EUROPEAN COMMISSION
DIRECTORATE GENERAL
JOINT RESEARCH CENTRE
Directorate B - Resources
Organisational development

JRC Document Management Governance - Who does what in Document & Records Management in JRC - Roles, Responsibilities and Duties

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1 INTRODUCTION

1.1 PURPOSE AND SCOPE

1.1.1.1 The purpose of this procedure is to provide an exhaustive description of the roles, responsibilities and duties of all stakeholders involved in document management in JRC.

1.1.1.2 These descriptions are provided with reference to the involvement of stakeholders with regard to the document management area only.

1.1.1.3 This procedure applies to all JRC staff.

1.1.1.4 A summary table of responsibilities of JRC stakeholders in document management is attached in Annex A.

1.1.1.5 A simplified governance scheme is attached in Annex B.

1.1.1.6 Brief reference to non JRC stakeholders is also provided in §2.15 below for the sake of completeness of this Document Management Governance description in JRC and the European Commission.

1.2 DEFINITIONS

1.2.1 Acronyms

ARP	Administrative Retention Period
CAD	Documents Management Centre ("Centre d'Administration des Documents")
COCOM	Communication Coordinator
COFO	Training Manager ("Coordinateur de Formation")
CRL	Common Retention List (of the European Commission)
DG	Directorate General (of the European Commission)
DIGIT	Directorate General for Informatics (of the European Commission)
DMO	Document Management Officer (of the JRC)
DPC	Data Protection Coordinator (of JRC)
DPO	Data Protection Officer (of the European Commission)
E-DOMEC	Electronic archiving and document management policy of the European Commission
EC	European Commission
GIS DMO	Groupe Inter Service of DMOs (see also ISG DMO)
HAN	Hermes, Ares, NomCom
HAS	Historical Archives Service
IA	Intermediate Archives
ICS	Internal Control Standard
IRM	Information Resources Manager
ISG DMO	Inter Service Group of DMOs (see also GIS DMO)

JRC	Joint Research Centre (of the European Commission)
LD	Lead Department ("Chef de File")
LISO	Local Information Security Officer
LSO	Local Security Officer
NOMCOM	IT Tool for implementing the filing plan of the European Commission, also referred to "Nomenclature Commune"
QM	Quality Manager
RCO	Registry Control Officer
SG	Secretariat General (of the Commission)
SMC	Site Management Capabilities
SRL	Specific Retention List (of JRC)
SYSLOG	Training catalogue portal (of the European Commission)

1.2.2 Terms

Achive Schedule Table	Administrative document which must be drawn up and adopted by JRC to settle the procedures and actions that derive internally from the implementation of the preservation rules and the CRL/SRL.
Current Records	Files and documents related to active cases.
Documents Life cycle	Process of creating, approving, registering, circulating/distributing, filing, storing, preserving and eliminating documents or files.
Historical Records	Files and documents transferred to HAS.
Intermediate Records	Files and documents related to closed cases.
Lead Department	Organisational entity responsible for the file opening, closure and preservation, as well as for the definition of the content of the file and the filing of documents accordingly (also referred to as "Chef de File").
Retention period	Time period during which intermediate records are preserved.

2 EXECUTION

2.1 DECISION MAKING GOVERNANCE

2.1.1 Director General

- The Director General approves JRC's Document Management policy.

2.1.2 Resources Director

- The Director of the Resources Directorate approves JRC's Document Management strategy.

2.1.3 Head of Unit responsible for Organisational Development issues

- The Head of Unit responsible for organisational development issues approves procedures and work instructions established for the implementation of JRC's Document Management policy and strategy.

2.2 DOCUMENT MANAGEMENT OFFICER (DMO)

2.2.1 Definition

- The DMO is the function appointed at DG level in accordance with article 10 of Annex to Commission Decision 2002/47/EC of 23/01/2002 amending its Rules of Procedure notified under document C(2002)99.

2.2.2 Responsibilities

- To ensure the setting up and use of a modern and efficient document and records management system within the DG in accordance with the e-Domec policy.

- To apply the document management rules by ensuring that the JRC services are aware of these rules and are given practical instructions on their implementation.

- To develop action plans for facilitating document management compliancy and improving the effectiveness of associated procedures, etc., and monitor the plans' implementation.

2.2.3 Duties

- To contribute to the definition, implementation and follow-up of the document management rules as described by the Commission services in charge of setting these rules.

