



**OKHAHLAMBA LOCAL MUNICIPALITY RECORDS  
MANAGEMENT POLICY**

**2021/2022 FINANCIAL YEAR**

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## **1. PURPOSE**

1.1 Section 13 of the National Archives and Records service of South Africa Act, 1996 requires the Okhahlamba Local Municipality to manage its records in a well-structured record keeping system, and to put the necessary policies and procedures in place to ensure that record keeping, and records management practices comply with the requirement of the act.

1.2 Information is a resource of the same importance to good management as other standard resources like people, money and facilities. The information resources of the Okhahlamba Local Municipality must therefore be managed as a valuable asset. Appropriate records management is a vital aspect of maintaining and enhancing the value of this asset. The Okhahlamba Local Municipality considers its records to be a valuable asset to:

- Enable Okhahlamba Local Municipality to find the right information easily and comprehensively;
- Enable Okhahlamba Local Municipality to perform its functions successfully and efficiently and in an accountable manner;
- Supports the business, legal and accountability requirements of Okhahlamba Local Municipality;
- Ensure the conduct of business in an orderly, efficient and accountable manner;
- Ensure the consistent delivery of services;
- Support and document policy formation and administrative decision-making;
- Provide continuity in the event of a disaster;
- Protect the interest of Okhahlamba Local Municipality's activities, employees, clients and present and future stakeholders;
- Support and document the Okhahlamba Local Municipality's activities, development and achievements;
- Provide evidence of business in the context of cultural activity and contribute to the cultural identity and collective memory.

1.3 Records management, through the proper control of the content, storage and volume of records, reduces vulnerability to legal challenge or financial loss and promotes best value in terms of human and space resources through greater co-ordination of information and storage system.

## **2. POLICY STATEMENT**

2.1 All records created and received by the Okhahlamba Local Municipality shall be managed in accordance with the records management principles contained in section 31 of National Archives and Records Services Act, 1996

2.2 The following broad principles apply to the record keeping and records management practices of Okhahlamba Local Municipality:

- The Okhahlamba Local Municipality follows sound procedures for the creation, maintenance, retention and disposal of all records, including electronic records.

- The records management procedures of Okhahlamba Local municipality comply with legal requirements, including those for the provision of evidence.
- The Okhahlamba Local Municipality follows sound procedures for the security, privacy and confidentiality of its records.
- Electronic records in the Okhahlamba Local Municipality are managed to the principles promoted by the National Archives and Records Services.
- The Okhahlamba Local Municipality has performance measures for all records management functions and reviews compliance with these measures.

### **3. RELATIONSHIP WITH OTHER POLICIES**

3.1 The Okhahlamba Local Municipality's records management Policy consist of this policy as well as additional parts that cover the unique nature of the broad spectrum of records generated by Okhahlamba Local Municipality. The policies are managed by the records manager. The following parts exist:

- E-mail policy and internet policy and other approved policies by Council
- Electronic records management policy
- Computer usage policy

3.2 Other policies that are closely related to the Records Management Policy are:

- The finance related policies which is managed by the Director: Finance;
- Promotion of Access to the Information Policy which is managed by the Municipal Manager in his / her capacity as the Chief Information Officer.

### **4. SCOPE AND INTENDED AUDIENCE**

4.1 This policy impacts upon Okhahlamba Local Municipality's work practices for all those who:

- Create records including electronic records;
- Have access to records;
- Have any other responsibilities for records, for example storage and maintenance responsibilities;
- Have management responsibility for staff engaged in any of these activities; or manage, or have design input into, information technology infrastructure.

4.2 The policy therefore applies to all staff members of the Okhahlamba Local Municipality and covers all records regardless of format, medium or age.

