



CIOSC Standards Setting Directives

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Copies of CIOSC policies and procedures are available to any interested parties and are readily available on the CIOSC website - <https://ciostrategycouncil.com/>

1. Scope

The CIOSC Standards Setting Directives specify the policies and procedures for the development, publication, and maintenance of CIOSC standards.

The CIOSC Standards Policy Committee approved the sixth edition of the CIOSC Standards Setting Directives on 2022-07-13.

2. Definitions

For the purposes of this document, the following terms and definitions apply, including those given in Standards Council of Canada's Requirements & Guidance – Accreditation of Standards Development Organizations, and Requirements & Guidance – National Adoptions of International/Regional Standards and Other Deliverables.

3. Referenced Publications and Documents

The following referenced documents are indispensable for the application of the CIOSC Standards Setting Directives. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document applies.

- CIO Strategy Council Organizational Chart and Committee Governance
- CIO Strategy Council Procedural Review Approval Template
- CIO Strategy Council Standards Proposal Template
- CIO Strategy Council National Standards Template
- International Classification for Standards
- ISO/IEC Directives, Part 2: Rules for the structure and drafting of International Standards
- Standards Council of Canada Accreditation Services – Accreditation Program Overview
- Standards Council of Canada Canadian Standards Development – Program Overview
- Standards Council of Canada Requirements & Guidance – Accreditation of Standards Development Organizations
- Standards Council of Canada Requirements & Guidance – National Adoptions of International/Regional Standards and Other Deliverables

4. Organizational structure and resources

4.1 CIO Strategy Council (CIOSC)

The Council is a federal not for profit corporation operating with a minimum of 15 members. The Council, established July 2017, provides a forum for public and private sector members to:

- a. Transform, shape and influence the Canadian information and technology ecosystem;
- b. Interact, receive mutual support and engage in learning from their peers;
- c. Conduct research and disseminate reports on strategic topics relating to the Canadian information and technology ecosystem; and
- d. Provide a strategic approach to information and communication technology procurement in Canada.

CIO Strategy Council's Standards Development Branch is independent of its Verification and Assessments Branch. These Branches legally fall under the same legal entity of the CIO Strategy Council, activities are kept separate and report to their respective oversight committees.

CIO Strategy Council's Standards Branch is a separate organizational unit, with no authorities nor direct responsibilities in CIO Strategy Council certification activities.

4.2 CIOSC Standards Policy Committee

The CIOSC Standards Policy Committee, reporting to the CIOSC Executive Director, governs standardization policies, sets standardization priorities and is responsible for:

- a. Coordinating standards development activities by establishing, dissolving, and assigning responsibility to technical committees, approving new technical work (considering Canadian interests), and interpretations of standard(s), and appointing technical committee leadership (i.e., chairs);

NOTE: Any stakeholder may nominate a chair to a technical committee. Nominations are directed to the CIOSC Standards Policy Committee for selection and approval.

- b. Coordinating effective Canadian participation across national, regional, and international standards setting organizations within the limits of its resources in areas which it expects to develop or adopt standards;
- c. Determines priorities, review cycles (i.e., maintenance of standards; not to exceed five years from the date of publication) and withdrawal of particular items of technical work;
- d. Maintaining CIOSC standards policies, procedures, and other rules for the technical work, and informing Standards Council of Canada on changes; and

- e. Approving CIOSC standards conformity with Standards Council of Canada’s Requirements & Guidance – Accreditation of Standards Development Organizations, and if a national adoption, conformity with Standards Council of Canada’s Requirements & Guidance – National Adoptions of International/Regional Standards and Other Deliverables following technical approval by a technical committee and prior to its publication through a chair appointed reviewer not engaged in the development of respective standard. The CIOSC Standards Policy Committee chairperson directs nonconformities to the relevant technical committee for resolution.

The CIOSC Senior Director, Standards shall chair the Standards Policy Committee (See Clause 4.8, Committee Leadership). The size of the CIOSC Standards Policy Committee may be restricted to a reasonable number of persons by the Chair.

For non-members of CIOSC, there is a fee as determined by the CIOSC Executive Director to participate as a member of the CIOSC Standards Policy Committee.

4.3 Technical Committees

CIOSC standards development activities involve the formation of technical committees in accordance with Clause 4.2 (CIOSC Standards Policy Committee), led by a committee chair, supported by a secretariat, comprised of subject matter experts, and has appropriate participation of Canadian experts.

