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First edition
2010-07-15

Document management — Business process baselining and analysis

*Gestion de document — Établissement des références du procédé
d'affaire et analyse*



Reference number
ISO 10244:2010(E)

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Published in Switzerland

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Foreword

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International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

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.

ISO 10244 was prepared by Technical Committee ISO/TC 171, *Document management applications*, Subcommittee SC 2, *Application issues*.

Introduction

Organizations with the desire to review existing processes and identify which technologies would benefit the organization constantly face the challenge of trying to determine how much information needs to be gathered. Many organizations prepare work or business process-related baseline documentation not containing sufficient detail, forcing the selected solution provider to develop this level of documentation after the technology has been selected. Not having a clear and detailed understanding of where technology-based change and non-technology-based change are appropriate can greatly reduce and at times prevent successful implementation of the selected technologies.

The goal of this International Standard is to provide sufficient information enabling organizations to understand what work–business process related information should be gathered along with the level of detail required to properly identify the required/desired technology enabling the organization to address business goals, objectives, and requirements identified during the baselining and analysis efforts.

Terms and acronyms associated with various aspects of electronic document management systems (EDMS) technologies commonly change over time, especially as technology developers and vendors update product lines and solutions to address customer requirements. In most cases, new terms and acronyms reflect updates and changes to how these technologies are utilized, incorporating additional levels of functionality, and they are very rarely a result of an entirely new core technology. This is important to note, as the core EDMS technologies are constantly maturing and solution providers are not only identifying new approaches to addressing organizational issues and requirements, but also expanding the use of these technologies into areas previously unconsidered.

There is a difference between enterprise content management (ECM), electronic content management (ECM), and EDMS. For the purposes of the discussion within this International Standard, the use of the abbreviated terms EDMS and ECM are identical from the perspective that both require the use of core technologies along with policies, procedures and methodologies to successfully design, implement and manage electronically stored information.

Enterprise content management is defined in ISO 12651 as a set of tools and methods that allow an organization to obtain, organize, store and deliver information crucial to its operation. It can be broken down into five major components:

- a) capture,
- b) manage,
- c) store,
- d) preserve, and
- e) deliver content.

Electronic content management is considered to be synonymous with EDMS in that it focuses on the technology aspects of the overall environment.

This International Standard provides both user and technical levels of information and guidance detailing specific activities and tasks identified throughout the EDMS industry as being the industry standard associated with documenting all aspects of the business process and analysing those business processes to determine where technology-based change is appropriate and where EDMS-technology-based change would benefit the organization. The type of business does not matter when doing a baseline as the baseline is documenting the individual business processes regardless of the business.