15
7.4.2 Secure	15
7.4.3 Compliant	15
7.4.4 Comprehensive	15
7.4.5 Systematic	15
7.5 Records entities and relationships	16
7.5.1 Entity relationship models	16
7.5.2 Business classification scheme	16
7.5.3 Aggregations of digital records	17
7.5.4 Digital records	17
7.5.5 Extracts	17
7.5.6 Components	18
8 Using the model functional requirements	18
8.1 General	18
8.2 Determining needs for evidence of events, transactions and decisions in business applications (identifying the needs for records)	18
8.2.1 General	18