



# Information Security Management System (ISMS)

## Quality control of ISMS documents (ITR-Quality)






### General information

Type	Standard
Reference	01-7-F
Version	1.0
State	Final
Owner	M. Aubigny
Application date	30/04/2021
Classification	Internal

## Document history

Version	Date	Author	Modifications
0.0.1	09/01/2020	I. Senft	Document creation based on Document Management process and PSI-SMSI.
1.0	15/04/2021	R. Ebene	Document finalized, new theme and template applied, Reference name corrected to STA_01-7-Q, MD validation

## Approval

Name	Role	Responsibility	Signature
R. Ebene	CISO Assistant	Consistency of content ISO 27001 compliance	  CISO assistant Signed by: 8e6a320c-8bef-455e-bd45-12e96ff188e8 Or see printed version managed by CISO.
M. Aubigny	Quality manager DPO	Quality review PIMS compliance	 Quality Manager Or see printed version managed by CISO.
C. Harpes	Managing Director (MD)	Applicability Ownership	  Manager Director Signed by: 8a15d70d-f13f-43cf-9329-d1e7d8db8c4d Or see printed version managed by CISO.

## Management summary

The Information Security Management System (ISMS) Policy (ITR-ISMS) defines the requirements for the ISMS of itrust consulting, in accordance with the requirements listed in ISO/IEC 27001.

It defines

- the context including stakeholder expectations;
- leadership including management commitment and delegation of roles and responsibilities to staff;
- planning covering methods to identify actions to address risks and actions to implement objectives or even avoid non-compliance;
- support covering the management of resources, supplements, awareness, communication and documents.

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# 1 Introduction

## 1.1 Context

In order to ensure the adequate quality of a document of the Information Security Policy of the Luxembourg State (ISP) before its publication, a person designated for quality control carries out a certain number of checks or corrections. In this way the documents will all have a common character and a uniform quality.

## 1.2 Objectives

The objective of this document is to describe the control process to be carried out before publication of an ISP document. The process ensures a similar format and appearance of all ISP documents.

## 1.3 Scope

This document applies to authors and quality managers of ISP documents.

## 1.4 Enforcement and reading instructions

This document becomes effective once approved by the MD and published on the ISMS repository available to all employees of itrust consulting. It will remain in effect until revoked or revised by the Owner or the MD. Do not rely on a printed document, but rather check on the official documentation site of itrust consulting for the currently applicable version.

The MD's signature is an official recognition of the mandatory character of this Information Security policy. It is to be respected by all employees of itrust consulting and a failure to comply with the Information Security policy may be considered as a violation of the working contract and result in disciplinary action.

The use of the SIMPLE PRESENT tense or the terms 'MUST', 'MANDATORY', 'REQUIRED', or 'SHALL' in a statement means that the statement is considered a formal requirement.

The use of words such as 'SHOULD' or the adjective 'RECOMMENDED' means that there may be legitimate reasons to disregard the statement, but that the implications of such an exception shall be assessed and fully understood.

The terminology 'MAY' or the adjective 'OPTIONAL' means that the implementation of the statement is at the discretion of the implementer.

## 1.5 Audience

This document shall be read and applied by all collaborators with responsibility in writing or approving documents within itrust consulting.

## 1.6 Document structure

The remainder of the document is structured as follows:

- Chapter 2 deals with the review process for Word documents.

- Chapter 3 describes the validation process for Excel documents.
- Chapter 4 explains what needs to be checked.

## 1.7 References

- [1] itrust consulting, ISMS, Information Security Policy (ITR-InfoSec), POL\_00-0.
- [2] itrust consulting, ISMS, List of documents (ITR-ListDoc), PLA\_00-0-A.
- [3] itrust consulting, ISMS, Glossary (ITR-Glossary), STA\_00-0-D.
- [4] itrust consulting, ISMS, Document management (ITR-DocMgt), PRO\_01-7.
- [5] itrust consulting, ISMS, Word template (ITR-WordTempl), STA\_01-7-A.
- [6] itrust consulting, ISMS, Excel template (ITR-XlsTempl), STA\_01-7-C.

## 1.8 Acronyms

<b>ANSSI</b>	Agence Nationale de la Sécurité des Systèmes d'Information.
<b>ISMS</b>	Information Security Management System
<b>STA</b>	Standard

## 1.9 Glossary

<b>Agent</b>	Any person working for the entity, regardless of his or her status (employee, civil servant, temporary worker, trainee, or other).
<b>Entity</b>	Any ministerial department, administration or state service as well as critical infrastructure operator that applies this security policy. Synonymous with the term organization in ISO/IEC 27001: A person or group of persons that has its own functions, with the responsibilities, powers and relationships necessary to achieve its objectives. Note: A number of actions, such as management review, validation of the audit program and approval of policies and objectives, are carried out only at the highest level of the entity for all its activities. All departments that have the same head or ISD should be grouped together in a single entity at the level of the PSI-LU list of state entities.
<b>Information</b>	Knowledge item that may be represented by means of conventions for storage, processing or communication.
<b>Information Security</b>	Protection of the confidentiality, integrity and availability of information. Note 1: In addition, other properties such as authenticity (2.8), accountability and non-repudiation.
<b>Information Security management system</b>	A management system for establishing, implementing, operating, monitoring, reviewing, maintaining and improving the security of an organization's information in order to achieve its business objectives. Note. An ISMS is based on risk assessment and risk acceptance levels defined by the organization to effectively address and manage risks.
<b>Objectives</b>	Result to be achieved. Note 1: An objective may be strategic, tactical or operational. Note 2: Objectives may relate to different disciplines (e.g., financial, health and safety, or environmental goals) and may concern different levels (e.g., strategic, organization-wide, project, product, and process levels).

	<p>Note 3: An objective may be expressed in different ways, for example as a desired result, a goal, an operational criterion, an information security objective, or by using other words of similar meaning (e.g. intention or target).</p> <p>Note 4: In the context of information security management systems, information security objectives are established by the organization, in accordance with the information security policy, in order to achieve specific results.</p>
<b>Policy</b>	Intentions and direction of an organization as formalized by its management.

For other descriptions of common terms used in this standard, please refer to the general glossary of itrust consulting [3].

## 2 Review process for Word documents

The chapter below outlines the different steps in the review process to be followed before publishing a document in Word. It is recommended that you also follow it before sending it for comment or validation.

