[Organization logo]

[Organization name]

**Commented [20A1]:** All fields in this document marked by square brackets [] must be filled in.

# PROCEDURE FOR DOCUMENT AND RECORD CONTROL

Code:	
Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	
•	

Commented [20A2]: The document coding system should be in line with the organization's existing system for document coding; in case such a system is not in place, this line may be deleted.

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# **Change history**

Date	Version	Created by	Description of change
	0.1	20000Academy	Basic document template

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#### 1. Purpose, scope and users

The purpose of this procedure is to ensure control over creation, approval, distribution, usage and updates of documents and records (also called: documented information) used in the Service Management System (SMS).

This procedure is applied to all documents and records related to the SMS, regardless of whether the documents and records were created inside [organization name] or whether they are of external origin. This procedure encompasses all documents and records, stored in any possible form – paper, audio, video, etc.

Users of this document are all employees of [organization name] inside the scope of the SMS.

#### 2. Reference documents

- ISO/IEC 20000-1:2018, clauses 7.5.2 and 7.5.3
- Service Management System Policy
- [document that regulates confidentiality classification]
- [other documents and regulations specifying document control]

**Commented [20A3]:** Can be deleted if confidentiality classification does not exist.

#### 3. Control of internal documents

Internal documents are all documents created inside the organization.

#### 3.1. Document formatting

If the organization has an Information Classification Policy in place, documents that are part of the SMS must comply with the confidentiality classification.

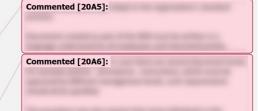
#### 3.2. Document approval

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**Commented [20A4]:** Adapt to the organization's standard practice.



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.3. Publi	shing and distributing documents; withdrawal from use	
documents, a by the docum	opropriate access controls must be implemented, and access rights must be assigned ent owner.	
	nents and destroy all copies except the signed original, which must be duly stored — must be marked as "Obsolete" using a marker pen.	
3.4. Docu	ment updates	
All changes to	the document must be made using "Track changes,"	
All changes to	the document must be made using "Track changes,"	
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stated in the concerned internal document in the chapter describing records control.

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[organ	ization	name
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Access and retrieval rights for records are determined by the owner of individual records.

#### Commented [20A13]:

## 4. Documents of external origin

 $\label{thm:continuous} \mbox{Each external document that is necessary for the planning and operation of the SMS must be }$ 

The person who receives mail and courier parcels must forward them to [job title], who must make a

# Commented [20A14]:

**Commented [20A15]:** Add additional information if required by the organization's record maintenance system.

# 5. Managing records kept on the basis of this document

Record name	Storage location	Person	Controls for record	Retention
		responsible for	protection	time
		storage		
Register of external	[intranet folder	[job title acting	Only [job title] has the	Records are
documents	name]	as owner of the	right to make entries	stored for a
(electronic form -		register of	into and changes to the	period of 3
Excel spreadsheet)		external	register of external	years.
		documents]	documents.	

Only [job title] can grant other employees access to the register of external documents.

# **Commented [20A16]:** Please alter this record to match what you already have in your company. If you do not have a similar record, you can create a new one in the format that suits you best.

**Commented [20A17]:** Adapt to the organization's standard practice.

## 6. Validity and document management

This document is valid as of [date].

The owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

**Commented [20A18]:** This is only a recommendation; adjust frequency as appropriate.

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