- To provide end-users with the necessary and appropriate methodological and technical support for the implementation of the e-Domec policy.

- To help verify the correct application of the rules, procedures, and concepts (internal Commission Rules, life cycle concept, Information Society, etc.) concerning, in particular, registration, filing, preservation and transfer of documents (both paper and electronic).

- Assist in ensuring filing plan consistency with the mission of the JRC taking into account administrative and scientific activities and documents.

- To develop and maintain the JRC Archive Schedule Table in accordance with the e-Domec rules.

- To develop and implement a document management training plan, including related course content and training material.

- To support maintaining the inventory of JRC's corporate IT systems and specific registers, in close collaboration with IRM.

- To contribute to the definition of the policy for the integration of the JRC corporate IT systems and specific registers with HERMES, in close collaboration with IRM.

- To contribute to the periodic reporting on applying document management requirements within the JRC.

- To coordinate the various CAD of the JRC to ensure a uniform application of the Commission's Document Magement rules as prescribed by e-Domec..

- To oversee the effective and efficient use of CAD, Archivist and possibly other ressources dedicated to document management with regard to the allocation of their tasks and responsibilities.

- To interface with Help Desk functions both at JRC level and at SG and DIGIT level for any matter concerning document management and related IT tools.

- To represent the JRC in the Interdepartmental Group of DMOs, and be an official reference point for communications with the EC Secretariat General.

- Participate in networks with relevant contacts both within the DG and among Commission services.

2.3   DOCUMENT MANAGEMENT CENTRE (CAD)

2.3.1   Definition

- The DMC is the function put in place at DG level in accordance with article 9 of Annex to Commission Decision 2002/47/EC of 23/01/2002 amending its Rules of Procedure notified under document C(2002)99.

- In JRC, a DMC function is put in place at site level, in each JRC site.

2.3.2   Responsibilities

- To ensure that documents drawn up or received within the DG are managed in accordance with the e-Domec rules.

- To implement and promote the rules and procedures on document management as defined by the DMO, under the supervision of the latter.

- To propose modifications and improvements in the document management processes.

2.3.3   Duties

- To implement the filing plan in accordance with the rules and the archive schedule table defined by the DMO.

- To create files upon request from the Lead Department, or provide support to the Lead Department for the creation.

- To ensure consistency and harmonisation of the JRC filing plan.

- To ensure incoming paper mail registration and correct assignment to the competent services, staff member and/or function for follow-up.

- To check the quality of registrations as done by the JRC sevices.

- To check the correctness of the external entities database as these are created by all users, and if needed to amend these, following the rules for external entities management described by the DMO.

- To provide coaching and/or training for staff in accordance with the document management training plan defined by the DMO.

- To provide system administration support to users concerning document registration and filing in ARES and NomCom (specific Help-Desk function).

- To perform ad hoc administration tasks in ARES and/or NomCom under the supervision of the DMO.

2.4 LEAD DEPARTMENT

2.4.1 Definititon

- The Lead Department is the organisational entity responsible for the management of the full lifecycle of any files opened to support its activities.

- The Lead Department is duly represented by the head of the corresponding organisational entity, namely the Director General or the Director or the Head of Unit or the Head of Sector.

2.4.2 Responsibilities

- To ensure compliance with internal control standards, in particular with ICS 11.

- To ensure that document management procedures are correctly implemented with regards to files and documents for which the service is "Lead Department".

- To contribute to implementation of the "e-Commission" .

- To maximise the transparency by opening the visibilityof files to all JRC by default, supporting information and knowledge sharing.

- To know who to contact in case advice or guidance is needed.

2.4.3 Duties

- To decide on the opening of files related to the specific cases managed by the service.

- To designate appropriate desk officers responsible for the management of files.

- To define the content of the files opened by the service.

- To promote the use of e-workflows for the circulation and/or approval of documents.

- To ensure accuracy and completeness of files.

- To decide on the closure of the files upon termination of the related cases.

- To preserve the files in accordance with the rules defined by the DMO.

- To decide on the transfer to the Historical Archives Service or on the elimination of files at the end of the administrative retention period prescribed by e-domec.

- To ensure proper training of any staff member involved in the management of files and documents on its behalf.

- To promote "development of document management skills" within the service.

- To ensure proper handover of documents and files in case of reorganisation or staff mobility.

2.5 DESK OFFICER

2.5.1 Definition

- Desk Officers are any staff members who ensure the creation, registration, filing and circulation of documents under the responsibility of the Lead Department.