### 2.1 Word template

The controller ensures that the document uses the latest version of the template for formatting. To do this, the controller checks in the 'Developer - Document Template' tab that the correct ITR-Word Template [5] is attached and that the 'Automatically update document styles' option is selected.

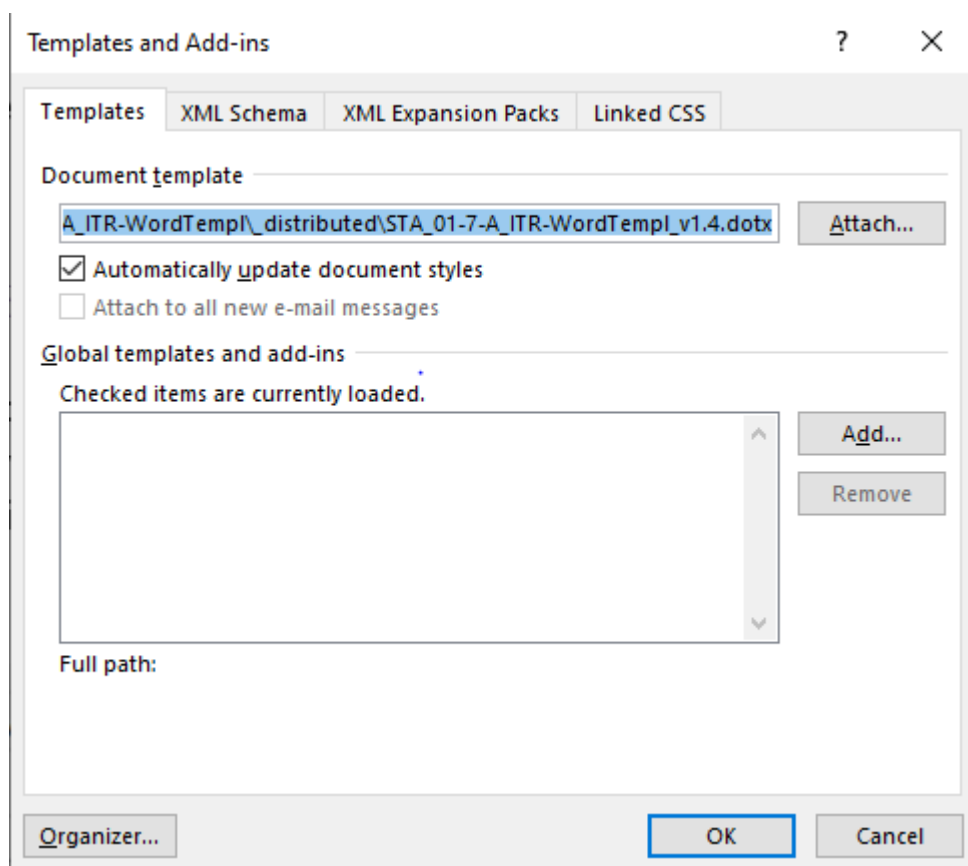


Figure 1: Checking the link to the template.

Any update to ITR-WordTempl is validated by the quality manager before it is put into the shared directory. Normally, the template has version 1.4 (for the first documents), so that any document tacitly applies the revisions made in the template.

### 2.2 Cover Page

#### 2.2.1 Title and subtitle

The controller shall ensure that the title and subtitle on the cover page of the document are consistent with the defined acronyms (see Annex) and comply with the format below.



Information Security Management System  
(ISMS)

Quality control of ISMS documents  
(ITR-Quality)

Figure 2: Format and presentation of the title and subtitle.

To consistently apply this format, the controller can select the title and subtitle and then go to the 'Developer' menu, select 'Properties' and check the 'Allow carriage return (multiple paragraphs)' box.



Figure 3 : Title and subtitle formatting.

## 2.2.2 Classification

2.2.3 The controller ensures that the document is correctly classified, usually 'Internal'.

## 2.2.4 General information table

The controller ensures that the 'General information' table on the cover page contains the following information:

Type	Standard
Reference	01-7-F
Version	1.0
State	Final
Owner	M. Aubigny
Application date	31/12/2020
Classification	Internal

Table1: Form of the 'General Information' table.

## 2.2.5 Footer cover page

The controller makes sure that the next footer is on the front page. The controller also makes sure that the wording is correct. The controller makes sure that the punctuation is respected in the footer.

The currently applicable version of this document is on [share.itrust.lu](https://share.itrust.lu).

## 2.3 References

Care should be taken to ensure that references to documents follow a defined order and format. The checker also ensures that an empty paragraph in 'End list' style is added at the end of the list of references in the document, as well as behind any enumeration.

### 2.3.1 Reference order

In general, the list of references follows the following order:

itrust consulting, ISMS, Information Security Policy (ITR-InfoSec), POL\_oo-o.

other SMSI documents in the order of their numbering;

references to other documents;

references to the legal texts relating to the field covered by the document (e.g. cryptography, classification, etc.);

relevant national and international standards (e.g. ISO).

An example of the structure of the 'Reference' chapter can be seen below:

**[1]** itrust consulting, ISMS, Information Security Policy (ITR-InfoSec), POL\_oo-o.

itrust consulting, ISMS, ..... (ITR-...), POL\_oX-o ;

itrust consulting, ISMS, .... (ITR-...), STA\_XX-X ;

Loi... (ex : RDG, loi Lux, directive EU, etc.) ;

ISO/IEC 2700X : 20XX (F)..... – Requirements. First edition 20XX-XX-XX.

### 2.3.2 References Format:

References (chapter 1.7) shall follow the following format:

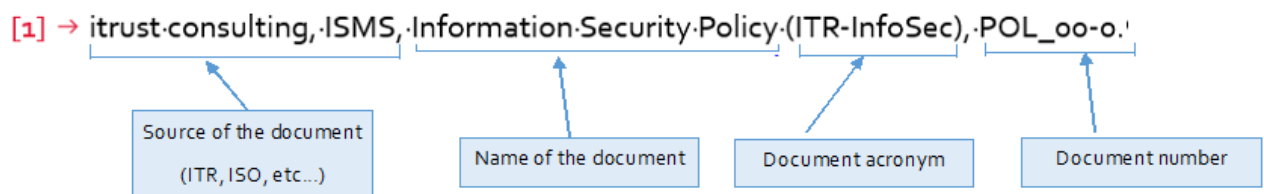


Figure 4 : Reference Format

### 2.3.3 Cross Reference

The controller ensures that all the 'Cross Reference' in the text are up to date and correspond to the desired references. He can temporarily manipulate the numbering and check whether the numbers update automatically. If this is the case, he checks a sample of references, otherwise he checks all the references.