Technical committees operate by consensus and provide an open forum offering:

- a. Equal access and participation by any interested party. Technical committees are not restricted in size and there is no fee to participate.
- b. Respect for diverse interests and identification of those who should be provided access to provide the needed balance of interests. Interests are grouped into the following categories:
 - i. User;
 - ii. Producer;
 - iii. Government / Regulator; and
 - iv. General Interest.

The sum of any one interest category shall equal less than the total sum of the other categories. The technical committee shall define each interest category specific to the technical activity and make available upon request.

- c. A mechanism for dispute resolution.

Technical committees shall be numbered in sequence in the order in which they are established, commencing at TC 1. If a technical committee is dissolved, its number shall not be allocated to another technical committee.

Technical committees are responsible for:

- Developing or reviewing and approving technical aspects of a standard or standards assigned to it, including requests to revise or amend existing standards. All decisions regarding technical aspects of a standard shall be by consensus. Consensus of the technical committee on the technical aspects of the standard is confirmed by ballot or recorded vote;
- Providing interpretations on the technical aspects of a standard for approval by the Standards Policy Committee;
- Reviewing standard(s) to ensure they are kept current; and
- Handling complaints of a technical nature.

4.4 Operations

The CIOSC Standards Branch is responsible for:

- a. Managing day-to-day operations and staffing;
- b. Strategic partnerships and liaisons with other national, regional and international standards setting organizations to advance new work, adopt existing standards, lead international standards development work, and/or coordinate member participation in other standards work CIOSC expects to develop or adopt;
- c. Handling complaints of a procedural nature;
- d. Addressing International inquiries and complaints from other standard development organizations having accepted the WTO/TBT Annex 3 Code of Good Practice for the Preparation, Adoption and Application of Standards; and
- e. Ensuring the consistent application of CIOSC Directives.

Funding for CIOSC standards development and maintenance activities are provided in any of the following ways:

- Membership fees;
- Financial support provided by industry groups such as associations, by government, or individuals interested in the development or maintenance of a standard; and
- Financial support provided through the sale of CIOSC standards and other publications.

4.5 Facilities and records management

CIOSC is located at 1000 Innovation Dr., Suite 500, Ottawa, ON K2K 3E7. CIOSC equips its standards development activities with computers, network solutions, telecommunications, teleconferencing equipment, meeting and conference rooms, a website, and storage space. CIOSC standards development activity records are stored by electronic means and retained in perpetuity.

All policies, procedures, and other documentation related to standards development are stored in a folder separate from the documentation intended for any certification function, as per SCC requirement 5.3 (Separation of Management Activities).

4.6 Developing standards

Any stakeholder may propose new technical work and participate in any CIOSC standards development activity.

A proposal for new technical work is directed to the CIOSC Standards Policy Committee for approval. The CIOSC Standards Policy Committee considers the need and interests prior to approval including considerations specified in Clauses 4.2 (Identification of Canadian Interest & Need) and 4.3 (Avoiding Duplication) of Standards Council of Canada's Requirements & Guidance – Accreditation of Standards Development Organizations.

The CIOSC Standards Branch is responsible for:

- a. Providing sufficient information on proposals to support informed consensus decision making by the CIOSC Standards Policy Committee to ensure proposals are properly developed in accordance with Standards Council of Canada's Requirements & Guidance – Accreditation of Standards Development Organizations;
- b. Monitoring SCC's Centralized Notification System (CNS) platform and addressing duplications using the Duplication Resolution Mechanism and resulting Action Plan as described in SCC's Canadian Standards Development – Program Overview;
- c. Notifying the Canadian public on SCC's Central Notification System (CNS), as appropriate, of CIOSC Standards Policy Committee decisions on approved new work, standards made available for public review for 60 days, standards or endorsements published at completion, reconfirmed new work and standards withdrawn in accordance with Clause 6.6 (Notification Requirements) of Standards Council of Canada's Requirements & Guidance – Accreditation of Standards Development Organizations, and Clause 4.3.1 (Endorsement Method) and Clause 6.3 (Endorsement Notice Content) of the Requirements & Guidance – National Adoptions of International/Regional Standards and Other Deliverables;

NOTE: A new Notice of Intent (NOI) shall be issued if an approved proposal has not progressed to a first Working Draft within a maximum timeframe of 12 months.

