

An analytical perspective on enhancing activity document management quality in the digital age through ISO 15489



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Abstract

Enhancing activity document management has become imperative in complicated evolving digital contexts. Thus, organizations must integrate digital technology with administrative rules to ensure business continuity and create information management systems that help them achieve their objectives. Therefore, as a primary reference in the field of record management, this article discusses the importance of applying ISO 15489 to enhance document management quality in the current digital age by explaining the goals, principles, and significance of this standard in controlling digital information flow, along with ensuring document authenticity and an integrated digital work environment, plus well-informed decisions based on trustworthy data, and providing a framework that assists in creating efficient record management policies and systems.

Keywords

Activity document;
Record management;
Quality;
ISO 15489;
Digital age.

الكلمات المفتاحية

وثائق النشاط؛
إدارة وثائق النشاط؛
الجودة؛
أيزو 15489؛
العصر الرقمي.

منظور تحليلي حول تعزيز جودة إدارة مستندات الأنشطة في العصر الرقمي من خلال ISO 15489

ملخص

لقد أصبح تعزيز إدارة وثائق النشاط أمرا ضروريا في السياقات الرقمية المتغيرة والمعقدة في ظل هذا العصر الرقمي وبالتالي، يجب على المنظمات من السعي لدمج التكنولوجيا الرقمية مع القواعد الإدارية لضمان استمرارية الأعمال وإنشاء أنظمة إدارة معلومات تساعدها على تحقيق أهدافها. لذلك، و باعتباره مرجع أساسى في مجال إدارة وثائق النشاط، تناولت هذه المقالة أهمية تطبيق معيار أيزو 15489 لتعزيز جودة إدارة وثائق النشاط في العصر الرقمي الحالي وذلك من خلال شرح أهداف ومبادئ وأهمية هذا المعيار المتعلق بإدارة وثائق النشاط بخصوص التحكم في تدفق المعلومات الرقمية، جنبا إلى جنب مع ضمان صحة المعلومات وتوفير بيئة عمل رقمية متكاملة، بالإضافة إلى الحرص على اتخاذ القرارات المستنيرة التي لا بد أن تكون قائمة على بيانات جديرة بالثقة، وتوفير إطار يساعد في إنشاء سياسات وأنظمة إدارة وثائق النشاط الفعالة.

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I- Introduction :

Effective activity document management is vital to every organization's daily activities. Documents are generated to assist the institutions in achieving their strategic goals, while also serving as proof of their operations. This type of documents keep accumulating in the course of time offering significant services like providing important unique information, fostering research, supplying documentation of decisions and activities, and safeguarding the institutional identity and memory. Yet, the inability to manage, preserve, and provide accessibility to these records whenever is needed may lead to a lack of transparency and durability, affecting the organization's success and credibility since "information cannot be readily created, replaced or reconstructed once it is lost" (Mulauzi, 2020).

In light of the current digital age, new information technologies are increasingly being adopted in every aspect of administrative activities; therefore, traditional paper-based document management has become ever more incompatible with nowadays requirements, urging the transition to electronic management systems. And, as digital information technologies continue flourishing, the field of record and information management must be readjusted as well to meet the demands of today's business market and match modern advancements, emphasizing the significance of an adequate, flexible electronic document management system, that necessitates constant adaptation and adherence to established laws and international standards in the context of changeable digital environment.

Due to the fact that global development requires that organizations be able to manage their records in compliance with international standards, in order to have a positive impact on an institution's efficiency and effectiveness to achieve quality performance (Wahyuni et al., 2022). ISO 15489, the international record management standard, offers a comprehensive framework for navigating this intricate digital environment by guiding administrative entities to manage information and documents successfully and protect their official eligibility in this unstable digital landscape, particularly in today's public services and educational institutions such as universities and the e-administrative business sector, where rapid changes in operational practices and a rise in electronic transactions necessitate the implementation of robust digital document management systems. Accordingly, this article seeks to investigate the adoption of ISO 15489 to improve the management of digital activity document lifecycle, assure compliance, and enhance administration performance quality in the course of digital transformation.