## 2.4 Second page

### 2.4.1 Deletion of unnecessary tables

The controller ensures that the tables 'Working Group' and 'Distribution List' are removed from the second page of the document.

### 2.4.2 Document history Chart

The controller makes sure that the 'Document history' is kept up to date.

### 2.4.3 Approval chart

The controller makes sure that the right version of the approval chart (see above ) is integrated in the document.

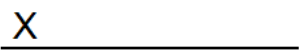
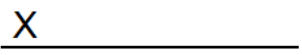
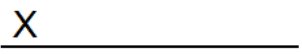
Name	Role	Responsibility	Signature
	CISO Assistant	Consistency of content ISO 27001 compliance	 CISO Or see printed version managed by CISO
	Quality manager DPO	Quality review PIMS compliance	 Quality Manager Or see printed version managed by CISO
	Managing Director (MD)	Applicability Ownership	 Manager Director Or see printed version managed by CISO

Table 2 : Approval table

For a Standard, it is not necessary to add a manual signature, so another table can be used or deleted.

## 2.5 Titles

The controller makes sure that the titles of the document follow the formatting defined below:

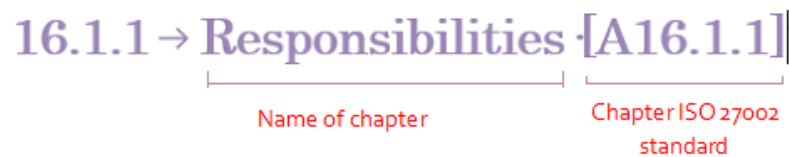


Figure 5 : Title formatting.

## 2.6 Part Introduction

The controller makes sure that the document incorporates the correct wording in the 'Introduction' section of the chapters

- 1.1 Context;
- 1.2 Objectives;
- 1.3 Scope;
- 1.4 Enforcement and reading instructions;
- 1.5 Audience;
- 1.6 Document structure;
- 1.7 References;
- 1.8 Acronyms;
- 1.9 Glossary.

The controller refers to the latest version of template [5] to ensure that the document incorporates the latest version of the wording in the introductory section. These formulations are visible in the template.

## 2.7 Use Terms

### 2.7.1 Acronym and glossary of terms

The controller shall ensure that the terms and definitions in the glossary are quoted at least once in the document. This also applies to the table of acronyms.

As regards form, the controller shall ensure that each definition in the glossary and the table of acronyms begins with a capital letter and ends with a full stop. This rule also applies to the second column of the glossary.

Note: The controller shall ensure that the term ISP (Information Security Policy) is always defined in all documents.

### 2.7.2 Terms' verification

The controller ensures that formal terms are used throughout the document (e.g. entities, etc.). To do so, the controller may rely on the latest version of the glossary.

#### Example:

Replacement of the term 'History' by 'Document history'.

## 2.7.3 Recommendation for Formulation

The author makes sure that the reading instructions are respected in the writing of the document. Indeed, the security measures specified in the documents are established as requirements, but subject to potential exclusion by the risk analysis process (for area policies).

For reasons of style, terms such as 'shall' or 'must' are to be replaced with present tense formulations.

Since these are excerpts from sources cited in the document, the verb 'must' appear only in 'Hidden text' or common-sense obligations, which do not emanate from theitrust.

## 2.8 Formatting of tables

Still concerning the shape, the controller makes sure that the columns of the table respect the following dimensions:

column 'Terms': 3 cm ;

column 'Definition': 14 cm.

### 2.8.1 Using the correct table style

Before submitting the document for validation, the controller makes sure that all the tables in his document use the correct style.

After creating a table in the document, the controller chooses 'Table\_B (Light), available in the template.

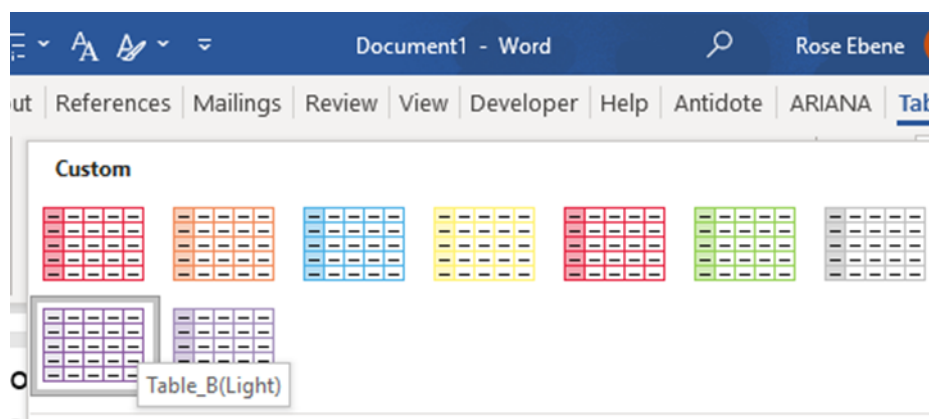


Figure 6 : Style of tables.

## 2.9 Diagrams and figures





The controller ensures that the Corbel font is used in the diagrams and figures in the document.

## 2.10 Use of styles

### 2.10.1 General Police Corbel

The controller ensures that the Corbel font. As a reminder, the font used in the ITR Model.