2.5.2 Responsibilities

- To ensure the quality of documents registration and documents filing.

- To develop document management skills, in accordance with the service needs and/or personal objectives, and to enrol for document management training courses accordingly.

- To know who to contact in case advice or guidance is needed.

2.5.3 Duties

- To implement any decisions made by the Lead Department as concerns the life cycle of files, in accordance with the rules and procedures established by the DMO.

- To enrol for a specific training or coaching session on file creation when entitled to create files.

- To ensure the creation, registration, filing and circulation of documents under the responsibility of the Lead Department.

- To ensure documents (regardless of the medium, paper or electronic) registration in accordance with the content of files defined by the Lead Department.

- To ensure documents filing within a reasonable timeframe, and in any case, within 3 months from document registration.

- To ensure assignmments completion within a reasonable timeframe, and in any case, within 3 months from tasks creation.

- To ensure proper handover of documents and files in case of mobility.

2.6 ARCHIVIST

2.6.1 Definition

- The archivist function is responsible for the management of the intermediate records.

2.6.2 Responsibilities

- To manage the intermediate records of JRC in accordance with the procedures defined by the DMO.

2.6.3 Duties

- To collect, inventory and preserve closed files (intermediate records) in accordance with the file closure procedure defined by the DMO.

- To manage the access, consultation and loans of intermediate records of JRC in accordance with the rules defined by the DMO.

- To ensure the appraisal of intermediate records applying a 1st review on them in cooperation with LD with a view to their permanent disposal or retention and to opening them to the public in accordance with existing regulations (30-year rule).

- To ensure the declassification of confidential documents and the analysis and description of files from the historical, legal and administrative point of view, on computerised systems.

- To ensure the correct application of Commission archival procedures as well as the orderly transfer of files to HAS.

- To secure the physical protection, preservation and disposition (retention or elimination) of the documents, records and files to be transferred to HAS, with the support of SMC.

- To provide support and guidance in order to facilitate research and access to intermediate and historical records, taking into account any relevant provisions concerning public access to document, security and data protection, in collaboration and with the support, where applicable, of HAS, DPO, DPC and/or the unit responsible for legal issues.

2.7 SITE MANAGEMENT CAPABILITIES (SMC)

2.7.1 Definition

- Site management capabilities refer to the organisational entities in charge of the development and implementation of site management strategies at JRC site level.

2.7.2 Responsibilities

- Where applicable, to provide the necessary infrastructure and logistics for the management of physical components that are part of the intermediate records (storage, elimination, transport, etc. …).

2.7.3 Duties

- To regularly assess the technical compliance of archives storage rooms with e-domec requirements.

- To provide the necessary logistics for transfer of physical units from current locations to Intermediate Archives.

- To provide the necessary logistics for files elimination processes (permanent disposal).

- To provide the necessary logistics for the transfer of files to the Historical Archives Service (HAS).

2.8 QUALITY MANAGER (QM)

2.8.1 Definition

- The QM is the function put in place at DG level for the design, development and implementation of quality system(s).

- In JRC, a QM function is put in place at JRC level as well as at Directorate level.

2.8.2 Responsibilities

- To ensure that quality management system(s) are compliant with e-Domec and Internal Control Standard 11.

2.8.3   Duties

- To integrate appropriate and relevant document management consideration in the setting up of procedures, work instructions or any other tools supporting the quality management system(s).

- To act as Document Management Correspondent ensuring the link between the DMO and the organisational entity and implementing the e-Domec policy and further procedures and work instructions defined by the DMO.

- To provide relevant assistance and information on document management and related tools within the organisational entity.

- To manage the list and the lifecycle of files of the organisational entity.

2.9   TRAINING MANAGER (COFO)

2.9.1   Definition

- COFO ("coordinateur de formation" – training manager) are the administrative titles for those who are responsible for learning and development of staff within their DG.

- A COFO function is put in place at site level, in each JRC site.

2.9.2   Responsibilities

- Organise training actions related to document management.

2.9.3   Duties

- To provide the DMO with support to implement JRC's document management training plan.

- To publish the document management training courses in SYSLOG in accordance with the document management training plan set-up by the DMO.

- To promote scheduled training courses by means of any appropriated communication channels.

- To collect training requests and registrations and schedule training courses accordingly.

- To establish statistics and reports periodically on the progress of the implementation of the document management training plan.