### **5. REGULATORY FRAMEWORK**

5.1 By managing its paper-based records effectively and efficiently Okhahlamba Local Municipality strives to give effect to the accountability, transparency and service delivery values contained in the legal framework established by:

- Constitution, 1996;
- National Archives and Records Service of South Africa Act (Act No: 43 of 1996 as amended);
- National Archives and Records Service of South Africa Regulations;
- Public Finance Management Act (Act no: 1 of 1999);
- Promotion of Access to Information Act (Act no: 2 of 2000);
- Promotion of Administrative Justice Act (Act no: 3 of 2000);
- Electronic Communications and Transactions Act (Act no: 25 of 2000);
- Municipal Structures Act (Act no: 117 of 1998);

- Municipal Finance Management Act (Act no: 56 of 2003)
- Provincial Archives of KwaZulu- Natal (Act no: 5 of 2000)

## **6. ROLES AND RESPONSIBILITIES**

### **6.1 Corporate Services Director of Okhahlamba Local Municipality**

- 6.1.1 The Corporate Services Director is ultimately accountable for the record keeping and records management practices of Okhahlamba Local Municipality.
- 6.1.2 The Corporate Service Director is committed to enhance accountability, transparency and improvement of service delivery by ensuring the sound records management practices are implemented and maintained.
- 6.1.3 The Corporate Service Director supports the implementation of this policy and requires each staff member to support the values underlying in this policy.
- 6.1.4 The Corporate Service Director shall appoint the records manager of the Okhahlamba Local Municipality and shall mandate the records manager to perform such duties as are necessary to enhance the records keeping and records management practices of Okhahlamba Local Municipality to enable compliance with legislative and regulatory requirements.

### **6.2 Senior Managers**

- 6.2.1 Senior Managers are responsible for the implementation of this policy in their respective units.
- 6.2.2 Senior Managers shall lead by example and shall themselves maintain good records keeping and records management practices.
- 6.2.3 Senior Managers shall ensure that all staff is made aware of their records keeping and records management responsibilities and obligations.
- 6.2.4 Senior Managers shall ensure that the management of records including e-mail is a key responsibility in the performance agreements of all the staff in their units.

### **6.3 Records Manager**

#### **6.3.1 Records Manager is responsible for:**

- The implementation of the policy;
  - Staff awareness regarding this policy;
  - The management of all records according to the records management principles contained in the National Archives Act' 1996;
  - The determination of retention periods in consultation with the users and talking into account the functional, legal, and historical need of the body to maintain records of transactions.
- 6.3.2 The records manager is mandated to make such training and other interventions as are necessary to ensure that the Okhahlamba Local Municipality's records keeping, and records management practices comply with the records management principles as it is contained in the National Archives and records Services Act.
- 6.3.3 The records manager may from time to time issue circulars and instructions regarding the records keeping and records management practices of the Okhahlamba Local Municipality.

- 6.3.4 The records manager shall ensure that all records created by Okhahlamba Local Municipality are classified according to the approved file plan and that a written disposal authority is obtained for them from the National Archives and Records Services.
- 6.3.5 In the absence of the records manager' the Corporate Services Director is the records manager for the whole Okhahlamba Local Municipality.
- 6.3.6 The specific duties of the records manager are contained in the Record's Manager's job description.

#### **6.4 Municipal Manager**

- 6.4.1 The Municipal Manager is responsible for approval of request for information in terms of the Promotion of Access to Information Act.
- 6.4.2 The Municipal Manager shall inform the records manager if a request for information necessitates a disposal hold to be placed on records that are due for disposal.