It ensures that all required styles are used correctly. The main styles are presented in the table below:

Name of Style	Application or example	Use modalities or additional information	
Headings			
Heading 1	Numbered title with page break before	Chapter title (level 1)	
Heading 2	Section title (level 2)	Section title (level 2)	
Heading 3	Subsection title (level 3)	Subsection title (level 3)	
Heading 4	Title in a subsection (level 4)	Title in a subsection (level 4)	
Heading 5	Title without numbering	Level 5	Title for subparagraph
Heading 6	Title without numbering	Level 6	
H1 no number	Annex/Appendix title without number but page break before	Annex/Appendix title (no number)	
H2 no number	Title of Annexe subsection	Title of Annexe subsection (non number)	
H Doc Prop.	H Doc Prop.	Title for document properties.	
H ToC	Table of Contents	Tables of content title	
Title	Title	Main title in the heading page  Non-visible in the Quick style menu; used on Cover page	
Subtitle	Subtitle	Subject title in the heading page	
Body			
Body of Text	Body of normal paragraph	Each paragraph will be separated by space.	
Hidden		Use this type of paragraph to underline ideas for other partners before the final edition of the text in PDF. The PDF file or the printed document will not include this type of text.	
Bullet L*	See above	This style allows making an automatic sub-bullet list by using the tab button  or   NB: we can directly use a lower bullet list by using the style BulletL(n-1) or BulletL(n+1)	
Enumeration *	Enumeration List  Enumeration list  Enumeration list	This style allows making an automatic sub-enumeration list by using the tab button  ou   NB: we can directly use a lower bullet list by using the style Enumeration(n-1) or EnumerationL(n+1)	

<b>End list</b>	Paragraph to be used after an enumeration or a bullet list	This style allows separating the last paragraph of a bullet/enumeration list with a normal paragraph to avoid visual collision between the two paragraphs due to the lack of space.
<b>RefList</b>	Follow the good practices to quote a reference.	Style to give books or any text reference used in the document.

Table 3 : Examples of style.

The controller also makes sure to use the 'Heading' styles (1, 2, 3, etc.) for the titles of the document's chapters. As a reminder, the 'Heading 5' style does not generate numbering.

## 2.11 Punctuation Signs

Rules: Always end a sentence or phrase with a punctuation mark.

Example: After capturing Figure and Table we put a `.`.

The signs `:`, `;` are preceded by an unbreakable space ` `, to be checked in. They are followed either by an uppercase (if enumerating phases) or a lowercase if enumerating partial words, expressions or sentences.

### 2.11.1 Style in the header

The controller makes sure that the 'Header/footer title' and 'Header/footer text' styles have been used in the header.

### 2.11.2 Updating fields

The controller updates all fields, including those in the Header and Footer, Table of Contents, List of Figures, etc., in the table. Then it checks for the absence of an error message like 'Reference not found'.

## 2.12 Finalization

### 2.12.1 Passing the corrector

One of the final steps in the quality review is to run the entire document through a spell checker as an 'antidote' to ensure that the document is free of grammatical, spelling and conjugation errors.

### 2.12.2 Document Layout

Before sending the document for validation, the controller checks one last time that the document is correctly laid out. The layout follows logical as follows:

- avoid putting a title alone on a page;
- ensure, as far as possible, that the end of a paragraph (2 or 3 lines) does not overflow onto a page unnecessarily;
- tables appear on the same page and are not cut off.

## 3 Validation process for Excel documents

The chapter below outlines the different steps in the review process to be followed before publishing a document in Excel. It is recommended that you follow it before sending an Excel document for review or validation.

### 3.1 Correct formatting of table

Tables in Excel documents have a defined formatting. The controller makes sure that this formatting is respected in the Excel document. The rest of the chapter is addressed particularly to the authors of the documents for the delivery of an Excel document.

When creating a new document, the author always uses the file 'STA\_01-7-C\_ITR-XlsExcel'[6] available on H:\ISMS\01\_ITR-ISMS. The author selects the right table formatting in the 'Table Tools' tab then he selects the right table style in the 'Custom' pane as shown below.

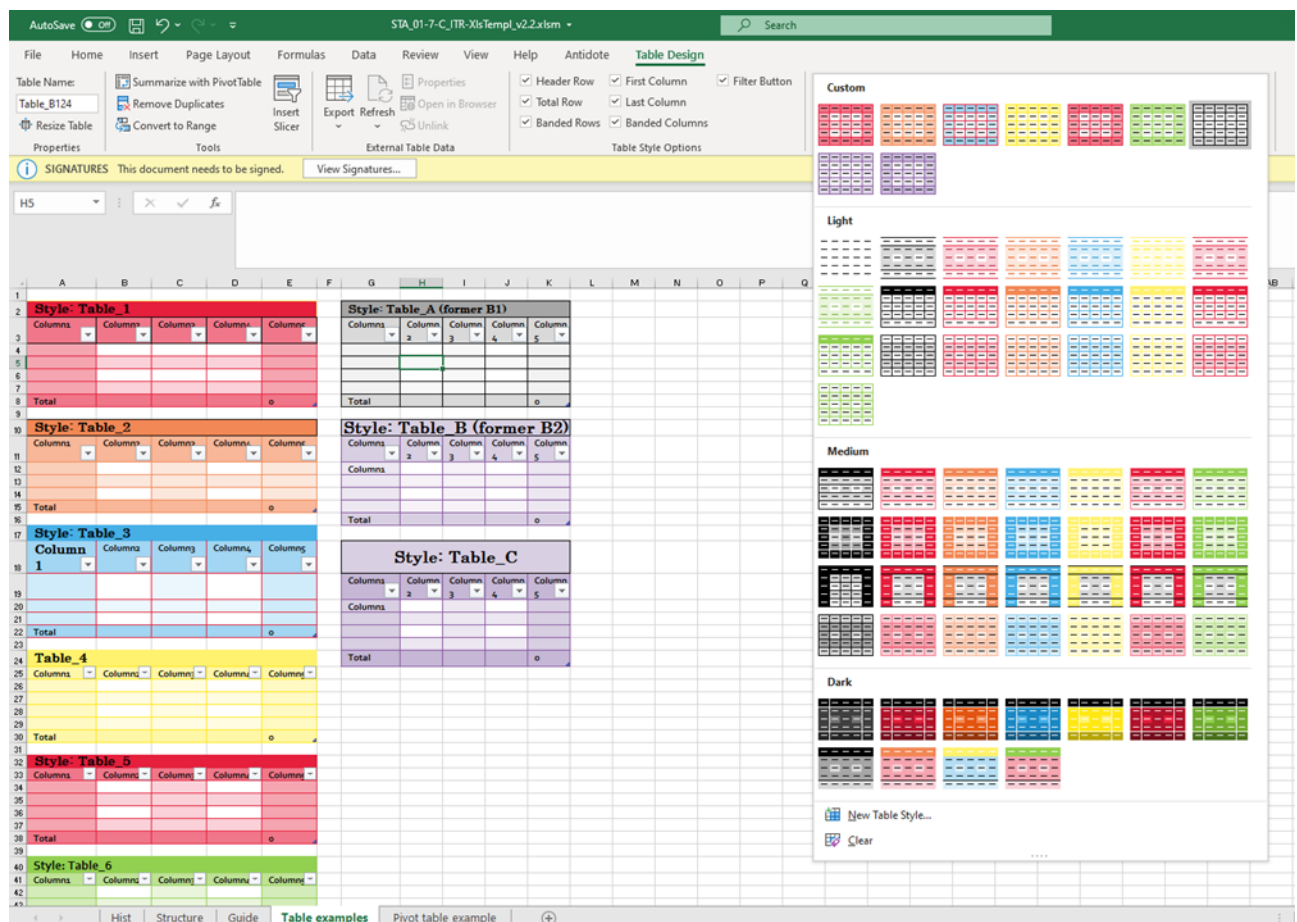
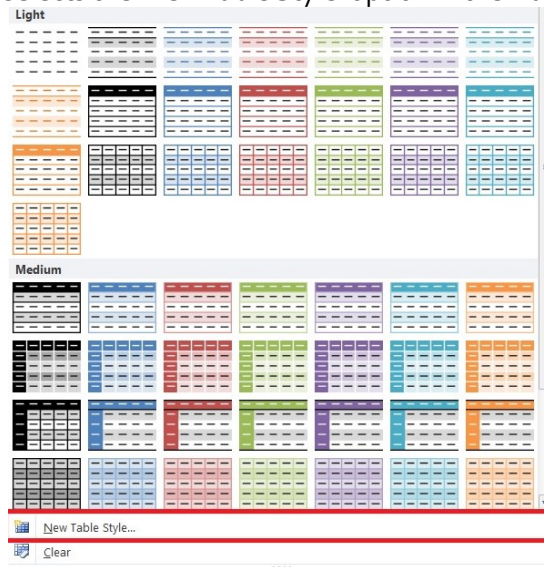