II-The Problem Statement:

None of the administrative activities can be carried out effectively without being documented by activity documents; otherwise, the organization's activities become subject to fraud, lack of transparency, and randomness, which may result in material and financial losses and loss of rights, which in turn may lead to the weakness of the entire organization's management system, the loss of its reputation, and eventually its collapse. Along with the necessity of coexisting with the effects of modern information technology on the field of management plus the changing behavior of individuals and beneficiaries towards obtaining and using information, every organization must strive to create a unified and effective system to adapt the documents management quality of its different operations in proportion to its goals in light of the digital environment and current market requirements, yet throughout working to achieve this, the organization will absolutely face many challenges like controlling the increasing volume of data, ensuring privacy and digital activity information security protection, and addressing technological obsolescence in the course of managing electronic documents and information amid digital transformation, while the most appropriate solution to help in creating a high-quality electronic activity document management system is to resort to adopting international standards in order to standardize work and apply best practices, and since ISO 15489 is a global standard dedicated to controlling record management, each organization must adopt and respect its application so that it can enhance the quality of managing digital activity documents.

In light of the aforementioned context, the problem of this research pivots around the following core question: how can the ISO 15489 standard enhance activity document management quality in the context of the digital age?

III-The Study Objectives:

The purpose of this study is to shed light on activity documents, define record management, and seek to investigate how the ISO 15489 standard can be adopted in order to improve the management of activity documents quality in this digital age by considering the standard's principles, key objectives, and the standard's importance concerning establishing accurate document management systems that align with the current dynamic digital environment and can benefit from modern technological advances while ensuring the integrity and accessibility of digital information within all organizations.

IV-The Study Methodology:

To tackle the research topic, a descriptive approach was adopted in order to collect knowledge about activity document management and the ISO 15489 standard via taking advantage of using various scientific references and research within the same context and applying an analytical method to provide a theoretical background that assists in determining the topic's scope, analyzing, and interpreting the data, thereby enriching the understanding of the importance of implementing the ISO 15489 standards for managing organizations' activity documents in this current unstable digital age.

V-Literature Review:

V. 1. Terminology Definition:

Before delving deeper into this topic, we must first define the meaning of some key words in order to avoid ambiguity while enhancing clarity in understanding the subject at hand.

V. 1.1.Activity Documents (AD):

The ISO 15489 describes them as documentary proof regarding both business activities and information assets. They are distinct from other kinds of information resources due to the fact they are used as evidence in business transactions and rely heavily on metadata.(*ISO 15489-1:2016(En)*, n.d.)

It is further referred to as those records that include active and semi-active documents, which are considered a type of significant information resource that are distinguished from other types due to the original, unique, and reliable information they contain, making them a primary source of information for management and scientific research.(Goumid & Latreche, 2019)

V. 1.2.Record Management (RM):

(= gestion des documents d'activité in French) refers to the area of organization and management that is accountable for effectively and methodically managing the processes involved in creating, receiving, keeping, using, and disposing of records, as well as the procedures for gathering and archiving data and proof about activities and operations in the form of activity documents.(*ISO 15489-1:2016(Fr)*, n.d.)

In alignment with the above-given definitions, we can deduce that activity documents are distinctive information sources that are utilized by all organizations to carry out their operations for ensuring workflow and provide documentation as evidence of their activities. They consist of active documents that are currently in use in addition to semi-active documents that administration still uses occasionally, while record management denotes the various procedures that administration uses to efficiently manage activity documents from the time of their production until their ultimate disposal. It is also worth mentioning that the term 'record' refers to 'activity documents'; therefore, the two can be used interchangeably.

V. 1.3.The Digital Age:

is described as the era in human history that has been influenced by digital information and communication technologies and where digital change has advanced largely through digitalization and digital transformation, to the point that digital technologies nowadays have a formative impact on people's lives.(Lengsfeld, 2019)

V. 1.4.ISO 15489:

is an international standard concerning records management titled ISO 15489 - 1:2016Information and documentation — Records management — Part 1: Concepts and principles, issued by ISO, the International Organization for Standardization, outlines the concepts and principles for producing, capturing, and managing records, regardless of their structure or form, in any business and technological context throughout their lifespan.(*ISO 15489-1*, n.d.)