- d. Publish a work program in accordance with Clause 4.4 (Work Program), including Subclauses 4.4.1, 4.4.2, 4.4.3, and Clause 6.5 (Use of ISONET: International harmonized stage codes and International Classification for Standards) of Standards Council of Canada's Requirements & Guidance – Accreditation of Standards Development Organizations;

NOTE: The CIOSC Work Program is updated monthly and is available at any time via <https://ciostrategycouncil.com/standards/technical-committees/>

- e. Direct comments on published CIOSC standards shall be provided to the responsible technical committee for consideration in accordance with Clause 6.6.3 (Notice of Completion) of Standards Council of Canada’s Requirements & Guidance – Accreditation of Standards Development Organizations;
- f. Recruiting, encouraging and recording participation, including invitations to participate from experts and interested stakeholders and addressing the challenges of finding resources for participation in CIOSC standards development activities;
- g. Assisting committee leadership (e.g., technical committee chairs) and documenting technical committee approval decisions and international, regional, and national standards considered in accordance with:
 - Clause 6.7, including Subclauses 6.7.1 and 6.7.2 requirements and guidance (Technical Committee Approval Process) of Standards Council of Canada’s Requirements & Guidance – Accreditation of Standards Development Organizations; or
 - If a national adoption of an international or regional standards or other deliverable, Clause 5.2 (Technical Committee Approval), including Subclause 5.2.1 of Standards Council of Canada’s Requirements & Guidance – National Adoptions of International/Regional Standards and Other Deliverables.
- h. Organizing and documenting staff training;
- i. CIOSC standards formatting and its accordance with Clause 4.15, Standards for Conformity Assessment), Clause 4.16 Safety Markings, Clause 4.18 (Self-Declaration of Compliance with Accreditation Requirements) of Standards Council of Canada’s Requirements & Guidance – Accreditation of Standards Development Organizations, and:
 - Section 7 (Format Requirements) of Standards Council of Canada’s Requirements & Guidance – Accreditation of Standards Development Organizations; or
 - If a national adoption of an international or regional standards or other deliverable, Clause 4.3.2 (republication Method), Clause 4.4 (Degrees of Correspondence), Clause 4.5 (Technical Deviations), and Section 6 (Format Requirements) of Standards Council of Canada’s Requirements & Guidance – National Adoptions of International/Regional Standards and Other Deliverables.
- j. Initiating periodic maintenance of published standards in accordance with:
 - Clause 6.10.1 (Periodic Maintenance), and Clause 6.11 (Maintenance Outcomes), including Subclauses 6.11.1, 6.11.2, 6.11.3, 6.11.4 of Standards Council of Canada’s Requirements & Guidance – Accreditation of Standards Development Organizations; and
 - If a national adoption of an international or regional standard or other deliverable, Clause 5.3 (Maintenance of Adoptions), including Subclause 5.3.1 of Standards Council of Canada’s Requirements & Guidance – National Adoptions of International/Regional Standards and Other Deliverables.

- k. Publishing CIOSC approved standards under reasonable terms and conditions approved by the CIOSC Executive Director and submitting to SCC electronic copies, including relevant metadata in accordance with Clause 6.9 (Publication Process) of Standards Council of Canada’s Requirements & Guidance – Accreditation of Standards Development Organizations;
- l. Provide standards development-related information on request, within the limits of applicable privacy legislation; and
- m. Maintain CIOSC list of patent declarations and publish on CIOSC’s website for public availability.

4.7 Meetings

Committee meetings shall use modern electronic means to carry out work wherever possible. In-person meetings should be convened only when it is necessary to discuss draft standards or other matters of substance which cannot be settled by other means.

Committee leadership should group meetings dealing with related subjects to improve communication and limit the burden of attendance at meetings for those who participate in several committees.

The date and place of a meeting shall be subject to a general agreement between the chairperson, secretariat and committee concerned.

In order for a committee meeting to take place, a quorum of at least one-third of the committee participants shall be in attendance.

Each committee shall remain in existence for interpreting standards, and for future revisions unless the standard is withdrawn at which time the committee shall be dissolved.

