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## **Document management — Analysis, selection and implementation of electronic document management systems (EDMS)**

*Gestion de documents — Analyse, choix et mise en œuvre de  
systèmes de gestion de documents électroniques (EDMS)*



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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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.

In exceptional circumstances, when a technical committee has collected data of a different kind from that which is normally published as an International Standard ("state of the art", for example), it may decide by a simple majority vote of its participating members to publish a Technical Report. A Technical Report is entirely informative in nature and does not have to be reviewed until the data it provides are considered to be no longer valid or useful.

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/TR 22957 was prepared by Technical Committee ISO/TC 171, *Document management applications*, Subcommittee SC 2, *Application issues*.

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## Introduction

This Technical Report provides detailed information associated with the analysis, selection and implementation procedures associated with electronic document management systems (EDMS). The development of this Technical Report is a result of organizational requests to receive vendor-neutral industry information associated with technology standards, technical reports, guidelines and best practices related to project activities.

Terms and acronyms associated with various aspects of EDMS technologies commonly change over time, as technology developers and vendors update product lines and solutions to address customer requirements. In most cases, the new terms and acronyms reflect updates and changes to how these technologies are used, 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.

For purposes of discussion, the terms “document management” and “content management” can be considered to be synonymous. As the electronic content management industry (previously referred to as the document management industry) has matured over the years, the ability to store electronic information has greatly expanded from hard copy document scanning into digital images in the early 1980s, to the management of any digital or electronic document that today is referred to as electronically stored information.

It is important to note that as the various technologies associated with storing and managing electronically stored information continue to mature and change, terms and acronyms will continue to change and, at times, be used to denote something different than previously used in the past. As such, organizations are constantly challenged to keep pace with how an updated technology is currently being referenced, especially when the same core technology is referenced differently between vendors, and at times various groups of suppliers.

The first section of this Technical Report provides detailed information describing each of these technologies, and how they operate and inter-operate.

The second section of this Technical Report provides detailed information associated with currently available industry standards and technical reports.

The third section of this Technical Report provides detailed information related to industry best practices associated with all the customary project phases for EDMS technology analysis, selection and implementation. These project activities are considered to be industry best practices. It has been demonstrated over the past 10 years that organizations following all the recommended steps and activities have a much greater level of project success while greatly decreasing, and in most cases, eliminating unnecessary technologies, user licenses, etc. This is very important, especially with most organizations carefully examining all expenditures related to technology procurements.

This Technical Report provides detailed guidance to organizations considering the use of any of those technologies that comprise EDMS (document imaging, document/library services, routing/workflow, records management applications, forms management, enterprise report management, etc.). A complete records management programme is critical to any organization and is integral to any complete and thorough management plan associated with electronic information, regardless of whether it is internally referred to as a “document”, “record”, “audio”, “video”, etc., by the organization.

All relevant project steps, tasks and activities contained within this Technical Report, together with compliance with relevant industry standards and guidelines, should be examined and “certified” by the technical implementation team as being in compliance with these industry best practices, thereby ensuring, especially for organizations that are required by government codes and/or regulations, that industry best practices, guidelines, and/or standards established by ANSI, AIIM, and/or ISO are followed.

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The term "electronic document management" used throughout this Technical Report is intended as an "all-encompassing" term referring to inputting technologies [scanning, indexing, optical character recognition (OCR), forms, digital creation, etc.], management technologies (document services, workflow and other work management tools) and storage (primarily non-alterable or write-once read-many) technologies. This Technical Report provides information to users related to what technical reports, guidelines and standards have been developed for technologies commonly available in document management systems.

Over the years, the industry has utilized various terms and acronyms to describe these core technologies, including, but not limited to,

- technology utilization,
- eCommerce,
- content management,
- B2B,
- P2G,
- G2G,
- knowledge management,
- EDMS,
- ECM,
- ERMS,
- EDRMS,
- EC3M,
- WCM,
- BPM,
- etc.

It is important for organizations to recognize that technology vendors commonly develop new terms and acronyms to present updated product technology and new uses for existing technologies. While these applications and/or products typically provide additional level of functionality, they are still based on at least one of the following core EDMS technologies, including

- document/library services,
- document imaging,
- forms management,
- routing/workflow, and
- ERM.

Additionally, it is important for organizations to recognize that many acronyms have different meanings, depending on which industry and/or organization is using those terms. For example, the acronym BPM is used to describe business process management, which is a process undertaken by the organization, is also used to

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reference business process modelling, and is currently being used by some vendors and vendor-specific organizations to redefine workflow. The use of this term is a good example of how vendors re-use terms commonly utilized by the industry for other purposes. Throughout this Technical Report and specifically in the document subclauses describing various implementation process and activities, the business reviews how processes function and how the organization manages these business processes. From that perspective, the entire lifecycle of any EDMS project can be referred to as business process management. This is not to indicate that there can be only one definition for any term, but it is necessary for organizations to consider carefully the context in which the vendors/suppliers are using these redefined terms to ensure the desired/anticipated technology is implemented.

Another example is the use of ERM, which is used to describe electronic report management, but is also used by records managers to describe electronic record management. This Technical Report provides information related to those terms and acronyms recognized by the document management industry that best describe the underlying technologies, enabling readers to have a foundation from which they can determine what is required by the organization, regardless of the product name or acronym used by various vendors.

This Technical Report is not intended to be an all-inclusive paper on electronic document or content management and does not attempt to influence any single technology or provide legal guidance or legal opinions. While there are storage technologies other than optical/magnetic currently available (i.e. microfilm, microfiche and hybrid storage systems) that are not included in this Technical Report, it is advisable to review those technologies if they are determined to be appropriate by the end-user organization.