

The certification body of TÜV Informationstechnik GmbH  
hereby awards this certificate to the company

**Bundesagentur für Arbeit  
Regensburger Straße 104  
90478 Nürnberg, Germany**

to confirm that its archive system

**eArchiv-Service**

fulfils all applicable audit criteria for document management  
solutions

**AC-DMS, 3<sup>rd</sup> edition 2008**

of VOI – Verband Organisations- und Informationssysteme e. V.

The requirements are summarized in the appendix to the  
certificate.

The appendix is part of the certificate and consists of 5 pages.

The certificate is valid only in conjunction with the corresponding  
evaluation report until 2013-06-30.



**Voluntary Validation**  
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Certificate-Registration-No.:  
TUVIT-DML9927.12

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Essen, 2012-10-29

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**VOI** voice of information

AC-DMS  
is a criteria catalog of VOI  
www.voi.de

**Certificate**

## **Certification System**

**TÜV**<sup>®</sup>

The certification body of TÜV Informationstechnik GmbH performs its certification on the basis of the following product certification system:

- German document: “Zertifizierungsschema für TÜViT Trusted-Zertifikate der Zertifizierungsstelle TÜV Informationstechnik GmbH”, version 1.0 as of 2010-05-18, TÜViT GmbH

## **Evaluation Report**

- German document: “Prüfbericht Überwachungsaudit Dokumentenmanagementlösung (DML) – Archivsystem, eArchiv-Service of Bundesagentur für Arbeit”, Version 1.1 as of 2012-10-01, TÜViT GmbH

## **Evaluation Requirements**

- “AC-DMS – Audit Criteria for Document Management and Enterprise Content Management Solutions”, 3rd edition 2008, Verband Organisations- und Informationssysteme e. V. (VOI), (corresponds to the German issue PK-DML, 3rd edition 2008)

The Evaluation Requirements are listed at the end. Not applicable requirements are printed in grey.

## **Evaluation Target**

- Archiv system “eArchiv-Service” der Bundesagentur für Arbeit, operated in Nürnberg
- German document: “Verfahrensdokumentation PK-DML vs. V-Modell XT”, version 2.0 as of 2012-06-15, Bundesagentur für Arbeit

## Evaluation Result

- All applicable AC-DMS evaluation requirements are fulfilled.
- The recommendations of the evaluation report have to be regarded.

## Summary of the Evaluation Requirement

### **1 General description of area of use**

- 1.1 Description of the organization
- 1.2 Location
- 1.3 Structural organization
- 1.4 Process organization

### **2 Logical system solution**

- 2.1 Framework, tasks and guidelines
- 2.2 Description of organization
- 2.3 Document inventories
- 2.4 Processing rules
- 2.5 Destruction of paper and other original documents
- 2.6 Takeover of documents received in electronic form
- 2.7 Handling of e-mails
- 2.8 Electronic signatures

### **3 Technical system solution and migration**

- 3.1 Storage systems
- 3.2 Recording systems
- 3.3 Output systems
- 3.4 Server hardware
- 3.5 Client hardware
- 3.6 Graphic representation of system
- 3.7 Server software
- 3.8 Client software
- 3.9 Special case: individual software
- 3.10 Interfaces
- 3.11 Network system description

3.12 Electronic signatures

3.13 Long-term availability and migration capacity

#### **4 IT Security**

4.1 General security concept

4.2 DMS-specific additions to the security concept

4.3 Backup concept

4.4 User administration and authorization concept

4.5 Access, entry and data access controls

4.6 Transaction, integrity and consistency security

4.7 Recording (protocols)

4.8 Security against failure

4.9 Data protection and control measures

#### **5 Technical operation**

5.1 Responsibilities

5.2 Prerequisites with respect to buildings

5.3 Operating conditions for hardware

5.4 Operating conditions for software

5.5 Data security

5.6 Handling of data carriers

5.7 Monitoring of orderly operation

5.8 Responsibility for maintenance and rectification of faults and disturbances

5.9 Preventive maintenance

5.10 Documentation of the maintenance processes

5.11 Rectification of faults and disturbances

5.12 Restart

5.13 Recovery

5.14 Updating of the hardware

5.15 Updating of the software

#### **6 Processes**

6.1 Digitization and takeover of paper documents

6.2 Destruction of paper originals following digitization

6.3 Original digital documents - takeover procedure

6.4 E-mail documents - takeover procedure

- 6.5 Takeover procedure for mass digital data
- 6.6 Takeover and checking of electronically signed documents
- 6.7 Indexing
- 6.8 Archiving
- 6.9 Search and access
- 6.10 Check-in / Check-out
- 6.11 Processing and assigning versions
- 6.12 Onward transfer
- 6.13 Reproduction
- 6.14 Deletion
- 6.15 Process documentation
- 6.16 Continuation of the Internal Control System (ICS)
- 6.17 Control and evaluation of the ICS
- 7 Employee qualification**
  - 7.1 Roles
  - 7.2 Necessary knowledge
  - 7.3 Responsibilities
  - 7.4 Qualification measures
  - 7.5 Documentation of the qualifications and measures
- 8 Tests**
  - 8.1 Test concept
  - 8.2 Test plans and test rules and regulations
  - 8.3 Test protocols
- 9 Outsourcing**
  - 9.1 Performance and responsibility
  - 9.2 Process documentation
  - 9.3 Interfaces
  - 9.4 Control



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**10 Internal control system (ICS)**

- 10.1 Documentation of the organizational security measures
- 10.2 Documentation of the technical protection measures
- 10.3 Documentation of current changes
- 10.4 Revision of the ICS
- 10.5 Assignment of responsibilities