

[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.

## 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

The document shall be written using [font size] and [font style]. The document shall be written in [language]. The document shall be written in [font size] and [font style].

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

The document shall be written in [font size] and [font style]. The document shall be written in [language]. The document shall be written in [font size] and [font style].

Every document must be written in [font size] and [font style].

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

**Commented [20A5]:**

The document shall be written in [font size] and [font style].

### 3.2. Document approval

All documents, regardless of whether they are internal documents or external documents, shall be approved by [role].

**Commented [20A6]:**

Documents are approved in the following way: [redacted] and stored in [name of filing folder/cabinet]; the corresponding electronic version is published as specified in the section "Publishing and distributing documents; withdrawal from use."

**Commented [20A7]:** [redacted]

### 3.3. Publishing and distributing documents; withdrawal from use

For all documents to which access is restricted by an employee within the SMS using the tool [redacted] documents, appropriate access controls must be implemented, and access rights must be assigned by the document owner.

**Commented [20A8]:** Change if documents are published through a document management system.

All electronically published documents must be published in [redacted] and stored in [redacted]

**Commented [20A9]:** [redacted]

When a new document is published using a document management system, the user must ensure that the document [redacted] is published under the document name as defined in the document, and is the responsibility of the user.

**Commented [20A10]:** [redacted]

When a new version of the document is published, the [redacted] must be published under the [redacted] name.

**Commented [20A11]:** [redacted]

all such documents and destroy all copies except the signed original, which must be duly stored – such originals must be marked as "Obsolete" using a marker pen.

**Commented [20A12]:** [redacted]

### 3.4. Document updates

The person listed as document owner has the responsibility for updating the document and ensuring the correct access permissions to the document. Updates are performed in the tool by changing [redacted] and document [redacted]

All changes to the document must be made using "Track changes," [redacted] and the [redacted] [redacted] [redacted] [redacted] [redacted]

Each document should preferably have a "Change History" table used to record every change made to the document.

Every change of a document must be followed by a new document version in a unique number of the document must be created.

### 3.5. Records control

Each internal document in the SMS must define how records resulting from the use of such a

[redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted]

[redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted]

records is such that permission for access must be obtained from a different person, this must be stated in the concerned internal document in the chapter describing records control.

[organization name]

Access and retrieval rights for records are determined by the owner of individual records.

**Commented [20A13]:**

#### 4. Documents of external origin

Each external document that is necessary for the planning and operation of the SMS must be

**Commented [20A14]:**

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

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

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

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

**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.

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

#### 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.