4.8 Technical Committee Leadership

The technical committee chair and vice-chair(s), appointed by the Standards Policy Committee, divests him- or her- self from any position and is responsible for:

- a. The overall management of the technical committee, its composition and balance with support from the CIOSC Standards Branch and guidance provided in Standards Council of Canada’s Requirements & Guidance – Accreditation of Standards Development Organizations, and Requirements & Guidance – National Adoptions of International/Regional Standards and Other Deliverables;
- b. Testing for consensus and reaching agreement on draft standards, and their readiness for public review by using any combination of the following:
 - i. CIOSC’s online collaboration tools (e.g., polling);
 - ii. Through technical committee meetings by recorded vote; and/or
 - iii. By letter ballot.

- c. Remaining current on CIOSC policies and procedures.

The technical committee chair and vice chair(s), as appropriate, shall advise the technical committee secretariat to issue a final call for comments, inclusive of a public review for a duration of 60 calendar days at minimum on the technical aspects of the draft standard. Should urgent problems of safety, health or environment arise or threaten to arise, a determination shall be made if a 45-day public review period is appropriate. The technical committee chair and vice chair(s), as appropriate, may request technical committee approval during the final call for comments or following the disposition of those comments and those received from the public during the public review period. The technical committee shall have achieved consensus on the technical aspects of a draft standard under the following conditions:

- a. More than 50 % of the technical committee participants cast votes in favour;
- b. A minimum of two-thirds majority of the votes cast by the technical committee are in favour;
- c. Not more than one-quarter of the total number of votes cast are negative;
- d. The technical committee has dispositioned a final call for comments, including comments received during public review; and
- e. The technical committee has addressed negative votes and if accepted, the required adjustment(s) are made to the technical aspects of the draft standard. If not accepted, rationale is provided by the technical committee and the voter is informed of the decision.

CIOSC provides secretariat support for committees under its responsibility, and trained CIOSC staff responsible in performing said responsibilities. Technical committee chair and vice chair(s) responsibilities may be assumed by the secretariat in cases where the Standards Policy Committee appoints CIOSC staff to the role. Technical committee secretariat responsibilities include, but are not limited to:

- Preparing draft standards, arranging their distribution and the treatment of comments and ballots received;
- Assisting in the establishment of priorities and target dates for each work item;
- Proposing the publication of alternative deliverables or cancellations of work items that appear to lack sufficient support;
- Establishing meeting agendas and arranging for their distribution;
- Arranging the distribution of all documents supporting the agenda, including reports and other necessary documents for discussion during a meeting;
- Recording consensus decisions taken either in a meeting by recorded vote, through CIOSC's online collaboration polling tools and/or by letter ballot, and making these decisions available in writing to the technical committee for confirmation during a meeting; and
- Preparing and circulating meeting minutes following meetings.

4.9 Corrections

CIOSC may issue a correction to published CIOSC standards to address errors or ambiguities, inadvertently introduced either in drafting or in publishing and which could lead to incorrect or unsafe application of the standard. Corrections are not issued to update information that has become outdated since publication.

Suspected errors shall be brought to the attention of the Council's Standards Policy Committee Chair concerning introductory pages of CISO standards and to the technical committee chair responsible for the development of affected standard(s) for errors associated with the technical aspects of CISO standards.

In cases of errors associated with the technical aspects of CIOSC standards, the technical committee chair shall consult the technical committee and submit a proposal for correction to the Standards Policy Committee Chair. The Standards Policy Committee Chair shall be responsible for deciding on the publication of a corrected version. The Standards Policy Committee Chair may consult the Standards Policy Committee and shall notify the technical committee of its decision.

In cases of errors associated with the introductory pages, the Standards Policy Committee Chair shall be responsible for deciding on the publication of a corrected version of the existing edition and notify the applicable technical committee. If necessary, the Standards Policy Committee Chair may consult the Standards Policy Committee. The Standards Policy Committee Chair shall notify the Executive Director of its decision.

CIOSC shall notify affected stakeholders on having published a corrected version.

4.10 Patents

Attention is drawn to the possibility that some of the elements included in CIOSC standards may be subject to patent rights.

Any party participating in the work of CIOSC are, from the outset, to disclose to the CIOSC Standards Branch any known patent or known pending patent application, either their own or of other organizations.

