MPS 21 – Documentation and Metrics

Category: Proof It Works

Tags: documentation, document control, operational metrics, version control, audit readiness, assurance, performance reporting, recordkeeping, compliance, SOPs

Description: Minimum Performance Standard for Documentation and Metrics. Defines the intent, required actions, and guidance for managing records, procedures, and operational data to ensure audit readiness, version control, compliance, and data-driven assurance reviews. Supports the structured control and meaningful design of documentation and metrics to promote accountability, visibility, and continuous improvement across the security function.

Assessment Criteria (Structured)

1. 1.

Requirement: A formal document control policy and process must exist covering version control, access, retention, and disposal.

Evidence: Approved document control policy and workflow logs.

2. 2.

Requirement: Document versioning and metadata tracking must be in place for all key security documentation.

Evidence: Version history, metadata fields, and document management system outputs.

3. 3.

Requirement: Core security documentation must be available, current, and accessible.

Evidence: Documents including security policies, strategies, SOPs, and technical system specifications.

4. 4.

Requirement: Security documentation must include site-specific plans and technical maintenance records.

Evidence: Site security plans and maintenance logs.

5. 5.

Requirement: A metrics framework must define KPIs aligned with security objectives and risk frameworks.

Evidence: KPI lists, mapping to objectives, and stakeholder review notes.

6. 6.

Requirement: Performance dashboards and statistical reports must be compiled and reviewed periodically.

Evidence: Dashboards, review logs, and report dissemination records.

7. 7.

Requirement: Technical system performance must be measured through defined metrics.

Evidence: System uptime logs, failure rates, maintenance history, and lifecycle trackers.

8. 8.

Requirement: Security metrics must be reviewed by management and used for improvement actions.

Evidence: Meeting records, CAPA logs, and performance reviews.

9. 9.

Requirement: Metrics and reports must comply with ISO, legal, and internal standards.

Evidence: Compliance checklists and audit references.

10. 10.

Requirement: Metrics and documentation must be archived securely and remain accessible for audit.

Evidence: Document archives, metadata logs, and access control systems.