



Data Management Office

Document and Content Management Policy

Saudi Commission for Health Specialties

Version 1.0

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Document Control & Approval History

Name of Document	Version	Reason	Date	Drafted / Updated by	Reviewed by	Approved by	Date of Approval
Document and Content Management Policy	1.0	Initial draft	04/12/2024	Ascend Solutions	1. Zeeshan Ali 2. Dr. Abdullah Alamoudi 3. Ahmed Soliman 4. Suhail Nasir		

1. Introduction

The Document and Content Management Policy outlines the SCFHS standards and procedures for managing the lifecycle of documents and content to ensure compliance with regulatory requirements, enhance operational efficiency, and safeguard sensitive information. This policy aligns with the **Saudi Data & Artificial Intelligence Authority (SDAIA) National Data Management Office (NDMO) Framework** and applies to all employees, contractors, and third-party partners accessing or managing SCFHS documents and content. It covers all types of records (physical, digital, structured, and unstructured) throughout their lifecycle and incorporates plans for digitization and automation initiatives.

2. Goal

This policy aims to:

1. Establish requirements for creating, storing, retaining, and disposing of documents and content securely.
2. Promote digitization, automation, and sustainable management practices.
3. Ensure compliance with SDAIA's NDMO framework & **National Center of Archiving** and other applicable regulations.



3. Definitions

- I. **Document Lifecycle:** The process a document undergoes from creation to secure disposal or archival.
- II. **Data Classification:** Categorization of data based on sensitivity, business relevance, and access needs.
- III. **Retention Period:** The duration for which documents must be stored to comply with legal, operational, or regulatory requirements.
- IV. **Metadata:** Structured information that describes and provides context for documents and content.
- V. **Document Management System (DMS):** A platform for managing electronic documents, including storage, versioning, and retrieval.
- VI. **Content Management System (CMS):** A system used to manage and publish digital content for websites and portals.
- VII. **Digitization:** The process of converting physical documents into electronic formats for easier management.
- VIII. **Access Control:** Mechanisms to regulate who can view, modify, or delete documents based on roles.
- IX. **Encryption:** The conversion of data into a secure format to protect its confidentiality and integrity.
- X. **Backup:** A copy of data stored separately to enable recovery in case of loss or damage.
- XI. **Disaster Recovery:** Strategies to restore systems and data access after a catastrophic event or failure.
- XII. **Archiving:** Long-term storage of inactive documents for compliance or reference purposes.
- XIII. **Secure Deletion:** Techniques to irreversibly destroy data, ensuring it cannot be retrieved or misused.
- XIV. **Overwriting:** A method of secure deletion by replacing existing data with random patterns.
- XV. **Shredding:** The physical destruction of paper documents into irrecoverable fragments.
- XVI. **OCR (Optical Character Recognition):** Technology to convert scanned images of text into editable and searchable formats.
- XVII. **Workflow Automation:** Use of technology to streamline document-related tasks, reducing manual effort.
- XVIII. **Collaboration Tools:** Platforms that enable real-time document editing and communication among users.
- XIX. **Role-Based Access Control (RBAC):** A security model that assigns document access based on job roles.
- XX. **Data Catalog:** A centralized repository of metadata for structured and unstructured data assets.
- XXI. **Key Performance Indicators (KPIs):** Metrics used to measure the effectiveness of document and content management processes.
- XXII. **Handover:** The transfer of documents to an archival facility for long-term storage.
- XXIII. **Paperless Initiatives:** Efforts to minimize the creation and use of physical documents within SCFHS.
- XXIV. **Version Control:** A system feature that tracks changes to documents, maintaining a history of edits and versions.
- XXV. **Indexing:** Organizing documents using keywords or identifiers to enable quick retrieval.
- XXVI. **Recovery Point Objective (RPO):** The maximum tolerable data loss measured in time between backups.
- XXVII. **Recovery Time Objective (RTO):** The time within which systems and data must be restored after an incident.