Figure 7: Formatting Excel tables.

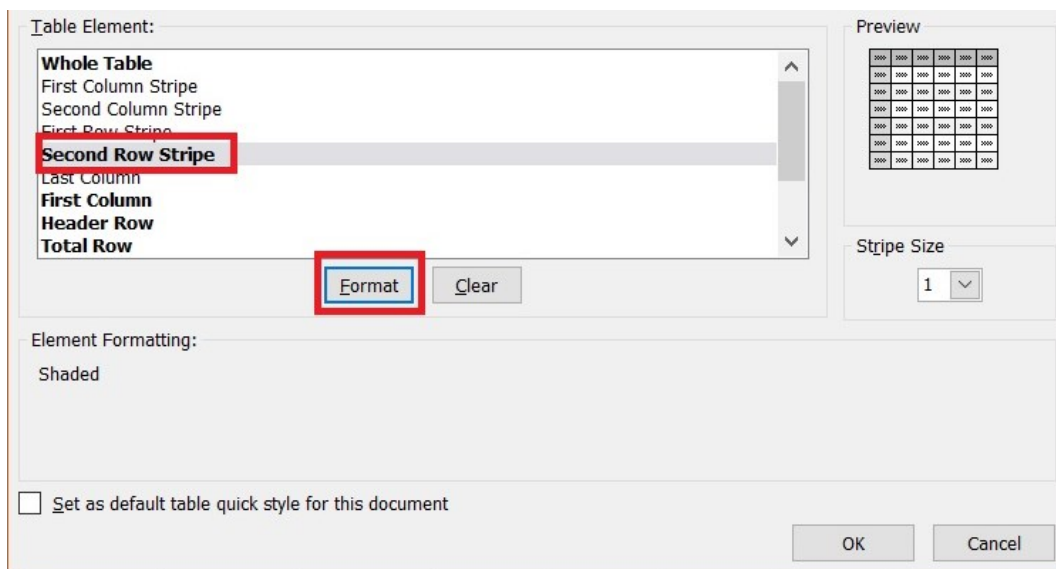
When adapting a document to the defined formatting, the author creates the right table style by following the instructions below. After selecting an existing table or inserting a new table, the author selects the



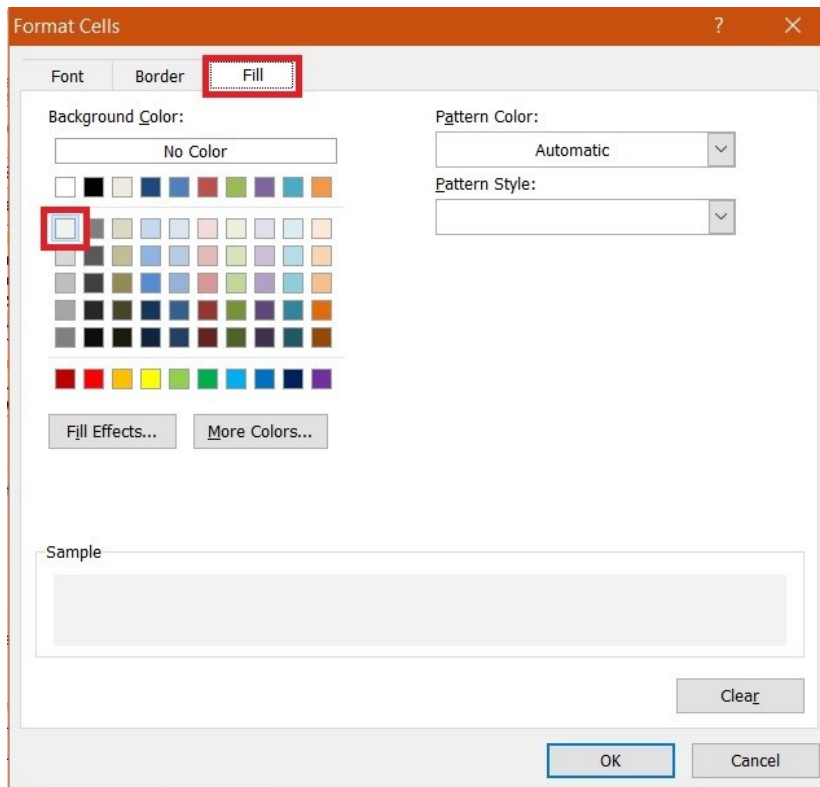
'Table Tools' tab and then selects the 'New Table Style' option in the 'Table Style' pane (see below).



