
GOVERNANCE
Scandinavian
Academy
Training Center

Course: Documents and Records Management Compliance: (ISO: 15489 Standard)

Code	City	hotel	Start	End	price	Language - Hours
GRC-687SA	Alula	Hotel Meeting	2027-05-09	2027-05-13	10950 SR	En - 25

INTRODUCTION

Managing documents, records and content can be difficult. How do you best capture, manage and store the documents and records in your organisation? Does your approach meet compliance requirements, regulations and standards? What is the best way to manage emails, web pages and electronic documents and records? How do you find the right documents and records when you need them? How does workflow and business process management work with documents and records management to help increase efficiency within your company? ISO 15489 is the international standard for records management. It is about attaining a records management benchmark of best practice, setting up methodology, processes and the resulting data storage and using an electronic records management system.

This programme covers the strategies, tools, and technologies used to capture, categorise, manage, store, preserve (archive), and deliver documents and records in support of business processes. This programme also covers the the core components of ISO 15489 so that organisations become compliant with best practices.

In this programme you will learn how to:

- Understand the key concepts and overall architectural scope
- Develop business cases and business requirements
- Use the concepts of document and records management to deliver business drivers
- Link how document and records management can be implemented across your organisation
- Explore the implications of an Enterprise Content Management (ECM) strategy in

conjunction with document and records management
- Understand the key concepts and overall scope of ISO 15489 and how to apply ISO 15489 in your organisation

WHO SHOULD ATTEND?

- Document and Records Management personnel
- Document Management Supervisors
- Suppliers, Solution Providers and Vendors
- Executives
- Users of Document and Records Management
- Personnel seeking to enhance their skills
- IT Management
- Technical staff

PROGRAMME OBJECTIVES

- To understand document and records management lifecycle
- To understand ISO 15489 records management standard
- Review how to implement a records management system based on ISO 15489
- Help create business case and requirements for the selection and procurement of document and records management
- Create a document and records management plan of action to implement in their organization and learn from best practice implementations and case studies
- Concepts for managing information and content, such workflow, business process and collaboration
- Review industry leading solutions and vendors in this marketplace
  Using metadata, business classification scheme, taxonomy and setting retention plans
- Lean about legislation, standards and regulation
- Set up search and retrieval
- Setting up access controls and security

- Develop storage models, audit trail and storage technologies

TRAINING METHODOLOGY

Participants will learn by active participation during the programme through the use of a wide variety of instructional techniques. There will be group exercises to allow for a “hands on” approach to learning. Case studies will be utilized to present “best practices” approaches. In addition there will be in depth discussion of critical success factors.

PROGRAMME SUMMARY

This programme covers all the essential skills needed to understand, use and apply document and records management and all the essential skills needed to understand, use and apply ISO 15489 records management standard. There will be discussions on the use of software, best practice implementation as well as applying all the key concepts. The programme will concentrate on the skills required to effectively deploy and maximise the benefit of document and records management as well as manage the outcomes and deliver business benefits. All participants will return to their organizations with a detailed understanding and have developed action plans to implement document and records management successfully in their organisations.

PROGRAMME OUTLINE

DAY 1 - Strategy and understanding key elements

- Introduce document and records management
- ISO 15489 introduction
- ISO 15489 Part 1 and Part 2 overview
- Business case and drivers
- Creating business requirements
- Managing information assets

- Understanding the terminology
- Document and records management strategies
- Information governance

DAY 2 - Concepts and set up components

- Document and records lifecycle
- Capture, store and management
- Preserve and archive
- Presentation and delivery
- Metadata and indexing
- Classification schemes
- Searching and retrieving
- Controls and security
- Legislation, standards and regulation

DAY 3 - Process and delivery

- Information audit and survey
- Business case
- Business requirements
- ISO 15489 Part 1
    - How to set ISI 15489 policies and standards
    - Assigning responsibilities and authorities
    - Establishing procedures and guidelines
- Business classification scheme
- IT infrastructure details
- Model office and rollout

DAY 4 - Implementation Planning

- Implementation planning
- ISO 25489 Part 2
    - Designing, implementing and administering specialized systems for managing

records
    - Integrating records management into business systems and processes
- Information audit and survey
- Project and programme planning

DAY 5 - Case Studies

- Introduction to case studies
- Group 1 - Strategy
- Group 2 - Concepts
- Group 3 - Process
- Presentations
- Evaluation and discussion

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

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