

1. Purpose of this Standard

The purpose of this standard is to ensure that Document Managers understand their role in liability protection, and to provide some guidelines on how to contribute to organizational resiliency.

2. Risks of non-compliance

The risks of not complying with this standard include:

- Document Management does not provide an accurate enough service to the organization to assist in the protection against litigation
- Documentation and data is not managed and therefore not available during any liability claim

3. Liability Protection

It is the role of the Document Management professional to ensure that all Document Management processes and procedures take liability protection into consideration, specific to the industry requirements of which the organization must adhere to.

All documentation and data movement, from creation to distribution, must be traced at all times to ensure that decisions and communication can be evidence in the case of any claim or litigation.

This is also true to ensure all information is available and appropriately controlled – not just in writing within procedures, but also in evidence of application of those procedures.

All appropriate security and controls must be in place, and a corporate policy of adherence to Document Management procedures should be written and published. This holds individuals in the organization accountable for their actions, which further protects the organization from intentional or unintentional errors and omissions in any activity's documentation.

Annual review of liability protection, and through use of lessons learned, will ensure that policies and procedures are up to date with an organization's information management requirements.