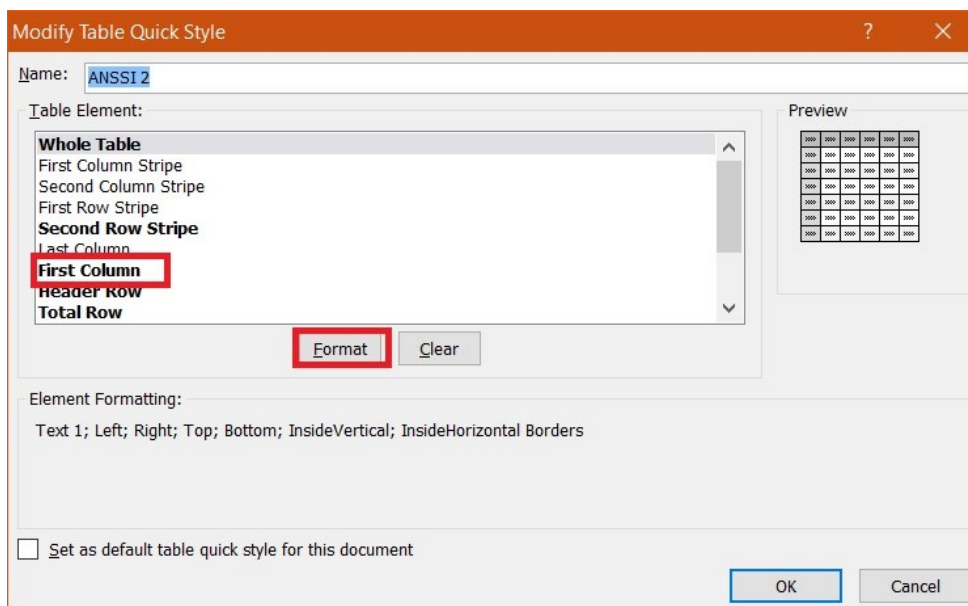
The author then selects '**Second Row Stripe**' then clicks on '**Format**'



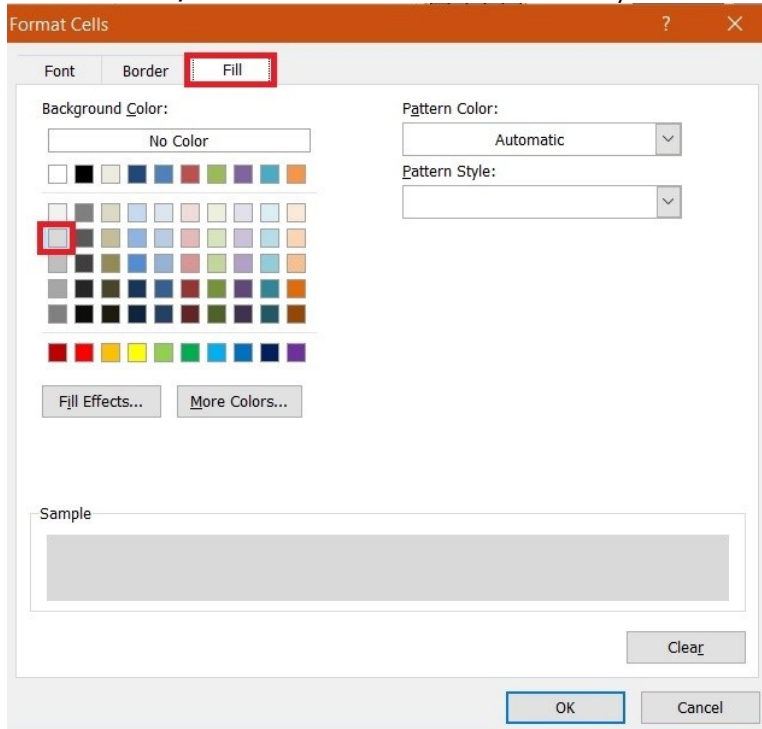
The author then clicks the 'Fill' tab and selects the lightest grey present in the colour palette and clicks 'OK'.



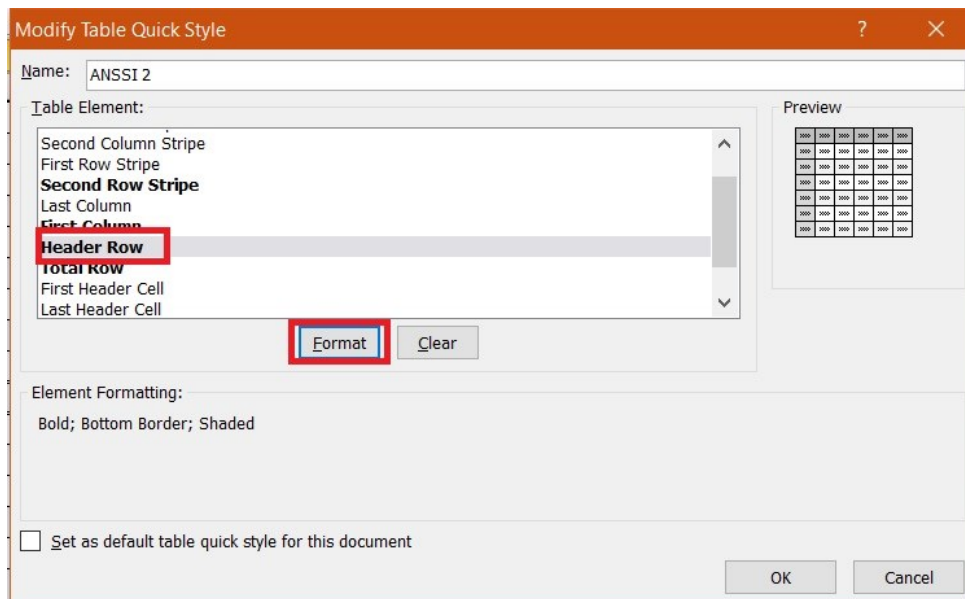
The author then selects '**First Column**' then clicks on '**Format**'.