#### **6.5 IT Manager**

- 6.5.1 The Corporate Services in his capacity as IT Manager is responsible for the day-to\*day maintenance of electronic systems that stores records.
- 6.5.2 The IT Manager shall work in conjunction with records manager to ensure that public records are properly managed, protected and appropriately preserved for as long as they are required for business, legal and long-term preservation purpose.
- 6.5.3 The IT Manager shall ensure that appropriate system technical manuals and system procedures manuals are designed for each electronic system that manages and store records.
- 6.5.4 The IT Manager shall ensure that all electronic systems capture appropriate system generated metadata and audit trail data for all electronic records to ensure that authentic and reliable records are created.
- 6.5.5 The e IT Manager shall ensure that electronic records in all electronic systems remains accessible by migrating them to new hardware and software platforms when there is a danger of technology obsolescence including media and format obsolescence,
- 6.5.6 The IT Manager shall ensure that all data, metadata, audit trail date, operating systems and applicable software are backed up on a daily, weekly and monthly bases to enable the recovery of authentic, reliable and accessible records should a disaster occur.
- 6.5.7 The IT Manager shall ensure that back-ups are stored in a secure off-site environment.
- 6.5.8 The IT Manager shall ensure the systems that manage, and store records are virus free.
- 6.5.9 Comprehensive details regarding specific responsibilities of the IT Manager are contained in:
- The Electronic Records Management Policy,
  - The Computer Usage Policy E-mail Policy.

#### **6.6 Security Manager**

- 6.6.1 The Director of Corporate Services in his / her capacity as the Security Manager is responsible for the physical security of all records.
- 6.6.2 Details regarding the specific responsibilities of the security manager are contained in the information security policy.

### **6.7 Legal Services Manager**

- 6.7.1 The Corporate Services Director as in his/her capacity as the legal services manager is responsible for keeping the Records Manager updated about developments in the legal and statutory environment that may impact on the records keeping and records management practices of Okhahlamba Local Municipality.

### **6.8 Registry Staff**

- 6.8.1 The Registry staff are responsible for the physical management of the records or their care.
- 6.8.2 Details responsible regarding the day to day management of the records in the registry are contained in the Registry Procedure Manual.

### **6.9 All Staff**

- 6.9.1 Every staff member shall create records of transactions while conducting official business.
- 6.9.2 Every staff member shall manage those records efficiently and effectively by:
- Allocating reference numbers and subjects to paper-based and electronic records according to the file plan;
  - Sending paper-based records to the registry for filing;
  - Ensuring that records are destroyed/ deleted only in accordance with the written disposal authority issued by the National Archivist.
- 6.9.3 Records management responsibilities shall be written into the performance agreement of all staff members to ensure that staff is evaluated on their records management responsibilities.

## **7. RECORDS CLASSIFICATION SYSTEM AND RELATED STORAGE AREAS.**

The Okhahlamba Local Municipality has the following systems that organize and store records.

### **7.1 Correspondence System**

#### **7.1.1 File Plan**

- 7.1.1.1 Only the file plan approved on 20 March 2010 and implemented on the 1<sup>st</sup> of July 2012 shall be used for the classification of paper-based records.
- 7.1.1.2 Each staff member shall allocate file reference numbers to all correspondence (paper, e-mail) according to the approved subjects in the file plan.
- 7.1.1.3 When correspondence is created/ received for which no subject exists in the file plan, the records manager should be contacted to assist with additions to the file plan. Under no circumstances may subject be added to the plan if they have not been approved by the records manager.

#### **7.1.2 Storage Areas**

##### **7.1.2.1 Paper-based Correspondence Files are Kept in the Custody of:**

###### **7.1.2.1.1 The Central Registry**



- 7.1.2.1.1.1 All paper-based correspondence system records that are HR related are housed in the central registry.
- 7.1.2.1.1.2 All these records are under the management of the records manager who is mandated to ensure that they are managed properly.
- 7.1.2.1.1.3 The registry is a secure storage area and only registry staff are allowed in the records storage area.
- 7.1.2.1.1.4 Staff members that needs access to files in the registry shall place a request for the files at the counter.
- 7.1.2.1.1.5 The registry shall be locked when is not in operation.