Based on the definitions provided, ISO 15489 addresses the management of activity documents, whether they are in physical or digital/electronic forms, in the digital age, where information and communication technologies affect administrative activities.

V. 2. Activity Documents Management in the Digital Age According to ISO 15489:

The administration has to establish an adequate guidance system to guarantee that staff members accomplish their responsibilities properly, providing clear instructions and adopting the necessary standards to guide and assess performance (Dib & Djahmi, 2023). Since ISO 15489 is involved with record management, we intend to learn more about this standard in the following section to explore its importance and how it contributes to enhancing the management quality of activity documents, particularly in this challenging digital era.

V. 2.1. An overview of ISO 15489:

In 1996, Australia developed a national standard for managing administrative documents named AS 4390, which was published and approved by the Australian government. After this successful endeavor, the Australian government submitted the standard for adoption by the ISO organization. There, an international group specializing in information and documentation, known as Technical Committee 46TC, started working on developing an international standard, using the Australian standard as a foundation, and eventually in 2001 the international standard ISO 15489 was issued. The French state, through its many authorities and associations, has actively contributed to the development of this standard, which was adopted by the French Association for Standardization (AFNOR) in 2002 (Tirichine & OuledHacinie, 2016). Also, The National Archives and Records Administration (NARA) of the United States approved ISO 15489, which has become accepted as a best practice standard in the US, the UK, and many other countries (Joseph et al., 2012). The standard ISO 15489 is made up of two documents. The first, titled "Principes directeurs in French/ General in English," outlines the major concepts of organizing and managing current and intermediate archives in organizations. The second, labeled "Guidelines", is an application instrument that describes the approach for implementation (Couture & Roy, 2007). During this time, we have seen an incredible shift to digital forms of business. Accordingly, records have to be generated and preserved in digital contexts, so a strong set of concepts and principles supporting new methods is required (Findlay & Gasiorowski-Denis, 2016). Owing to this also, the initial edition, Part 1, published in 2001, has been revised and reissued, with the most current 2016 version under the title "Records Management: Concepts and principles", whereas ISO 15489 Part 2 was canceled (Guevara, 2022).

V. 2.2. ISO 15489 key Objectives:

Humans have restricted information processing capabilities, pushing them to look for satisfactory solutions instead of optimum ones (Toumi et al., 2024). In response, ISO 15489 can be considered a perfect solution as it aims to provide strategic guidance on developing a record management system by outlining the fundamental principles and effective paradigm shifts in recordkeeping responsibilities and practices that contribute effectively to setting up an adequate activity document management system (Joseph et al., 2012). Additionally, it seeks to standardize the management of activity documents to ensure the accessibility of records during the activity implementation, encompassing performance integrity and reliable evidence that has met the necessary requirements (Wahyuni et al., 2022).

As a result, it can be understood that the goal of generating ISO 15489 is to provide an international standard that offers organizations helpful guidance with laying out core principles and specifying appropriate changes as solutions in recordkeeping procedures, especially during the digital transformation, to create an effective activity document management system within different organizations and standardize the record management practices while ensuring requirements-compliant proof, integrity in the performance of administrative tasks, and accessibility to documents and information, and to achieve quality in activity document management especially in this intricate digital age in general.

V. 2.3. ISO 15489 Principles:

According to ISO 15489, record management is built on the following principles:

- The production, capture, and management of activity documents are crucial parts of conducting business in any setting;
- Records that meet the criteria of authenticity, integrity, reliability, and usability, regardless of their format or structure, are regarded as authoritative evidence of business;
- Activity documents are made up of both content and complete metadata;
- Decisions on creating, capturing, and managing records depend on the analysis and risk evaluation of business activities in their business, regulatory, legal, and societal settings;

- Record management systems allow the control and execution of activity document management's different processes, depending on established policies, responsibilities, monitoring, assessment, and training to meet the record requirements (ISO 15489, 2016).