- XXVIII. **Sensitive Data:** Information requiring heightened protection due to its personal, confidential, or regulatory nature.
- XXIX. **Redundant Storage:** Duplication of data across multiple locations to ensure availability during failures.
- XXX. **Audit Trail:** A chronological record of document access, modifications, and disposal actions for accountability.
- XXXI. **Physical Destruction:** Methods such as shredding used to destroy paper documents.
- XXXII. **Data Breach:** Unauthorized access to sensitive documents or information.
- XXXIII. **Training and Awareness:** Programs designed to educate employees about best practices in document management.
- XXXIV. **Migration:** The process of transferring documents from one system or format to another, such as paper to digital.
- XXXV. **Electronic Signature:** A digital method of signing documents to authenticate authorship and approval.

4. Required Steps

4.1 Document Management Plan

The organization shall create a comprehensive Document and Content Management Plan based on its defined Data Management and Personal Data Protection Strategy. This plan will ensure effective control of document and content lifecycle activities and must include:

1. Roadmap

- a. Develop a detailed roadmap outlining activities and milestones for implementing document and content management processes.
- b. Incorporate specific tasks to meet the required specifications, including compliance with SDAIA's NDMO Framework.
- c. Activities shall include document classification, storage optimization, security enhancements, and periodic audits.
- d. Implement classification protocols in compliance with NCAR regulations, ensuring all documents are categorized according to their sensitivity
- e. Define guidelines for the physical and electronic handling of documents, including secure storage, tracking, and access as per NCAR mandates

2. Resource and Budget Allocation

- a. Identify and allocate the required resources, including personnel, training, and technological tools, for implementing the plan.
- b. Prepare a budget covering software acquisition (e.g., DMS), infrastructure setup, and ongoing maintenance costs.

3. Prioritization

- a. Rank documents to be stored and managed in the DMS based on sensitivity, usage frequency, and regulatory requirements.
- b. Use the prioritized list as an input for implementing DMS workflows.



4. KPIs for Monitoring

- a. Define metrics such as:
 - I. Volume of documents stored in the DMS.
 - II. Number of active DMS users.
 - III. Percentage of documents classified and managed.

4.2 Digitization Plan

To transition towards a paperless environment, the SCFHS shall create a Documents and Content Digitization Plan. This plan will include:

1. Migration Roadmap

- a. Outline the process for converting existing paper-based documents to electronic formats.
- b. Specify key milestones such as system setup, batch digitization, and quality checks.

2. Paperless Initiatives

- a. Develop activities to eliminate the creation of paper-based documents, replacing them with electronic workflows and records.
- b. Encourage the adoption of collaboration tools and e-signature systems.

3. Resource and Budget Allocation

- a. Assign technical and administrative resources for digitization efforts.
- b. Budget for OCR tools, high-speed scanners, and secure cloud storage solutions.

4. Tools and Technology

- a. Implement tools such as:
 - I. Document Management System (DMS) with OCR, version control, and indexing features.
 - II. Collaboration platforms for real-time editing and communication.

4.3 Document Classification and Retention

1. Classification

- a. Classify all documents based on their sensitivity, regulatory requirements, and business relevance as per SCFHS Data Classification Policy.
- b. Use categories such as Public, Confidential, Secret and Top Secret.
- c. Ensure consistent naming conventions across all classifications.

2. Retention Periods



- a. Define retention periods for documents, aligned with legal, regulatory, and operational requirements:
 - I. Operational Data: Retained as required for active business processes.
 - II. Financial Data: Retain based on guidance from regulators.
 - III. Personal Data: Retain only for necessary durations, adhering to data privacy regulations.

3. Metadata and Archiving

- a. Record metadata of all documents in a centralized **Data Catalog** tool, following standards defined in the Metadata Management domain.
- b. Archive inactive documents securely, ensuring limited access and cost-effective storage.

