

# Support for Title 21 CFR Part 11 and Annex 11 Compliance: Agilent OpenLab Server and OpenLab ECM XT

Valid for OpenLab Server and OpenLab ECM XT  
version 2.8

## Overview

US FDA Part 11 in Title 21 of the Code of Federal Regulations (CFR), and its EU analog, Eudralex Chapter 4, Annex 11, describe the requirements for electronic records and electronic signatures for regulated pharmaceutical organizations. Released in 1997, 21 CFR Part 11 has been enforced since 1999. The intent of these guidelines is to ensure that all appropriate electronic records are attributable, legible, contemporaneous, original, accurate, and maintained with integrity.

This white paper is a resource for users of OpenLab Server or OpenLab ECM XT in organizations that must comply with these regulations. OpenLab Server provides a central secured repository for data acquired and processed by Agilent's data systems (e.g., OpenLab CDS). OpenLab ECM XT expands the secured repository to store data generated by non-Agilent's data systems (e.g., Water's Empower), and any other software data (e.g., Microsoft Office files, PDF). It is the responsibility of the user and their organization to ensure that the functionalities provided by OpenLab Server and OpenLab ECM XT are used appropriately to achieve compliance-readiness for securing storage of laboratory data. In addition to the technical controls OpenLab Server and OpenLab ECM XT provide, the user organization must establish procedural controls through standard operating procedures (SOPs) to address relevant business requirements and IT procedures and controls. Governance, for example, as an internal audit program, must also be established to assure that system operators follow the SOPs.

Appendix 1 provides a detailed description of how OpenLab Server/ECM XT support users and their organizations in achieving the requirements of each section of 21 CFR Part 11 and the related sections of EU Annex 11 and regulations of other countries. The descriptions assume that system access, including instrument hardware and software, is controlled by the staff responsible for the electronic records contained on the system. Thus, the system is designed as a "closed system" as defined in 21 CFR Part 11.3(b)(4).

This document does not describe how functions of applications that generate data like OpenLab CDS, other data systems and software applications like Microsoft Excel meet the requirements for electronic records and signatures. These applications are referred to as primary applications. Files created by primary applications which are integrated with OpenLab Server/ECM XT as a central secure repository will have all versions of the files tracked. OpenLab Server/ECM XT can serve as a secure central repository for other files and track all versions. Any new versions of the files are securely stored and tracked in the OpenLab Server / ECM XT. However, the primary application audit trails and logs track the specific details of the changes within the files.

*"Separation of duty, as a security principle, has as its primary objective the prevention of fraud and errors. This objective is achieved by disseminating the tasks and associated privileges for a specific business process among multiple users."*

## **21 CFR Part 11**

21 CFR Part 11 covers three specific elements of a regulated laboratory's operation:

- Security of electronic records,
- Attribution of work,
- Electronic signatures (if used)

### **Security**

Security refers to the "right people, having the right access, to the right information." Regulated organizations must be able to both verify the identity of system users and limit system access to trained, authorized individuals (11.10(d), (i) and (g); 11.100(b)). Because laboratory staff have different responsibilities based on their job assignments, data access must be able to be segregated and defined such that certain users have certain types of access to certain sets of data while having different access to other data sets.

### **Attribution of work**

Attribution of work refers to documenting the "Who, what, when, where and why?" of work performed. This is usually done via the use of automated audit trail functionality. Automated audit trails independently record user's actions thus connecting laboratory staff to the

work they perform. Audit trail entries enable staff and regulatory inspectors to reconstruct the complete history of an electronic record.

- Who: clearly identifies the person responsible for the particular action that creates, modifies, or deletes a record.
- What: is the action that took place, including, if applicable, the old value and the new value contained in the record.
- When: unambiguously declares the date and time the action took place.
- Where: clearly identifies the impacted record.
- Why: explains the reason for a change to a regulated record. The reason may be selected from a list of pre-defined reasons to provide consistency and to enable searching and sorting of entries.

