

## BS ISO 15489

# Records Management Standard ISO 15489

### What is BS ISO 15489?

BS ISO 15489 is the international standards guide that any organisation can follow to ensure their records (whether paper or electronic) are properly maintained from creation to final disposal. In its current format, the standard is not compulsory but allows organisations to demonstrate that all their records are created, captured and maintained to meet organisational and regulatory requirements. The standard is divided into two parts:

- ISO 15489.1-2002, Records Management - Part 1: General
- ISO 15489.2-2002, Records Management - Part 2: Guidelines

### Part 1: General

This part is the actual standard and addresses the management of records, in all formats or media, created or received by any public or private organisation in the conduct of its activities. It provides information on determining the responsibilities of organisations for records and records policies and defines an all-encompassing programme on what records should be created in each business process, what information should be included in the records, what metadata should be created with the records and how they should be organised. It also stresses the importance of the records management policies and procedures as well as highlighting the necessity of having records management roles within any organisation.

### Part 2: Guidelines

The guidelines are based on DIRKS, an Australian eight steps methodology for developing records management systems. It gives additional detail and technical guidance for their design and implementation, together with classification guidelines, process and controls, monitoring and auditing and training expectations for records management to help organisations implement part 1.

However, the BS ISO 15489 standard does not include the management of archival records within archives, nor of 'work in progress' document management activities.

### Practical guidance

To help staff to understand ISO 15489, the British Standard Institute has published three practical guides:

- PD DISC 0025-1
- PD DISC 0025-2
- PD DISC 0025-3

The first guide is aimed at senior management and makes the case for implementing records management programmes. The second discusses various technical issues while the third focuses on performance management.

External assistance is nearly always required to provide the important objective review of the organisation and to identify where any business process changes may be need to be addressed to fulfil the recommendations of the standard.

## Benefits

"A records management system results in a source of information about business activities that can support subsequent activities and business decisions, as well as ensuring accountability to present and future stakeholders"

*BS ISO 15489 Part 1*

"The standardization of records management policies and procedures ensures that appropriate attention and protection is given to all records, and that the evidence and information they contain can be retrieved more efficiently and effectively, using standard practices and procedures."

*BS ISO 15489 Part 1*

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