2.10   COMMUNICATION COORDINATOR (COCOM)

2.10.1   Definition

- The COCOM is the key contact point for all communications, translation and public relations related issues.

- A COCOM function is put in place at JRC Directorate level.

2.10.2   Responsibilities

- To coordinate and harmonise communication policy within the Directorate General.

2.10.3   Duties

- To provide support and guidance to the DMO in developing and executing communication tasks related to document management, in particular document management awareness campaigns.

2.11 INFORMATION RESOURCES MANAGER FOR INFORMATION SYSTEMS (IRM)

2.11.1 Definition

- In accordance with decision C(2006)3602, the IRM for Information Systems is the function who contributes to the definition, implementation management and follow-up of the IT programme and projects at central or decentralised level.

2.11.2 Responsibilities

- The IRM for Information Systems has a specific responsibility for software engineering of JRC corporate applications and related data bases (architecture, design, development, operation, maintenance).

2.11.3 Duties

- To establish and maintain the inventory of JRC's corporate IT systems and specific registers dealing with document management.

- To define the policy for the integration of the JRC corporate IT systems and specific registers with HERMES, aimed at having ARES as preferred application.

- To ensure that the above mentioned policy is implemented, upon allocation of responsibilities and resources by the ICT Steering Committee.

- To ensure that the ICT platform(s) used throughout the JRC allow and are sufficient for the implementation of European Commission standards on document management, including the Commission IT systems for document management.

2.12 SYSTEM OWNERS

2.12.1 Definition

- System owners are organisational entities responsible of the overall procurement, development, integration, operation and maintenance of information system(s) put in place to support their activities.

2.12.2 Responsibilities

- To ensure compliance of their information system(s) with e-Domec requirements, where applicable.

2.12.3 Duties

- To implement JRC's policy for the integration of JRC corporate IT systems and specific registers with HERMES, as far as relevant and applicable for their information system(s).

2.13 JRC IT HELP DESK

2.13.1 Definition

- The JRC IT HELP DESK is the function that provides ICT user support services for the JRC Staff.

2.13.2 Responsibilities

- To ensure availability and operability of ICT resources (infrastructure, network, hardware and software).

- To coordinate user support services with central services at DIGIT.

- Provide user support related to the local information systems for which it is responsible.

2.13.3 Duties

- To ensure availability of HAN applications on JRC corporate computers (NET1 PCs).

- To ensure the follow-up and reporting of incidents concerning HAN applications family to central services at DIGIT, in close coordination with JRC DMO.

2.14 OTHER JRC STAKEHOLDERS

2.14.1 Data Protection Coordinator (DPC)

- Coordinates and provides assistance for the implementation of Regulation 45/2001 on data protection, within JRC.

2.14.2 Administrative Coordinator of Access to documents

- Responsible for the implementation of Regulation 1049/2001 related to public access to documents, within JRC.

2.14.3 Local Security Officer (LSO)

- The LSO's main function is to monitor the correct implementation of the Commission's internal security rules, as laid down in the Annex to Commission Decision 2001/844/EC.

2.14.4 Local Informatics Security Officer (LISO)

- In line with Commission decision C(2006)3602, the LISO is in charge of overseeing the development and following up the implementation of an efficient informatics security management system within his/her DG.

2.14.5 Registry Control Officer (RCO)

- The RCO manages a *EU Classified Information (EUCI) Registry* for the secure production, registration, storage, transmission and destruction of information classified CONFIDENTIAL UE or above.

2.15 NON JRC STAKEHOLDERS

2.15.1 Secretariat General (SG)

- SG is responsible for the e-Domec policy definition and implementation.

- SG is "system owner" of the HAN applications family.

- SG delivers training on the e-Domec policy.

- SG coordinates the ISG DMO.

2.15.2   Directorate General for Informatics (DIGIT)

- In line with Commission decision C(2006)3602, DIGIT is responsible for the development and maintenance of HAN applications family.

- DIGIT provides user support services concerning the HAN applications family.

- DIGIT delivers training on the HAN applications family.

2.15.3   Interservice group of DMOs (ISG or GIS DMO)

- ISG DMO is the interdepartmental group of DMOs set up in accordance with Article 11 of Annex to Decision 2002/47/EC.

- ISG DMO is chaired by SG.

- ISG DMO:
  o Ensure the correct and uniform applications of the provisions of Decision 2002/47/EC within departments;
  o Deal with any issues which may arise from their application;
  o Contribute to the preparation of the implementing rules referred to in Article 12;
  o Relay the requirements of Directorates-General and equivalent departments as regards training and support measures.