Drawing on the given principles, we can infer that they are essential to understand and apply record management efficiently and accurately in all kinds of organizations. The processes of creating, capturing, and managing activity documents represent the essence of administrative practices that should not be underestimated since they serve as the basis for assuring institutions' workflow, transparency, management accountability, and making appropriate decisions under any circumstances, such as under the impact of digital transformation. Records must also be authentic, integral, reliable, and usable, which sets them apart from other sources of information and makes them reliable evidence of the organization's various activities. Furthermore, records must encompass content and metadata that enable them to be effectively managed and controlled within the digital environment to provide complete informative and contextual value and enhance their management practices. Additionally, to ensure that records management practices comply with the institution's various requirements, decisions related to records management practices must be made after an analysis and risk study, taking into account the organization's work context as well as any organizational or societal regulations that the organization has adopted. Moreover, effectively managing the record life cycle necessitates the implementation of rules, processes, and procedures via integrated activity document management systems, particularly in a digital context. These systems must be established on a comprehensive framework that includes clear policies, well-defined roles and responsibilities, efficient monitoring and assessment systems, ongoing training initiatives for employees to keep up with current changes, and technology advancement. Therefore, this framework must be integrated to make sure that all requirements are met, thereby enhancing the organization's ability to manage its activity documents and information, whatever their form be, more efficiently, support decision-making processes, and improve administrative performance quality in general even in light of the digital age.

V. 2.4. ISO 15489's importance for enhancing activity document management quality in the digital age:

Most specialists have agreed that ISO 15489 has revolutionized archival practices and document management for all organizations because it has contributed to overcoming various difficulties that were previously encountered in the archival profession and document management, besides defining organizations' responsibilities toward current archives and records in general, despite their form or container (Dai, 2022). To the extent that it has become the most commonly adopted standard by professionals and highly cited in the texts discussing standardization in the field of records management (Nascimento et al., 2018). Because adhering to an international standard for a records management system, such as ISO 15489, enables organizations to comply with local laws and regulations while remaining compliant with world-class standards (Guevara, 2022). The updated ISO 15489 equips contemporary recordkeeping specialists with a framework and various procedures to execute adequate and digitally-ready recordkeeping strategies (Findlay, 2022) since it has continued to assist with the transition toward digital document management and organizational preservation of information, knowledge, and records (Joseph et al., 2012).

The standard was created to address the increasing demands of document management in the business and economic sectors. It includes comprehensive recommendations on the structure, content, and implementation of the activity document management system. The standard applies to every entity's records and covers all information containers. It describes processes, standards, strategic organizational approaches, and the necessary infrastructure to support the successful and effective management of administrative documents. It establishes defined procedures for document creation, storage, and archiving to enable managers in institutions to conserve time and improve the efficiency of information retrieval and usage (Tirichine&OuledHacine, 2016). The concepts and principles defined in ISO 15489 were meant to facilitate the production, capturing, and management of activity documents in current digital environments over time. Yet it has been intentionally developed not to overlook the requirements of paper-based or "hybrid" contexts, and it applies equally to these environments through implementing a technology-agnostic approach (Findlay &Gasiorowski-Denis, 2016). Nevertheless, digital transformation has made data and document production more difficult (Cottin, 2015). That is why worldwide record managers have requested other publications to assist them in implementing ISO 15489. Consequently, it was reinforced with numerous standards and technical reports on metadata, process analysis, digitization, conversion, migration, and functional requirements of digital records. This large family has evolved significantly with the issuance of ISO 30300 standards, which are about systems management standards (Cottin&Dessolin Baumann, 2012).