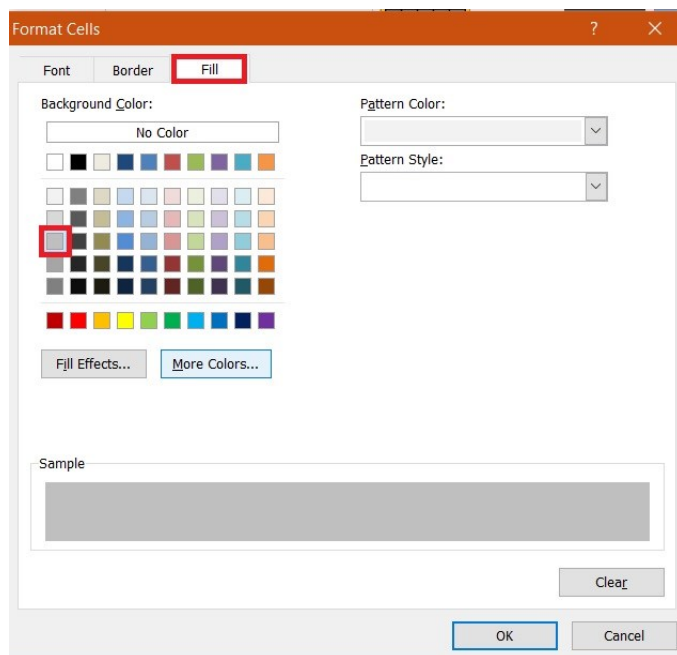
In the 'Fill' tab, the author the second shade of Gray in the color palette and then clicks on 'OK'.



Finally, the author selects 'Header Row' then clicks on 'Format'.



Still in the 'Fill' tab, the author selects the third shade of Gray in the color palette and then clicks on 'OK'.



In the '**New Table Quick Style**' the author clicks on '**OK**'. The author selects the table style thus created in the '**Custom**' pane of the '**Table Styles**' tab.

## 3.2 Using the right font

The controller ensures that the '**Corbel**' is used in all the tabs that make up the Excel document.

## 3.3 Updating the 'History' tab

The controller then ensures that the history tab is up to date by checking the following points:

Current version number in the 'General Information' table;

The 'Document history' table is kept up to date with the different versions.

## 4 Checklist

### 4.1 For Word documents

This is check list for converting or modifying the existing document for itrust consulting or for our customers. Before applying this check list, please ensure that you have read the document management in . For the creation of new document, please refer to Ariana .

ID	Steps	Description
1	New theme	<ul style="list-style-type: none"> <li>• Apply new theme, font, colors (according to ITR or <b>customer</b>)</li> <li>• Apply the new styles</li> <li>• Remove unused style with ARIANA</li> </ul>
2	Document title	<ul style="list-style-type: none"> <li>• Apply style <i>Title</i></li> <li>• Centered</li> </ul> <p style="text-align: center;">Information Security Management System (ISMS)</p>
3	Document subtitle	<ul style="list-style-type: none"> <li>• Apply style <i>Subtitle</i></li> <li>• Vertically Top</li> <li>• Add line break (Shift+Enter) between title and acronym</li> </ul> <p style="text-align: center;">Risk management (ITR-RiskMgt)</p>
4	Footer first page	<ul style="list-style-type: none"> <li>• Apply style Header/Footer Title</li> <li>• Border around red text</li> <li>• Ensure that spacing between border and text is 3 pt</li> </ul>
5	Footer next pages	<ul style="list-style-type: none"> <li>• Apply style Header/Footer Text</li> <li>• Reference file name, line on top is left and only above the reference and not further;</li> <li>• 'Page x of y' right aligned;</li> <li>• Format so that text fits in one line</li> <li>• Apply style Header/Footer Tab</li> </ul>
6	Header	<ul style="list-style-type: none"> <li>• Type, Procedure, Title, Classification must be in style Header/Footer Text and format needs to ensure that doc title fits in one line</li> <li>• For the second column, apply TabHeaderText</li> <li>• Check the Logo</li> </ul>
7	Table first page	<ul style="list-style-type: none"> <li>• Apply C table style</li> <li>• For Type, Reference, Version, State, Owner, Application date, Classification, apply TabHeader1 (or TabHeader o)</li> <li>• For for the second column, apply TabText1</li> <li>• Apply style H Doc Prop. in General information</li> <li>• Ensure that the size of the first table match with those on the second pages</li> </ul>
8	Next tables	<ul style="list-style-type: none"> <li>• C table style</li> <li>• Distribution list, History (lists only x.y versions), Working group (optional), Approval</li> <li>• Apply TabHeader1 for headers and TabText1 for text.</li> </ul>

9	All tables in the document	<ul style="list-style-type: none"> <li>Row height: 0 cm at least; format so as to reduce blank space if needed</li> <li>Remove points after short text</li> </ul>
11	History	<ul style="list-style-type: none"> <li>Consolidate modifications so it lists only level 2 versions (e.g. include modifications made in v1.1.1 into v1.2) if the document is for validation.</li> <li>Add new line to table when updating the document and creating a new version; be specific when describing your modifications (e.g. section 1.7 updated)</li> <li>Add the name of the source document</li> </ul>
13	Approval	<ul style="list-style-type: none"> <li>Check that no dot is put at the end of the signature's field.</li> <li>Check the names of the signatories</li> </ul>
14	Table of content	<ul style="list-style-type: none"> <li>Check that the title has the style 'H ToC'.</li> </ul>
15	Dates	<ul style="list-style-type: none"> <li>Update the dates on first page, in Distribution list and Approval</li> </ul>
18	Management summary	<ul style="list-style-type: none"> <li>Insert line between title and text</li> </ul>
19	1. Introduction	<ul style="list-style-type: none"> <li>Titles: Context, Objectives, Scope, Enforcement and reading instructions, Audience, Document structure, References, Acronyms, Glossary</li> </ul>
20	Enforcement and reading instructions	<ul style="list-style-type: none"> <li>Ensure that text is updated with newest version (if not, copy paste it from a validated document)</li> <li>Ensure that the <b>correct title</b> and type of the document are included (e.g. in case of the Use of cryptography procedure: use of cryptography procedure instead of ISMS policy).</li> <li>Replace 'employment contract' by 'human resource security policy'</li> </ul>
21	Audience	'shall be read <b>and applied</b> '
22	Path to ISMS repository	<ul style="list-style-type: none"> <li>For itrust: share.itrust.lu</li> </ul>
23	Acronyms and Glossary	<ul style="list-style-type: none"> <li>Delete header row</li> <li>Ensure that Acronyms comes before Glossary</li> <li>Ensure that each acronym is used in the document</li> <li>Check that no banded row is put</li> </ul>
24	Glossary	<ul style="list-style-type: none"> <li>Ensure that the following sentence is included below the table:</li> <li>'For other descriptions of common terms used in this (policy/procedure/standard...), please refer to the general glossary of (itrust consulting/customer name) [reference to glossary].'</li> <li>Check that a reference to the general glossary is put after the table</li> </ul>
25	References	<ul style="list-style-type: none"> <li>Replace the old reference number with the new</li> <li>Check if title and reference number of documents are consistent with DocList and update if necessary</li> <li>Remove/Replace no longer existing documents and replace reference to the Employment contract management by the Human resource security</li> <li>Bring references in right order according to reference number of the documents</li> <li>Check that RefList style is applied</li> <li>Check that there are no broken links.</li> </ul>
26	Bullets and enumerations	<ul style="list-style-type: none"> <li>Adapt so that right format, order and always starting at 1 in a new list</li> <li>Check for the style endList at the end of the list</li> <li>After each item in an enumeration check that a semi-colon is put.</li> <li>For the final item put a dot</li> </ul>