4.4 Access and Security

1. Role-Based Access

- a. Implement role-based access controls within the DMS and CMS.
- b. Define access groups in compliance with data classification standards.

2. Backup and Recovery

- a. Include document management systems in the SCFHS backup and recovery plan.
- b. Ensure regular backups are performed, tested, and documented.

3. Secure Access

- a. Encrypt sensitive documents at rest and during transmission.
- b. Use multi-factor authentication for accessing critical systems and documents.
- c. Access control mechanisms must align with NCAR's confidentiality guidelines, including role-based access and documentation of access logs for auditing purposes.
- d. Protect classified documents, ensuring compliance with Article 46 of the NCAR guidelines on levels of confidentiality

4.5 Disposal and Archiving

1. Retention and Disposal Process

- a. Create a structured process for document retention and secure disposal, including:
 - I. Handover of inactive documents to the archival facility.
 - II. Secure deletion of digital documents using certified tools.
 - III. Physical destruction of paper records via shredding or burning.
 - IV. Transfer historical or permanently archived documents to designated NCAR-compliant storage facilities



2. Audit Trail

- a. Maintain detailed logs of all disposal activities, specifying document types, disposal methods, and authorizing personnel.

3. Verification and Compliance

- a. Conduct regular audits of disposal records to ensure adherence to secure disposal practices.
- b. Use the findings to improve the process and enhance compliance.
- c. Secure destruction methods must include shredding, incineration, or digital overwriting, following NCAR's guidelines for irretrievable data disposal

5. Procedures

5.1 Document Management Lifecycle

Step 1: Roadmap Development

Develop a Document and Content Management Plan to guide lifecycle activities:

1. Create a roadmap specifying activities, key milestones, and timelines.
2. Integrate the roadmap with broader organizational strategies such as Data Management and Personal Data Protection.
3. Prioritize tasks to meet SDAIA and NDMO compliance.

Step 2: Resource and Budget Allocation

1. Assign a team with clear responsibilities for executing document management initiatives.
2. Prepare a budget for tools (e.g., DMS) and resources required for implementation and maintenance.

Step 3: KPI Definition and Monitoring

Define KPIs to track progress, such as:

1. Volume of documents managed.
2. Migration progress to digital formats.
3. Number of workflows automated in the DMS.

5.2 Digitization and Automation

Step 1: Migration Plan



- a. Assess and inventory paper-based records for digitization, considering business value, sensitivity, and usage frequency.
- b. Implement a roadmap for:
 - I. Digitizing current paper-based documents with quality assurance checks.
 - II. Eliminating paper-based creation processes by introducing e-signatures and automated workflows.

Step 2: Technology Deployment

Implement necessary tools, such as:

1. **DMS** with capabilities like OCR, indexing, version control, and workflow automation.
2. Collaboration tools to support paperless operations.

Step 3: Training and Awareness

Conduct training sessions for employees on:

1. Policies around document management.
2. Tutorials on using DMS and related systems.

Step 4: Monitoring and Reporting

Track digitization milestones and regularly report progress against the roadmap.

5.3 Document Classification and Retention

Step 1: Classification Standards

- a. Classify documents upon creation, based on sensitivity, business value, and regulatory requirements.
- b. Categories: Public, Confidential, Secret and Top Secret.
- c. Ensure naming conventions are standardized for all documents.

Step 2: Retention Periods

Define retention schedules for all documents:

- a. Operational Data: Retained based on active business requirements.
- b. Financial Data: Retain in compliance with regulatory standards.
- c. Personal Data: Retain only as long as necessary under privacy laws.

Step 3: Metadata Management



Populate document metadata in the **Entity's Data Catalog**, ensuring it adheres to the Metadata Management domain.

5.4 Access and Security

Step 1: Role-Based Access Controls

- a. Establish access groups for DMS and CMS systems according to data classification standards.
- b. Ensure that access permissions are reviewed periodically and updated as necessary.

