INFORMATION AND DOCUMENTATION - RECORDS MANAGEMENT - PART 1: GENERAL
(ISO 15489-1:2001, IDT)

ICS: 01.140.20

Descriptors: information, documentation, record management, general

© Copyright 2009

DEPARTMENT OF STANDARDS MALAYSIA
DEVELOPMENT OF MALAYSIAN STANDARDS

The Department of Standards Malaysia (STANDARDS MALAYSIA) is the national standardisation and accreditation body.

The main function of the Department is to foster and promote standards, standardisation and accreditation as a means of advancing the national economy, promoting industrial efficiency and development, benefiting the health and safety of the public, protecting the consumers, facilitating domestic and international trade and furthering international cooperation in relation to standards and standardisation.

Malaysian Standards are developed through consensus by committees which comprise of balanced representation of producers, users, consumers and others with relevant interests, as may be appropriate to the subject in hand. To the greatest extent possible, Malaysian Standards are aligned to or are adoption of international standards. Approval of a standard as a Malaysian Standard is governed by the Standards of Malaysia Act 1996 (Act 549). Malaysian Standards are reviewed periodically. The use of Malaysian Standards is voluntary except in so far as they are made mandatory by regulatory authorities by means of regulations, local by-laws or any other similar ways.

The Department of Standards appoints SIRIM Berhad as the agent to develop Malaysian Standards. The Department also appoints SIRIM Berhad as the agent for distribution and sale of Malaysian Standards.

For further information on Malaysian Standards, please contact:

**Department of Standards Malaysia**
Century Square, Level 1 & 2
Blok 2300, Jalan Usahawan
63000 Cyberjaya
Selangor D.E.
MALAYSIA

Tel: 60 3 8318 0002
Fax: 60 3 8319 3131
E-mail: central@standardsmalaysia.gov.my

**OR**

**SIRIM Berhad**
(Company No. 367474 - V)
1, Persiaran Dato’ Menteri
P.O. Box 7035, Section 2
40911 Shah Alam
Selangor D.E.

Tel: 60 3 5544 6000
Fax: 60 3 5510 8095
[http://www.sirim.my](http://www.sirim.my)
CONTENTS

Committee representation .......................................................................................................................... iii
National foreword ...................................................................................................................................... iv
Foreword ..................................................................................................................................................... v
Introduction ................................................................................................................................................ vi

1 Scope ...................................................................................................................................................... 1
2 Normative references .............................................................................................................................. 1
3 Terms and definitions .............................................................................................................................. 2
4 Benefits of records management ........................................................................................................... 4
5 Regulatory environment ........................................................................................................................... 4
6 Policy and responsibilities ....................................................................................................................... 5
   6.1 General ................................................................................................................................................. 5
   6.2 Policy ................................................................................................................................................... 5
   6.3 Responsibilities ................................................................................................................................ 5
7 Records management requirements ........................................................................................................ 6
   7.1 Principles of records management programmes ............................................................................. 6
   7.2 Characteristics of a record ............................................................................................................... 7
      7.2.1 General ........................................................................................................................................... 7
      7.2.2 Authenticity ................................................................................................................................. 7
      7.2.3 Reliability ..................................................................................................................................... 7
      7.2.4 Integrity ....................................................................................................................................... 7
      7.2.5 Usability ...................................................................................................................................... 7
8 Design and implementation of a records system .................................................................................... 8
   8.1 General ................................................................................................................................................. 8
   8.2 Records systems characteristics ....................................................................................................... 8
      8.2.1 Introduction ................................................................................................................................ 8
      8.2.2 Reliability ................................................................................................................................... 8
      8.2.3 Integrity ...................................................................................................................................... 9
      8.2.4 Compliance ............................................................................................................................... 9
      8.2.5 Comprehensiveness ............................................................................................................... 9
      8.2.6 Systematic ............................................................................................................................... 9
   8.3 Designing and implementing records systems ............................................................................. 9
      8.3.1 General ....................................................................................................................................... 9
      8.3.2 Documenting records transactions .......................................................................................... 9
      8.3.3 Physical storage medium and protection ............................................................................... 9
      8.3.4 Distributed management ..................................................................................................... 9
      8.3.5 Conversion and migration ..................................................................................................... 10
      8.3.6 Access, retrieval and use ....................................................................................................... 10
      8.3.7 Retention and disposition ...................................................................................................... 10
8.4 Design and implementation methodology .................................................................................... 10
9 Records management processes and controls ................................................................................... 11
   9.1 Determining documents to be captured into a records system ..................................................... 11
   9.2 Determining how long to retain records .................................................................................... 11
   9.3 Records capture ............................................................................................................................. 12
   9.4 Registration .................................................................................................................................... 13
## CONTENTS (continued)