**7.1.2.1.2 The Human Resources Registry**

- 7.1.2.1.2.1 All Human resources related records are housed in the Central-Registry.
- 7.1.2.1.2.2 The general HR subject files as well as HR case files are under the management of the records manager who is mandated to ensure that they are managed properly.
- 7.1.2.1.2.3 Okhahlamba Local Municipality maintain a set of paper-based case files for each staff member. These files are confidential in nature and are housed in a secure storage area in the Central Registry.
- 7.1.2.1.2.4 The case files are managed as part of list of series of separate case files that is maintained and managed by the Records Manager.
- 7.1.2.1.2.5 The files exist only in paper-based format and physical of the case files are managed with the file tracking system in the integrated document and Records Management System.
- 7.1.2.1.2.6 Electronic correspondence records are stored in an electronic repository that is maintained by the IT Manager.
- 7.1.2.1.2.7 Access to storage areas where electronic records are stored is limited to the Information Technology staff who have specific duties regarding the maintenance of the hardware, software and media.

**7.2 Records Other than Correspondence System**

**7.2.1 Schedule for Records Other than Correspondence System**

- 7.2.1.1 The records personnel maintain a schedule of all records other than the correspondence system. The schedule contains a description of each set of records other than the correspondence system and indicates the storage location and retention periods of these records regardless of format.
- 7.2.1.2 Should records be created/received that are not listed in the schedule, the records personnel in co-operation with the records manager should be contacted to add the records to the schedule.

**7.2.2 Storage Areas**

**7.2.2.1 Paper-based**

- 7.2.2.1.1 The Okhahlamba Local Municipality has the following sets of paper-based other than the correspondence system that are in the custody of the various officials that use them on daily basis.
- 7.2.2.1.2 These records are under the control of records manager who is appointed to ensure that they are managed properly.

**7.2.2.2 Micrographic Records**

- 7.2.2.2.1 The Okhahlamba Local Municipality intends having sets of microfilmed records where the need arises.
- 7.2.2.2.2 These records will be under the control of the records manager who is mandated to ensure that they are managed properly.

**7.2.2.3 Audio Records**

- 7.2.2.3.1 The Okhahlamba Local Municipality intends having sets of audio-visual records should the need arises.
- 7.2.2.3.2 These records will be under the control of the records manager who is mandated to ensure that they are managed properly.

**7.2.2.4 Electronic System other that the Correspondence Systems.**

- 7.2.2.4.1 The Okhahlamba Local Municipality has a number of electronic records systems in operation which is not part of the correspondence system and that generate and store public records (Rate accounts, levies)
- 7.2.2.4.2 The IT Manager is responsible for the day-to-day maintenance of these systems.
- 7.2.2.4.3 The records maintained in these systems are under the control of records manager who is appointed to ensure that they are managed properly.
- 7.2.2.4.4 Detailed guidance regarding the management of these systems is contained in the electronic records management policy.

**8. DISPOSAL OF RECORDS**

- 8.1 No public records including e-mails shall be destroyed, erased or otherwise disposed of without prior written authorization from the Provincial archivist.
- 8.2 The Provincial Archivist has issued Standing Disposal Authority Number (add number) for the disposal of records classified against the file plan. The records manager manages the disposal schedule.
- 8.3 The National Archivist issued Standing Disposal Authority Number (add number) on the schedule of records other than the correspondence system. The records manager manages the disposal schedule.
- 8.4 Retention period indicated on the file plan and schedule were determined by taking Okhahlamba Local Municipality's legal obligations and functional needs into account. Should a staff member disagree with the allocated retention periods, the records manager should be contacted to discuss a more appropriate retention period.
- 8.5 Disposal in terms of these disposal authorities will be executed annually in December.
- 8.6 All disposal actions should be authorized by records manager prior to their execution to ensure that archival records are not destroyed inadvertently.
- 8.7 Non-archival records that are needed for litigation, promotion of access to information request or promotion of administrative justice actions may not be destroyed until such time that the Director: Corporate Services or Municipal Manager has indicated that the destruction hold can be lifted.
- 8.8 Paper-based archival records shall be safety kept in the strong-room until they are due to transfer to the national archives repository. Transfer procedures shall be as prescribed by the National Archives in the records management policy manual.
- 8.9 Disposal schedule should be kept on file.