Step 2: Secure Backup and Disaster Recovery

- a. Include DMS and CMS in the organization's **disaster recovery plan**.
- b. Encrypt sensitive data during backups to maintain confidentiality.
- c. Test recovery processes periodically to validate their effectiveness.

Step 3: System Security

- a. Implement multi-factor authentication for accessing critical systems.
- b. Log and monitor all access attempts for auditing purposes.

5.5 Disposal and Archiving

Step 1: Archiving Process

- a. Transfer inactive documents to archival facilities, ensuring proper logging and metadata updates.
- b. Transfer permanently archived documents to storage facilities meeting NCAR's structural requirements, including fire resistance and climate control

Step 2: Secure Disposal

- a. Schedule documents for disposal upon reaching the end of their retention period.
- b. Use secure methods for:
 - I. **Digital Records:** Use overwriting or certified deletion tools.
 - II. **Physical Records:** Use shredding or incineration.
 - III.

Step 3: Verification and Auditing

- a. Maintain detailed records of disposal activities for compliance audits.
- b. Regularly review and improve disposal processes.
- c. Verify destruction logs against NCAR-compliant disposal criteria, ensuring all records are irretrievably destroyed



5.6 Handling Accidental Data Loss

Step 1: Incident Reporting

Report incidents immediately to the Data Management Office and Cybersecurity teams.

Step 2: Containment and Investigation

- a. Contain the loss to prevent further impact.
- b. Conduct a root cause analysis to identify vulnerabilities.

Step 3: Data Recovery

- a. Attempt data recovery using backup systems.
- b. Verify the integrity of recovered data.

Step 4: Corrective Action and Documentation

Address vulnerabilities and document all findings in the Incident Register.

5.7 Performance Monitoring and KPIs

Define KPIs, such as:

- I. Percentage of paper-based documents digitized.
- II. Volume of documents stored in the DMS.
- III. Efficiency improvements from automated workflows.
- IV. Monitor these KPIs regularly and include results in performance reports.

6. RACI

Roles / Tasks	Data Owners	Data Stewards	IT Department	Data Management Office
Develop Document Management Plan	R	A	C	A
Define Digitization Roadmap	A	C	C	R
Implement Role-Based Access	C	R	A	I
Classify Documents	R	A	I	C
Assign Retention Periods	R	A	I	C
Manage Document Disposal	R	C	A	A
Archive Documents	R	C	A	I
Conduct Employee Training	I	C	R	A
Monitor and Enforce Compliance	I	R	C	A
Define Budget for Tools and Technology	I	I	C	A



Evaluate Storage Requirements	C	R	A	I
Perform Data Backup	I	I	R	A
Implement Disaster Recovery Plan	I	C	A	R
Conduct Disposal Audits	I	C	A	R
Establish KPIs	I	R	C	A

R (Responsible): The role primarily responsible for executing the task.

A (Accountable): The role accountable for ensuring the task is completed correctly and on time.

C (Consulted): Roles that need to be consulted before a decision or action is taken.

I (Informed): Roles that should be informed about decisions or progress.

7. References

#	Regulation name	Description
1	National Data Governance Policies	Policies issued by the National Data Office.
2	National Cybersecurity Authority Controls	Basic controls and other relevant controls issued by the National Cybersecurity Authority.
3	National Center for Archives and Records	1. Penal Law on Dissemination and Disclosure of Classified Information and Documents (2011): Guidelines for handling classified information



#	Regulation name	Description
		2. Regulations on Official Communications and the Preservation of Documents (2024): Standards for communication, storage, and archival