In addition, ISO 15489 specifies the necessary records management control tools and processes, focusing on customizable implementation options for various business environments. It even emphasizes the importance of metadata for activity documents, taking into account its design and management strategies in alignment with ISO 23081 guidance to support all aspects of record creation and management. The Standard also defines a set of principles to guide any record management approach, irrespective of any technology or document formats used, as well as elucidating the crucial task of the appraisal process to ensure effective and appropriate recordkeeping. It further explains the basic elements of activity document management to support access, retention, and other record management operations (Findlay, 2022). Moreover,

this record management international standard emphasizes the value of employee training within the institutions and the necessity of the system supervision and auditing to assess its efficacy (Cottin&Dessolin Baumann, 2012). In a nutshell, “ISO 15489 is a voluntary code of practice. It offers guidance on how RM principles and practices can be implemented in organizations” (Joseph et al., 2012).

VI-The Study Results:

According to all the information discussed above in this research paper, which addresses the topic of adopting an international standard issued in the field of record management, such as ISO 15489, and applying it in order to help organizations improve the activity document management practices in the context of the digital transformation era, the study's findings can be summarized in the following points:

- Activity documents possess four main characteristics that are authenticity, integrity, reliability, and usability;
- Managing activity documents has become more complex in the age of digital transformation;
- Adopting an international standard such as ISO 15489 can be the ideal solution to improve document and information management quality by any organization;
- ISO 15489 provides guidance about how to effectively manage activity documents, whether in a traditional environment (paper-based), a digital environment (digital information), or even both of them (hybrid environment);
- ISO 15489 is an international standard that can assist organizations in establishing an effective records management system in this modern digital era;
- Organizations can ensure that their document management practices support operational efficiency, legal compliance, and information security in the digital environment by adhering to ISO 15489;
- ISO 15489 defines concepts and principles that provide recommendations for managing activity documents throughout their entire lifecycle, from creation to disposal;
- ISO 15489 determines all the necessary elements and processes concerning record management in light of this digital age such as metadata, appraisal, and system control and evaluation;
- The standard ISO helps organizations build a robust and flexible digital activity document management system in this digital age.

VII-Suggestions:

In light of the significance of implementing the ISO 15489 standard for enhancing and advancing the management of activity documents in this digital age, we would offer the following suggestions to guarantee improved administrative performance:

- Providing a sufficient budget to provide all the requirements to improve document management in this digital age and successfully shift from traditional to modern management;
- Using ISO 15489 as a framework throughout the planning phase to facilitate the enhancement of the organization's record management and standardize work, hence ensuring performance quality;
- Organizations have to update document and information management systems constantly to keep pace with international standards and current-era requirements, in addition to the needs of today's beneficiaries;
- Applying ISO 15489 to develop an activity document management policy compatible with local legislation and the privacy of each institution;
- Providing continuous training for administrative staff and document managers and educating them on the right use of contemporary technology in their field of work.

VIII-Conclusion:

Taking everything into account, in the context of today's digital age, ISO 15489 is a viable solution to enhance activity document management quality in the context of sustainable digital transformation. Organizations that adopt such a standard are better prepared to implement effective systems for managing their information. That can encourage innovation while ensuring data protection and respect for individuals' rights. Therefore, it is essential to encourage administrators and document managers to adopt this international standard to ensure improved record management in line with the needs of the 21st century where developing and digitizing administrative practices in various institutions has now become a vital necessity that requires reviewing traditional methods of document management and efficiently exploiting modern technologies to ensure the reliability of information systems. Therefore, using the ISO 15489 standard dedicated to record management is an ideal choice as it provides principles and guidelines that help in establishing a codified framework that facilitates the systematic management of the document life cycle from their creation to disposal, consequently ensuring their authenticity, integrity, and accessibility, leading to improved efficiency and reduced risks. In the final analysis, implementing ISO 15489 to improve record and information management quality involves more than just a technological advancement. It assists organizations to make the best use of current technology and activity document management in the digital environment while adhering to their local legislative and regulatory laws in addition to other international standards. Compliance with this standard enables organizations in protecting information and enhancing organizational performance and administrative practices related to activity document management in a changing digital environment, resulting in quick and easy access to reliable and up-to-date information when needed, ensuring sound decision-making and smooth workflow plus quality performance.

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