**9. STORAGE AND CUSTODY**

- 9.1 See par 7 for an identification of all records keeping system and their storage locations.

9.2 All records shall be kept in storage areas that are appropriate for the type of medium. The National Archives and Records Services' guidelines contained in the Records management policy manual shall be applied.

9.3 Specific policies for the management of electronic storage media are contained in the electronic records management policy.

## **10. ACCESS AND SECURITY**

10.1 Records shall at all times be protected against unauthorised access and tampering to protect their authenticity and reliability as evidence of the business of Okhahlamba Local Municipality.

10.2 Security classified records shall be managed in terms of the information security policy which is available from the Municipal Manager.

10.3 No staff member shall remove records that are not available in the public domain from the premises of Okhahlamba Local Municipality without the explicit permission of the records manager in consultation with the Director Corporate Services or Municipal Manager.

10.4 No staff member shall provide information and records that are not in the public domain to the public without consulting the municipal manager specific guidelines regarding requests for information are contained in the promotion of access policy which is maintained by the municipal manager.

10.5 Personal information shall be managed in terms of the Promotion of Access to Information Act until time that specific protection of privacy legislation is enacted.

10.6 No staff member shall disclose personal information if any member of staff or client of Okhahlamba Local Municipality to any member of the public without consulting the Municipal Manager.

10.7 An audit trail shall log of all attempts to alter/edit electronic records and their metadata.

10.8 Records storage areas shall at all times be protected against unauthorized access.

### **The following apply:**

10.8.1 Registry and other records storage areas shall be locked when not in use.

10.8.2 Access to server rooms and storage areas for electronic records media shall be managed with key access.

## **11. LEGAL ADMISSIBILITY AND EVIDENTIAL WEGHT**

11.1 The records of Okhahlamba Local Municipality shall at all times contain reliable evidence of business operations. **The following will apply:**

### **11.1.1 Paper-based records**

11.1.1.1 No records shall be removed from paper-based files without the explicit permission of the records manager.

11.1.1.2 Records that were placed on files shall not be altered in any way.

11.1.1.3 No alterations of any kind shall be made to records other than correspondence files without the explicit permission of the records manager.

11.1.1.4 Should evidence be obtained of tampering with records, the staff member involved shall be subject to disciplinary action.

## **12. TRAINING**

12.1 The records manager shall successfully complete the National Archives and records services records management course, as well as any other records management training that would equip him/ her duties.

- 12.2 The records manager shall identify such training courses that are relevant to the duties of the registry staff ensure that the registry staff trained appropriately.
- 12.3 The records manager shall ensure that all staff members are aware of the records management policies and shall conduct or arrange such training as is necessary for the staff to equip them for their records management duties.

### **13. MONITOR AND REVIEW**

- 13.1.1.1.1 The records manager shall review the records keeping and records management practices of Okhahlamba Local Municipality on a regular basis and shall adapt them appropriately to ensure that they meet the business and service delivery requirements of Okhahlamba Local Municipality.
- 13.2 This policy shall be reviewed on a regular basis and shall be adapted appropriately to ensure that it meets the business and service delivery requirements of Okhahlamba Local Municipality.
- 13.3 Inspection by National Archives and Records Service. The National Archives and Records Management Services is entitled to full and free access at all times to all records of Okhahlamba Local Municipality.

### **14. DEFINITIONS**

#### **Archives Repository:**

The building in which records with archival value are preserved permanently.

#### **Authentic Records:**

Authentic records are records that can be proven to be what they purport to be. They are also recording that are consider by the creators to be their official record.

#### **Authoritative Records:**

Authoritative records are records that are authentic, reliable, trustworthy and useable and are complete and unaltered.

#### **Correspondence System:**

A set of paper-based and electronic communications and associated documents, sent, received, generated, processed and stored during the conduct of business.

#### **Custody:**

The control of records based upon their physical possession.

#### **Disposal:**

The action of destroying/ deleting a record or transferring it into archival custody.

