1. Purpose of this Standard

The purpose of this standard is to set the guidelines for categorizing documentation and data, and the associated classifications. This will result in methodology to enable variations in the Document Management structures, workflows, securities, and overall control mechanisms. This standard includes fundamentals of email management.

2. Risks of non-compliance

Some of the risks of not having, or not complying with these standards are:

- Blanket management protocols are implemented for all categories and classifications
- Varying elements of Document Management based on the categories and classifications will be insufficient
- Security and chain of custody breeches will occur
- High risk of low quality of information management
- Email communication may not be available to the organization, and will solely rely on an individual's email management ethics

3. Overview

Understanding the categories and classifications of files will assist in establishing the nomenclature, securities, workflows, and integration of data into Document Management systems.

There are three main categories of documentation:

- Facility Documents (Facility is a description pertaining to a physical asset, commercial building, office location, or any other structure)
- Documents
  - Project Documents (Project is a description pertaining to any activity or task with related documents, such as case documents, correspondence, scope, or job budgets, etc.)
  - Corporate Documents (Policies, Procedures, Processes, Work Instructions, etc.)
- Drawings
  - Facility Drawings, including fabrication drawings, topographical maps, surveys, etc. and 3D Models (as a subset)
  - Corporate Drawings (typicals, standard legend sheet, etc.)

There are multiple forms of digital data, mostly present in expert systems (software applications specific to a functional requirement) that contain and manage the digital data, with some digital data being extracted from the documentation, or visa versa.

There are four possible classifications of files in each category (See DMC-DM-STD-004 for more detail):

- Hard copy
- Electronic (soft) copy published
- Electronic (soft) copy modifiable

- Digital only

4. Facility Documents

Facility documents can also be called building documents, asset documents, or plant documents, depending on the organization's work type and industry. These are documents where updates do not end at completion of a particular project, phase, or activity, but instead have the likelihood to be revised at a later time. In other words, they are dynamic to the facility to which they pertain.

The lifecycle of the facility document begins with the design, followed by fabrication/construction/installation, then operation and maintenance, and finally decommissioning or removal.

Typically, the types of files in this category would relate to tag (or asset/equipment) specific files; as in Data Sheets, or, in the digital only classification, programming files.

Modifiable Facility Documents and Data must be strictly controlled to avoid errors in modification.

5. Documents

Documents are separated into two subcategories; project documents and corporate governance documents.

Project documents are created specifically for a project or a task. They have a beginning and an end that matches the beginning and the end of the activity. These documents can be used for the entire duration of a project or for a portion of the project. Once a project document is no longer required for use on a project, these documents become records and are stored for future reference (not for future revision).

Documents in this category can also include tasks performed outside of a facility, such as inspection reports, quality audits, and regulatory submissions. Examples include:

- Project execution plans
- Invoices
- Schedule documents
- Funding documents
- Requests for information
- Scope documents, etc.

Corporate governance documents are those documents and standards that govern how an organization performs, both corporately and within project work. Corporate standard forms can then be used for individual projects, under the project code, as required.

Corporate governance documentation is long living data that are reviewed on a set schedule as part of the continual improvement process. Revisions to standards and specifications should be slow and reviewed thoroughly by a cross functional committee. Such a review must include relevance in the language that is used as it relates to the demographics and culture of the organization.

Examples of corporate governance documents are policies, procedures, typical drawings in the hard or published classification, workflows, forms, handbooks, codes and/or standards i.e. CSA Standard or local jurisdiction codes.

Correspondence documents can pertain to either a project or to a corporate data workflow. Correspondence can be in the form of memos, emails, or decision documents.

Management of Change documentation can also pertain to any category of documentation and data, and must fall in line with an organizations Change Management Plan and/or Management of Change process.

6. Drawings

There are two sub-categories of drawings, those associated to facilities (in all classifications), and those in the modifiable classification of corporate governance (standard) drawings.

Facility drawings are the primary methods of communicating the information required to fabricate/construct/install build facilities, offices, assets, pipelines, or buildings, etc. They are the 'blueprints' of the design. The majority of these drawings are created in a CADD software of some sort, but can include files created in spreadsheet applications, in the case of line lists, shutdown keys, locked down sequences, etc.

Examples of drawings are shop drawings (drawings produced by the supplier or manufacturer, and are typically required for prefabricated components), As Built drawing sets (either clean copies or marked up copies), engineering drawings, or isometric drawings.

Topographical maps and surveys also fall within this category as they will live on with the land and be modified as additional assets are installed, or old facilities are demolished or removed.

The majority of drawings produced for the purpose of fabrication/construction/installation of a specific facility will live on over the life of the facility or asset, until either the asset or system it pertains to is removed, or the facility is transferred or decommissioned.

7. The difference between live documentation and records

To define the difference between live documentation and records we must first realize that all documents and drawings become records. Some documents and sketches are created solely as records, such as when something is documented as an event.

Information that is created as a record may need to be managed along with live documentation, when those records along with the live documentation and digital data provide a holistic representation of a facility or asset.

Examples of such a combination are inspection documents created as a record of events that are combined with the most recent revision of a facility document; to provide a holistic information package to the consumer of the data.

All previous revisions (and occasionally versions) of drawings, documents, and data are also records, since the data contained is a record of the past. The current version of a file, whether a project document, site document or a drawing, is the dominion of Document Management.

8. Files within emails

Any documentation or data files that is to be controlled, as per these standards and/or an organization's procedures, which are contained within emails, must only reside in the Document Management controlled area. To ensure evidence of transmission within the email platform, transmittals may remain as attachments in the email to which it pertains. Uncontrolled file attachments may also remain.

Files that carry restricted access or a high level of security in chain of custody, such as confidential information, certain modifiable files, or proprietary information must not remain as email attachments when the email is stored.

9. Management of email communication

It is appropriate to allow controlled information to be communicated within the body of the email, such as questions and answers to various elements of an activity, however, such emails must be controlled within the email application, or within a different software application which has email management capabilities.

Emails that remain in the email application are not to remain in the individual user's email structure. They must be moved or sent to an area within the email application that will allow the organization to access the emails after the individual is no longer a part of the organization.

Email communication should be given a base structure for the naming of subject lines, and rules must be in place for email professionalism and etiquette.