2.15.4   Historical Archives Service (HAS)

- The Historical Archives Service fulfils the Commission's legal obligation to 'ensure that documents of historical or administrative value are preserved and made available to the public wherever possible' (Council Regulations No 1700/2003 and 354/83).

- This task entails:
  o ensuring the physical protection and integrity of both paper and electronic files
  o ensuring the protection and integrity of electronic and paper metadata transferred to the Historical Archives
  o appraising files and applying a 2nd review on them in cooperation with the originating DG and
  o repairing them if they are in bad condition and risk to become unreadable
  o eliminating files which are no longer of historical, administrative or legal value
  o conducting a historical analysis of the files to prepare them for research
  o putting them into a broader administrative and political context
  o declassifying documents which no longer need to be secret
  o producing microfiches to allow easier distribution and to provide back-up copies of documents
  o preparing transmission to the European University Institute in Florence, which the European institutions have designated as the final storage place.

2.15.5   Data Protection Officer of the European Commission (DPO)

- Responsible for the implementation of Regulation 45/2001 on data protection in the European Commission.

2.15.6   Security Directorate (of DG HR)

- In line with the Commission Decision C(2006)3602 and the Commission Decision 2015/443, the Security Directorate is responsible for the development and implementation of Security Regulations of the Commission, in particular those concerning the handling of classified and sensitive information.

3 LINKS TO OTHER DOCUMENTS

3.1 LEGAL BASIS

2002/47/EC   Annex Provisions on document management of the Commission Decision amending its Rules of Procedure - OJ L 21 of 24.1.2002, p. 23.

C(2002)99   Simplification and modernisation of the management of the Commission's documents (Action 9 of the interim action plan on simplification) - Communication to the Commission.

45/2001   Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

1049/2001   Regulation (ec) no 1049/2001 of the European Parliament and of the Council of 30 may 2001 regarding public access to European Parliament, Council and Commission documents.

1700/2003   Council Regulations No 1700/2003 of 22 September 2003 amending Regulation (EEC, Euratom) No 354/83 concerning the opening to the public of the historical archives of the European Economic Community and the European Atomic Energy Community (Official Journal L 243 , 27/09/2003 P. 0001 – 0004).

354/83   Council Regulation (EEC, Euratom) No 354/83 of 1 February 1983 concerning the opening to the public of the historical archives of the European Economic Community and the European Atomic Energy Community.

C(2006)3602   Commission Decision of 16 August 2006 concerning the security of information systems used by the European Commission.

2015/443   Commission Decision of 13 March 2015 on Security in the Commission

More legal basis and documents are to be found on SG's e-Domec web pages.

3.2 REFERENCE DOCUMENTS

JRC-DRMP-Policy   JRC Documents and Records Management Policy

JRC-DRMP-Strategy   JRC Documents and Records Management Strategy

JRC-DRMP-ACTE   Glossary of Documents and Records Management Acronyms and Terms

3.3 ANNEXES

Annex A   Summary table of responsibilities of JRC stakeholders in document management

Annex B   Simplified governance scheme

4 DOCUMENT MANAGEMENT

4.1 CONTROL OF THIS DOCUMENT

This document is a controlled JRC Management System document, and the document owner identified on the cover page has the duty to maintain it. This includes keeping the document up-to-date, making the latest version available to the users, and informing the users on the updates as necessary.

Any user of this document who identifies an inaccuracy, error, ambiguity or potential improvement need is requested to contact the Document Owner.

4.2 RECORDS MANAGEMENT

Not applicable.

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ANNEX A – SUMMARY TABLE OF RESPONSIBILITIES OF JRC STAKEHOLDERS IN DOCUMENT MANAGEMENT