#### **Disposal Authority:**

A written authority issued by the national archivist specifying which records should be transferred into archival custody or specifying which records should be destroyed/ deleted or otherwise disposed of.

**Disposal authority number:**

A unique number identifying each disposal authority issued to a specific office.

**Electronic Record:**

Information which is generated electronically and stored by means of computer technology. Electronic records can consist of an electronic correspondence system and electronic records system other than the correspondence system.

**Electronic Records System:**

This is the collective noun for all components of an electronic information system, namely: electronic Medias as well as all connected items such as source documents, output information, software application, programmes and metadata (background and technical information i.r.o the information stored electronically) and in hard copy. All these components are defined as records by the Act. They must therefore be dealt with in accordance with the Acts provisions.

**File Plan:**

A pre-determined classification plan by which records are filed and/ or electronically indexed to facilitate efficient retrieval and disposal of records.

**Filing System:**

The collective noun for a storage system (like files, boxes, shelves or electronic applications and storage system) in which records are stored in a systematic manner according to a file plan.

**Non-Archival Records:**

Records with a short-lived interest or usefulness.

**Public Records:**

A record created or received by a governmental body in pursuance of its activities, regardless of from or medium.

**Records other than correspondence System:**

Records that do not form part of a correspondence file, or a case file e.g. registers, maps, plans, electronic records, audio-visual, etc.

**Records:**

- 1) Recorded information regardless of its form or medium.
- 2) Evidence of a transaction preserved for the evidential information it contains.

**Records Classification System:**

A plan for the systematic identification and arrangement of business activities and/ records into categories according to logically structured conventions, methods and procedural rules represented in the classification system.

**Recording:**

Anything on which sound or images or both are fixed or from which sounds or images or form of recorded information.

**Records Keeping:**

Making and maintaining complete, accurate and reliable evidence of official business in the form of recorded information.

**Records Management:**

Is a process of ensuring the proper creation, maintenance, use and disposal of records throughout their life cycle to achieve efficient, transparent and accountable governance.

**Retention Period:**

The length of time that records should be retained in offices before they are either transferred into archival custody or destroyed/deleted.

**Schedule for Records other than the Correspondence System:**

A control mechanism for records other than the correspondence file (other records), which contains a description and the disposal instructions and the retention periods of all other records. It consists of the following parts:

- Schedule for paper-based records other than correspondence file;
- Schedule for electronic records system other than the electronic correspondence system;
- Schedule for microfilm records
- Schedule for audio-visual records.

**System Technical Manual:**

A manual containing information regarding the hardware, software, network elements that comprises the system and how they interact. Details of all changes to a system should also be documented.

**System Procedure Manual:**

A manual containing all procedure relating to the operation and use of the electronic system, including inputs to, operation of and output from the system. A system procedures manual would contain detailed procedures regarding:

- Document capture
- Document scanning
- Data capture
- Indexing
- Authenticated output procedures
- File transmission
- Information retention
- Information destruction
- Backup and system maintenance
- Security and protection
- Use of contracted services

- Workflow
- Date and time stamps
- Version control
- Maintenance of documentation

A system procedures manual should be updated when new releases force new procedures.

## 15. REFERENCES

National Archives and Records Services: Records Management Policy Manual, April 2006

National Archives and Records Services: Managing Electronic Records Managers in Governmental Bodies. April 2006

National Intelligence Agency: Minimum Information Security Standard

South African Bureau for Standards: SANS 15489 Information and Documentation-Records Management- Part1: General

South African Bureau for Standards: SANS15489 Information and Documentation-Records Management-Parts 2: Guidelines

South African Bureau for Standards: SANS 15801: Electronic Imaging-Information Store Electronically- Recommendations for Trustworthiness and Reliability

South African Bureau for Standards: SANS23081: Information and Documentation-Records Management Processes-Metadata for Records-Pert 1: Principles

South African Bureau for Standards: SANS: 17799: Information Technology-Security Techniques- Code of Practice for Information Security Management

