



International

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ISO 15801

**Document management —
Electronically stored information
— Requirements and guidance for
trustworthiness and reliability**

*Gestion documentaire — Informations stockées électroniquement
— Exigences et recommandations pour la fiabilité et la sécurité*

**First edition
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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Technical Committee ISO/TC 171, *Document management applications*, Subcommittee SC 1, *Quality, preservation and integrity of information*.

This first edition of ISO 15801 cancels and replaces ISO/TR 15801:2017, which has been technically revised. The main changes are as follows:

— update from a Technical Report to an International Standard.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Information is an organizational asset that should be appropriately managed throughout its lifecycle. Ensuring that the organization is able to demonstrate the trustworthiness and reliability of electronically stored information (ESI) is a key consideration. Failure to do so can result in non-compliance, loss of evidential value for information used in business, dispute resolution or legal proceedings.

This document specifies how ESI can be managed by an organization using processes and systems, thus enabling the organization to demonstrate the trustworthiness and reliability of the ESI throughout its lifecycle.

NOTE These processes and systems are sometimes referred to as an information management system.

This document is intended for use in business, compliance, legal or other dispute resolution purposes, where the retained ESI needs to be relied upon to be exactly what it purports to be. This document is intended to be used by:

- managers and professionals involved in management and governance of data, information, records, knowledge, digital preservation or e-discovery;
- designers, vendors and operators of the systems and processes that create, receive, store, transmit, preserve and dispose of ESI.

It would also benefit the academic community and general public.

Where an organization implements the requirements in this document, it is anticipated that the weight of evidence of ESI managed by the systems and processes will be maximized by ensuring its trustworthiness and reliability. This is likely to reduce the effort and cost involved in dispute resolution, as the resolution process will place less emphasis on the trustworthiness or reliability of disclosed ESI. It is also likely that organizations will minimize their risks concerning the credibility of ESI retained for the long term.

ESI originates from many sources. This document covers ESI in any form, from traditional scanned images, word-processed documents and spreadsheets to the more modern forms which include email, web content, instant messages, computer-aided design (CAD) drawing files, blogs, wikis, audio files, pictures and video. Also included is ESI stored in databases, Internet of Things (IoT) systems, distributed ledger technology (including blockchain systems) and other storage systems, including the use of cloud storage.

When ESI preservation is considered, the requirements of ISO 14641 can be used in conjunction with this document.