If a CIOSC standard includes an essential patent wherein the invention is indispensable for applying the CIOSC standard, the patent holder shall provide a signed written statement to CIOSC Standards Branch agreeing to a willingness to negotiate licenses with other parties on a non-discriminatory basis on reasonable terms and conditions, and to performing such negotiations outside CIOSC. In cases where the patent holder is not willing to comply with the provisions above, the CIOSC standard shall not include the patent.

4.11 Conflict of Interest

Any party involved in CIOSC standards development, including CIOSC staff, shall disclose any real or perceived conflicts of interest to the Standards Branch of CIOSC and withdraw themselves immediately from the discussion and/or activity.

4.12 Complaints and Appeals

Any stakeholder may submit a complaint to CIOSC. Complaints may be either technical or a procedural nature. Complaints shall be made in writing and addressed to the CIOSC Standards Branch.

Complaints of a technical nature shall be handled by the responsible technical committee. Procedural complaints shall be handled by CIOSC's Standards Branch in accordance with CIOSC's complaints and appeals procedure. Complaints shall be handled giving respect to matters of confidentiality, conflict of interest and impartiality as specified in the CIO Strategy Council Ethics Statement, a policy that applies to CIOSC employees, Council members and committee participants.

The decision on the technical matter may not be appealed beyond the technical committee. The decision on the procedural matter may be appealed. The time to respond to a complaint shall not exceed 60 calendar days.

The CIOSC Standards Branch may consult the responsible technical committee, and its chair following receipt of a complaint.

The complainant may appeal the decision in writing no later than 30 calendar days following the CIOSC Standards Branch communication to the complainant on the decision to a standing independent appeals panel of persons not participating in CIOSC's standards development activities. Appeals shall be handled in accordance with CIOSC's complaint and appeals procedure.

The final decision made by CIOSC's Appeals Panel may be appealed within 90 calendar days to SCC's VP, Accreditation Services.

CIOSC complaints handling and appeals procedures are made available and accessible to stakeholders upon request made to CIOSC's Standards Branch.

5. CIOSC Standards Drafting Directives

5.1 Performance Based Standards

CIOSC standards shall express requirements in terms of performance rather than by design or descriptive characteristics whenever possible.

5.2 Accreditation

CIOSC shall be accredited to develop standards by an approved member of the IAF. The accreditation shall be maintained on a periodic basis, according to the accreditation body's requirements. The CIOSC shall support this accreditation via a process to manage and resolve non-conformances.

5.3 Trade

CIOSC standards shall meet the needs of the marketplace and shall to the greatest extent possible, advance trade in the broadest possible geographic and economic contexts.

CIOSC standards shall not create unnecessary obstacles to international or inter-provincial trade, or

both. CIOSC standards impeding or inhibiting trade shall be resolved by assigned technical committees under instances where impediment or inhibition to trade was unjustified.

NOTE: CIOSC standards may impede or inhibit trade under instances where the standard is legitimately written to protect the health, safety, environment or security of people as provided for under trade agreements to which Canada is signatory.

5.4 Place of Origin

CIOSC standards shall not be developed so as to discriminate among products on the basis of the place of origin. Under instances where unjustified discrimination to a product has been identified by any party, CIOSC shall take corrective action to resolve the identified instances and remove the potential for future instances by having technical committees review and retrain, where necessary, on SCC and CIOSC prescribed policies and procedures.

5.5 Price Fixing

CIOSC standards shall not be developed as a means to fix prices, nor to exclude competition or otherwise inhibit commerce beyond that necessary to meet requirements of relevant technical regulations or other legitimate sectoral or local requirements for compatibility, environmental protection, or health and safety.

5.6 Protection Against Misleading Standards

CIOSC standards shall minimize the possibility standards may be used to mislead consumers and other users of the product, process or service addressed by the standard. CIOSC shall resolve any identified instances of standards being used to mislead through objective and appropriate means.

5.7 Standards Drafting Requirements

In order to achieve the greatest practicable degree of harmonization with the rules for the structure and drafting of International Standards, all CIOSC standards shall be drafted in accordance the requirements stated in ISO/IEC Directives, Part 2: Rules for the structure and drafting of International Standards. CIOSC standards templates shall be used.

Standards shall be numbered in sequence in the order in which they are established, commencing at CIOSC 100. Series of standards shall include a dash (-) following the number and remain in the sequence in which they are established as part of the series. If a standard is withdrawn, its number shall not be allocated to another standard.