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.5</td>
<td>Classification</td>
<td>13</td>
</tr>
<tr>
<td>9.5.1</td>
<td>Classification of business activities</td>
<td>13</td>
</tr>
<tr>
<td>9.5.2</td>
<td>Classification systems</td>
<td>14</td>
</tr>
<tr>
<td>9.5.4</td>
<td>Indexing</td>
<td>14</td>
</tr>
<tr>
<td>9.5.5</td>
<td>Allocation of numbers and codes</td>
<td>14</td>
</tr>
<tr>
<td>9.6</td>
<td>Storage and handling</td>
<td>14</td>
</tr>
<tr>
<td>9.7</td>
<td>Access</td>
<td>14</td>
</tr>
<tr>
<td>9.8</td>
<td>Tracking</td>
<td>15</td>
</tr>
<tr>
<td>9.8.1</td>
<td>General</td>
<td>15</td>
</tr>
<tr>
<td>9.8.2</td>
<td>Action tracking</td>
<td>15</td>
</tr>
<tr>
<td>9.8.3</td>
<td>Location tracking</td>
<td>15</td>
</tr>
<tr>
<td>9.9</td>
<td>Implementing disposition</td>
<td>16</td>
</tr>
<tr>
<td>9.10</td>
<td>Documenting records management processes</td>
<td>16</td>
</tr>
<tr>
<td>10</td>
<td>Monitoring and auditing</td>
<td>17</td>
</tr>
<tr>
<td>11</td>
<td>Training</td>
<td>17</td>
</tr>
<tr>
<td>Index</td>
<td></td>
<td>18</td>
</tr>
</tbody>
</table>
Committee representation

The Industry Standards Committee on Organisation Management (ISC O) under whose authority this Malaysian Standard was adopted, comprises representatives from the following organisations:

Department of Occupational Safety and Health Malaysia
Department of Standards Malaysia
Federation of Public Listed Companies
Jabatan Kebajikan Masyarakat Malaysia
Malaysian Association of Standard Users
Malaysian Institute of Corporate Governance
Malaysian International Chamber of Commerce and Industry
Ministry of International Trade and Industry Malaysia
National Archives of Malaysia
PETRONAS Corporate Health, Safety and Environment
Securities Commission
Telekom Malaysia Berhad
The Institution of Engineers, Malaysia

The Technical Committee on Record Management which recommended the adoption of the ISO Standard consists of representatives from the following organisations:

Bank Negara Malaysia
Chief Government Security Officer, Prime Minister's Department
Datarunding Sdn Bhd
Malaysian Administrative, Modernisation and Management Planning Unit
National Archives of Malaysia, Conventional Record Management
National Archives of Malaysia, Electronic Record and Information Technology Management
Petroliam Nasional Berhad
Public Service Department of Malaysia
Universiti Kebangsaan Malaysia
Universiti Teknologi MARA
Versapac Sdn Bhd
NATIONAL FOREWORD

The adoption of the ISO Standard as a Malaysian Standard was recommended by the Technical Committee on Record Management under the authority of the Organisational Management Industry Standards Committee.

This Malaysian Standard is identical with ISO 15489-1:2001, *Information and documentation - Records management - Part 1: General*, published by the International Organization for Standardization (ISO). However, for the purposes of this Malaysian Standard, the following apply:

a) in the source text, "this International Standard" should read "this Malaysian Standard";

b) the comma which is used as a decimal sign (if any), to read as a point; and

c) reference to International Standards should be replaced by equivalent Malaysian Standards as follows:

<table>
<thead>
<tr>
<th>Referenced International Standards</th>
<th>Corresponding Malaysian Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO 9001, <em>Quality management systems - Requirements</em></td>
<td>MS ISO 9001, <em>Quality management systems - Requirements</em></td>
</tr>
<tr>
<td>MS 2223 consists of the following parts, under the general title, <em>Information and documentation - Records management</em>:</td>
<td></td>
</tr>
<tr>
<td><em>Part 1: General</em></td>
<td></td>
</tr>
<tr>
<td><em>Part 2: Guidelines</em></td>
<td></td>
</tr>
</tbody>
</table>

Compliance with a Malaysian Standard does not of itself confer immunity from legal obligations.

NOTE. IDT on the front cover indicates an identical standard i.e. a standard where the technical content, structure, wording (or is and identical translation) of a Malaysian Standard is exactly the same as in an International Standard or is identical in technical content and structure although it may contain the minimal editorial changes specified in clause 4.2 of ISO/IEC Guide 21-1.