8. Annexure

Not Applicable



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الترتيب والوقت	الخط	التدقيق والتدوين	الترشيح	المراجعة والتدوين
البيانات الخطاب				
رقم الوثيقة: تاريخ الوثيقة: اسم الجهة: اسم الوثيقة: مستوى السرية:	5/12/2019 - 7/9/1440	جامعة جوير هوكيزر بالنيابة عن كلية التمريض	مدخرة تعاهم جوير هوكيزر	9 7/9/1440 جامعة جوير هوكيزر بالنيابة عن كلية التمريض مدخرة تعاهم جوير هوكيزر
	جامعة جوير هوكيزر بالنيابة عن كلية التمريض	مدخرة تعاهم جوير هوكيزر		8 16/5/1438 الكلية الملكية الخيرية مدخرة تعاهم مع الكلية الملكية الخيرية
	مدخرة تعاهم جوير هوكيزر	1 : عادي		7 3/6/1438 جامعة محمد بن راشد للطب و العلوم الصحية مدخرة تعاون مشترك في مجال الدراسات العليا
				1 بدون 25/4/1440 الإدارة العامة للخدمات المساندة مخطط معماري لمشروع الهيئة في مبنى العقارية الثالثة
				6 بدون 10/9/1445 جامعة الملك سعود

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التسجيل والتحقق	الخط	التدقيق والتدوين	الترشيح	المراجعة والتدوين
البيانات الخطاب				
رقم الوثيقة	222344	<div>حفظ ربط المعاملة إغلاق</div> <div>بيانات المعاملة</div> <div><div>المستخلص</div><div>test</div><div>الهاب</div><div>001 : الوثائق والمعلومات المالية</div><div>الموضوع</div><div>10 : الوثائق الخاصة بالمصارف والصرف الصحي المؤتمنه الخط</div><div>نوع الخط</div><div>1 : دائم</div><div>مدة الخط</div><div>20 : سنة</div><div>الخصائص المتكاملة</div><div>test</div></div>		
تاريخ الوثيقة	10/10/2017 - 20/1/1439			
اسم الجهة	وزارة 000			
اسم الوثيقة	قرار إداري مسؤوليات إداره أعمال ومهام المجالس العليا للهيئة			
مستوى السرية	3 : سري جدا			

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👤 | زياد طارق بغدادجي | 101301 - مكتب الإعلام - مملكة البحرين

🔍 البحث

3 الترحيل والترحيل 6 الخطب 2 التدقيق والندوة 10 المرفقة 99+ المخرجة والتميز

البيانات | الخطب

رقم الوثيقة	تاريخ الوثيقة	اسم الجهة	اسم الوثيقة	مستوى السرية
00	6/9/2022 - 10/11/1443	test1	قرار تدريبي	عادي

2 | 00
10/11/1443
test1
قرار تدريبي
222344 | 3
20/1/1439
وراره 000
قرار إداري مسؤوليات إدارة أعمال ومهام المحاسن العليا للهيئة
9 |
الهيئة السعودية للتخصصات الصحية
خطاب استلام التقارير والكشوفات والشعارات غير البريد الإلكتروني
10 |
3/11/1442
الهيئة السعودية للتخصصات الصحية
تحويل أرباح صكوك صامولا
11 |
21/6/1442
الهلى كابيتال

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👤 | زياد طارق بغدادجي | 101301 - مكتب الإعلام - مملكة البحرين

🔍 البحث

3 الترحيل والترحيل 6 الخطب 2 التدقيق والندوة 10 المرفقة 99+ المخرجة والتميز

البيانات | الخطب

رقم الوثيقة	تاريخ الوثيقة	اسم الجهة	اسم الوثيقة	مستوى السرية
2022001426	6/5/2022 - 6/11/1443	الأمارة العامة	تشكيل لجنة الزمات التنمائية	عادي

غير محقق | محقق للمعايير

9 | 2022001426
6/11/1443
الأمارة العامة
تشكيل لجنة الزمات التنمائية
8 | 2022002280
28/4/1444
الأمارة العامة
اعادة تشكيل لجنة المؤتمرات والمشاركات