JRC Stakeholder	Responsibilities
Director General	Approves JRC's Document Management policy.
Director of Resources	Approves JRC's Document Management strategy.
Head of Unit in charge of Organisational Development issues	Approves procedures and work instructions.
Document Management Officer (DMO)	Ensures the setting up of a modern and efficient document and records management system within the DG in accordance with the e-Domec policy
Document Management Centre (CAD)	Ensure that documents drawn up or received within their area of responsibility inside the DG are managed in accordance with the e-Domec rules
Lead Department (Chef de File)	Manages the full lifecycle of any files opened to support the activities of which it takes responsibitiy.
Desk Officer (DO)	Ensures the creation, registration, filing and circulation of documents under the responsibility of the Lead Department ("Chef de File").
Archivist	Manages the intermediate records of JRC in accordance with the rules defined by the DMO, from file closure up to elimination or transfer to HAS.
Site Management Capabilities (SMC)	Provides the necessary and e-Domec compliant infrastructure and logistics for the management of physical units composing the intermediate records.
Quality Manager (QM)	Ensures that quality management system(s) are compliant with e-Domec and Internal Control Standard 11
Training Coordinator (COFO)	Provides the DMO with any appropriate support to implement JRC's document management training plan.
Communication Coordinator (COCOM)	Provides support and guidance to the DMO in developing document management awareness campaigns.
Information Resources Manager for Information Systems (IRM)	Defines the policy for the integration of the JRC corporate IT systems and specific registers with HERMES
System owners	Implement JRC's policy for the integration of the JRC corporate IT systems and specific registers with HERMES.
JRC IT Help Desk	Ensure availability of HAN applications family on JRC corporate computers and follow-up of related incidents with central services at DIGIT.
Data Protection Coordinator (DPC)	Responsible for the implementation of Regulation 45/2001 on data protection, within JRC.
Administrative coordinatior for Access to documents	Responsible for the implementation of Regulation 1049/2001 related to public access to documents, within JRC.
Local Security Officer (LSO)	Monitor the correct implementation of the Commission's internal security rules.
Local Informatics Security Officer (LISO)	The LISO is in charge of ensuring the security of information systems at a local level.
Registry Control Officer (RCO)	Manages a EUCI Registry including the life-cycle handling of EU classified information.

ANNEX B – JRC DOCUMENTS AND RECORDS MANAGEMENT SIMPLIFIED GOVERNANCE SCHEME

Annex B – JRC Document and records management simplified governance scheme

Actors | **Functions**

Decision

Director-General (JRC)

Director-General
- Approves DRM Policy

JRC.B Director (Resources)

Director (Resources)
- Approves DRM Strategy

JRC.B.1 Head of Unit (Organisational Development)

Head of Unit (Organisational Development)
- Approves DRM Procedures and Work Instructions

Support

JRC DMO
- DMO
- Deputy DMO

JRC DMO
- Designs the DRM policy in the JRC in accordance with the Commission documents management policy (e-Domec)
- Follows up the implementation by informing, advising, coordinating all stakeholders, verifying application of procedures
- Manages Filing Plan and Archive Schedule

CADs
- CAD Brussels
- CAD Geel
- CAD Ispra
- CAD Karlsruhe
- CAD Petten
- CAD Seville

Archivists
- Archivist Brussels (not appointed)
- Archivist Geel (not appointed)
- Archivist Ispra (not appointed)
- Archivist Karlsruhe (not appointed)
- Archivist Petten (not appointed)
- Archivist Seville (not appointed)

Quality Managers
- JRC Quality Manager
- JRC.A Quality Manager
- JRC.B Quality Manager
- JRC.C Quality Manager
- JRC.D Quality Manager
- JRC.E Quality Manager
- JRC.F Quality Manager
- JRC.G Quality Manager
- JRC.H Quality Manager
- JRC.I Quality Manager
- JRC.J Quality Manager

CADs
- Implement and promote the rules and procedures on documents and records management as defined by the DMO
- Provide support to end user by coaching and Help-Desk function

Archivists
- Preserve the closed files during the Administrative Retention Period
- Control access to files in the intermediate archives
- Manage the actions related to selection and transfer to Historical Archives.

Quality Managers
- Integrate document management in processes and work instructions
- Act as the link between the organisational entity and the DMO
- Provide assistance and information on document management and related tools
- Manage the list and the lifecycle of files of the organisational entity

Operational implementation

Lead Department
- The Lead Department is duly represented by the head of the corresponding organisational entity, namely the Director General or the Director or the Head of Unit or the Head of Sector

Desk Officer
- Desk Officer is any staff member who makes the creation, registration, filing, and circulation of documents happen under the responsibility of the Lead Department.

Lead Department
- Ensure compliance with internal control standards, in particular ICS 11, by correctly implementing DRM rules and procedures
- Act as the owner of the files opened to carry the activities of its organisational entity during their full lifecycle

Desk Officer
- Registers, files, and preserves official documents in files he/she is in charge of
- Keeps his/hers files complete and ready for handover at any moment
- Develops document and records management skills

→ Hierarchical dependency
--→ Functional dependency