27	Alignment with ISO numbering	<ul style="list-style-type: none"> <li>When aligning chapter numbering with ISO numbering, insert the following sentence directly under the chapter title (adjust x, y for correct chapter numbers): 'Chapter numbers x to y are not used to align with ISO numbering.'</li> </ul>
28	Ittrust, ittrust or Ittrust consulting	<ul style="list-style-type: none"> <li>Replace by ittrust consulting</li> </ul>
29	itrust's or ittrust consulting's xxx	<ul style="list-style-type: none"> <li>Replace by 'the xxx of ittrust consulting'</li> </ul>
30	must	<ul style="list-style-type: none"> <li>Replace by 'be required to' (e.g. is required to), except for sections 'Enforcement and reading instructions' and 'Audience'!</li> </ul>
31	shall	<ul style="list-style-type: none"> <li>Replace by PRESENT TENSE ('is', 'are', ...), except for sections 'Enforcement and reading instructions' and 'Audience'!</li> </ul>
32	Client	<ul style="list-style-type: none"> <li>Replace by 'Customer'</li> </ul>
33	'general policy' and 'general security policy'	<ul style="list-style-type: none"> <li>Replace by 'information security policy'</li> </ul>
34	[A.x.y]	<ul style="list-style-type: none"> <li>Adjust to [Ax.y]</li> </ul>
35	English US, 'z' instead of 's'	<ul style="list-style-type: none"> <li>e.g. organization, authorization</li> </ul>
36	Caption of figure or table	<ul style="list-style-type: none"> <li>Begins with a capital letter and NO point at the end</li> <li>Apply style Figure with caption for image</li> <li>Apply style caption for caption</li> </ul>
37	Insert End list or new line under each table and figure	<ul style="list-style-type: none"> <li>(if necessary)</li> </ul>
38	Ctrl+A then F9	<ul style="list-style-type: none"> <li>To update all references and tables</li> </ul>
39	Search for 'Error'	<ul style="list-style-type: none"> <li>Check if there are errors for a non-found reference. If this is the case, delete the old and add the new, correct reference.</li> </ul>
40	Check references in the content	<ul style="list-style-type: none"> <li>Check if references to the documents in the ref list refer to the right document in the ref list (e.g. AssetMgt mentioned with reference to correct doc AssetMgt in the ref list)</li> </ul>
41	Check if all reference docs used in document	<ul style="list-style-type: none"> <li>If one document of the ref list not used as reference in the content, delete it from the ref list (to keep ref list as short as possible and not to mention docs which have nothing to do with the current doc)</li> </ul>
42	Check if all acronyms in the Acronyms table are used in document	<ul style="list-style-type: none"> <li>If not, delete the corresponding acronym from the list</li> </ul>
43	Update Footer (reference of document)	<ul style="list-style-type: none"> <li>Go to the footer, press right and click on Update field</li> </ul>
44	At the end, before saving the doc	<ul style="list-style-type: none"> <li>Developer -&gt; Document template-&gt; disable 'update automatically'</li> </ul>
45	Run harmonized Antidote	<ul style="list-style-type: none"> <li>Spellchecking</li> </ul>
46	Check margins	<ul style="list-style-type: none"> <li>Check if margins are 'Mirror margins'</li> </ul>
47	Paragraphs	<ul style="list-style-type: none"> <li>Check that each paragraph is in the style Body Of Text</li> </ul>
48	Add source document	<ul style="list-style-type: none"> <li>Add the name of the original document in the history</li> </ul>

49	Final version	<ul style="list-style-type: none"> <li>Plan the publication by adding the next validated version in the history.</li> </ul>
50	Check approval role and name	<ul style="list-style-type: none"> <li>Go to the approval section and modify the name and role of signer</li> </ul>
51	Reference not found	<ul style="list-style-type: none"> <li>Check that no dynamic reference is broken</li> <li>Press Ctrl+F and type <b>Reference source not found</b></li> </ul>

**Additional steps to the ones above, when working on a document for a customer:** When converting an ITR document for a customer, the following additional checks have to be performed. You should compare it in parallel to a finalized document as sample document to see which specific modifications have to be made according to the customer (e.g. format of the first page and table, header, footer, responsible persons...).

Logo on first page and in header	Replace by the logo of the <b>customer</b>
Replace 'itrust consulting'	Replace by the name of the <b>customer</b>
Replace 'ITR' (with matching case)	Replace by acronym of <b>customer</b> (e.g. LxC, LGS,...)
Update path to share, Redmine	Insert path to ISMS share of the <b>customer</b> , their ticketing tool if known (otherwise mark in yellow)
Replace 'Managing Director', 'MD'	Replace by 'CEO' for <b>customer</b> , if the case (usually they have a CEO and no MD)
Mark specifications for customer which they need to verify for their situation (in yellow)	Mark, specific details of the situation at itrust which don't need to be true for the <b>customer</b> , so they have to validate and adjust them according to their situation (e.g. Redmine, HoD, details about location, ...)

## 4.2 For Excel documents

Description	Check
Check that the customer theme is applied	×
For the title and subtitle check that he is entering and that the acronym is in bracket	×
Check the reference ensure that he is under format DIGIT-DIGIT-CHARACTER	×
For the version check that it is under format X.o and by consequent that the status is in Final	×
Check that it is Application date	×
Check the date in <i>General information</i> and in <i>Approval</i>	×
Check that the name for historic is <i>History</i> and not <i>Document history</i>	×
Check the header, verify that the term customer is put and not Client	×
Check the title in the header ensure that the acronym is used and not the full title	×



Check that for a version in Final, not acronym is put in the name and for a draft that your acronym is put	×
For every cell checks that cell.normal is applied	×
For table check that style B or C is applied	×
Check for the print layout	×