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البحث

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الترخيص والتأليف

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الخطبة

3

التدقيق والتدويع

2

الترشيح

1

المراجعة والتوقيع

البيانات | الخطبة

اسم الوثيقة	الخطبة الإسماعيلية لنبوت الحجة أي مركز الزواقي و المحفوظات
رقم المعاملة	بدون
مستوى السرية	1 : عادي

حفظ

إغلاق

الموقع	المركز الرئيسي
رقم الملف	1
الترميز	002 - 02 - 0020204 - 1
موقع حفظ الملف	
الفرع	
المستودع	
التاريخ	
الحزبة	
الصف	
الكتابة	
الرف	
رقم الرف	

بيانات المعاملة

1 : المركز الرئيسي - الرياض

2 : المقرية - الرياض

3 : التخصصي - الرياض

4 : المقرية الخيرية - الرياض

5 : الفرع المائمي - جدة

6 : الفرع المائمي - أبها

7 : الفرع المائمي - الخبر

8 : الفرع المائمي - المدينة المنورة

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البحث

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الترخيص والتأليف

4

الخطبة

3

التدقيق والتدويع

2

الترشيح

1

المراجعة والتوقيع

البيانات | الخطبة

اسم الوثيقة	الخطبة الإسماعيلية لنبوت الحجة أي مركز الزواقي و المحفوظات
رقم المعاملة	بدون
مستوى السرية	1 : عادي

حفظ

إغلاق

الموقع	المركز الرئيسي
رقم الملف	1
الترميز	002 - 02 - 0020204 - 1
موقع حفظ الملف	1 : مستودع الخط العام
الفرع	1 : المركز الرئيسي - الرياض
المستودع	1 : مستودع رقم 1
التاريخ	
الحزبة	
الصف	
الكتابة	
الرف	
رقم الرف	

بيانات المعاملة

1 : التدقيق الثاني

2 : التدقيق الأول

3 : التدقيق المأرهي

4 : القبو 1

5 : القبو 2

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البحث

زياد طارق بفتاحي

101301 - 101301

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الترتيب والوقت

الخط

التعليق والتدريج

البيانات | الخط

رقم الوثيقة	بيون
تاريخ الوثيقة	1/1/2019 - 25/4/1440
اسم الجهة	الإدارة العامة للخدمات المساندة
اسم الوثيقة	مخطط معماري لمشروع الهيئة في مبنى المقاربه الثالثه
موقع تقديم الخدمة	مبنى المقاربه الثالثه الطابق السابع
رقم المكتب	جزء من الطابق السابع
اسم الفرع	مبنى المقاربه الثالثه
اسم مقدم الطلب	لا يوجد
مستوى السريه	1 : عادي

الوثائق المفتاحيه

10/16/202413/4/1446

بيانات الأرشيفه

رقم الوثيقة	بيون
تاريخ الوثيقة	1/1/2019 - 25/4/1440
اسم الجهة	الإدارة العامة للخدمات المساندة
اسم الوثيقة	مخطط معماري لمشروع الهيئة في مبنى المقاربه الثالثه

البحث

1

المعرضه والتدريج

مراديل الأرشيفه

جميع المعلومات

المعرضه والتدريج

الأرشيفه

التدريج والتدريج

الخط

الترتيب والتدريج

15 : 15 سنة

19 : 19 سنة

20 : 20 سنة

25 : 25 سنة

40 : 40 سنة

5 : 5 سنوات

خط

إرسال عبر البريد الإلكتروني

المستخلص

10 : 10 سنوات

15 : 15 سنة

19 : 19 سنة

20 : 20 سنة

25 : 25 سنة

40 : 40 سنة

5 : 5 سنوات

نوع الخط

مدة الخط

تاريخ المعلومات

10/16/202413/4/1446

بيانات الأرشيفه

رقم الوثيقة	بيون
تاريخ الوثيقة	1/1/2019 - 25/4/1440
اسم الجهة	الإدارة العامة للخدمات المساندة
اسم الوثيقة	مخطط معماري لمشروع الهيئة في مبنى المقاربه الثالثه