### **eSignatures**

While 21 CFR Part 11 does not require the use of eSignatures, it does provide regulations for their use when they are used. In this case, the system must ensure that eSignatures:

- Are irrevocably linked to their respective records.
- Show the full name of the signer, date and time, as well as the meaning of the signature (such as review, approval, responsibility, or authorship).
- Are present whenever the signed records are displayed or printed.

- Botha, Eloff, IBM Systems Journal<sup>1</sup>

**Appendix 1. Satisfying the requirements set forth in US FDA Title 21 CFR Part 11 and related global regulations using OpenLab Server or OpenLab ECM XT.**

**Appendix 1 Table: Notes**

**Column one**

The table addresses 21 CFR Part 11 requirements in the order that they are presented in the US FDA reference document.<sup>2</sup>

**Column two**

For completeness, column two lists all requirements of 21 CFR Part 11 and other related global requirements. "System" refers to the analytical system used to acquire and process data.

Most requirements are fulfilled by either technical controls (i.e. software functionality) or procedural controls (i.e. SOPs). Technical controls are controls

provided by the software and hence the software supplier, while procedural controls are the responsibility of the user organization. 21 CFR requirements listed in bold are requirements addressed by technical controls. Other global requirements are listed in regular font.

Requirements that must be addressed by procedural controls are listed in blue.

**Column three**

Responsibilities for each requirement are listed in column three. "S" refers to analytical system vendor. "U" refers to the user organization. Use of "S" and "U" implies a combination of both technical and procedural controls.

**Column four**

If available and where appropriate, related global requirements and comments are provided in column four.

**Column five**

Column five indicates with a "yes" or "no" whether the requirement can be satisfied using the technical controls provided in OpenLab Server/ECM XT. Not applicable (N/A) is used when a requirement must be addressed by procedural controls.

**Column six**

Column six explains how the regulatory requirement can be satisfied using the technical controls provided by OpenLab Server/ECM XT. Column six also provides additional recommendations for the user organization when relevant.

**1. Validation**

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation?
Part 11 11.10(a)	1.1 Is the system validated to ensure accuracy, reliability, consistent intended performance, and the ability to discern invalid or altered records?	S, U	Required by all regulations.  This is a typical example of shared responsibility between the system supplier and the user organization. While the user organization has ultimate responsibility for validation, some tasks can only be done and must be delivered by the software supplier, e.g., validation activities during development and related documentation.  第五章系统  第十三条在计算机化系统使用之前,应当对系统全面进行测试,并确认系统可以获得预期的结果。当计算机化系统替代某一人工系统时,可采用两个系统(人工和计算机化)平行运行的方式作为测试和验证内容的一部分。  第五章系统  第十三条在计算机化系统使用之前,应当对系统全面进行测试,并确认系统可以获得预期的结果。当计算机化系统替代某一人工系统时,可采用两个系统(人工和计算机化)平行运行的方式作为测试和验证内容的一部分。	Yes	Agilent Technologies has verified the performance of OpenLab Server/ECM XT using tests that evaluate accuracy, reliability, and consistent performance. However, the user organization is required to validate their sample preparation system according to regulatory expectations.  The system supports all file types.  The system tracks unique files and create new version with every subsequent upload of a unique file.  The software confirms that a file uploaded to the secure repository is the same as the file created by the primary application (e.g., OpenLab CDS).  Validity check of a file is the primary application's responsibility.  In scenarios where import scheduler/import services are used for transferring data into the system, the user organization is responsible to ensure that permissions/users are configured according to their process.
Annex 11	1.2 Is infrastructure qualified?	U	Annex 11. Principle B Brazil GMP 577	N/A	Qualification of infrastructure such as servers and networks are the responsibility of the user organization.

## 2. Accurate Copies and Secure Retention and Retrieval of Records

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation?
Part 11 11.10(b)	2.1 Is the system capable of generating accurate and complete copies of records in both human readable and electronic form suitable for inspection, review, and copying by the FDA?	S, U	第五章系统 第十九条以电子数据为主数据时,应当满足以下要求: (一)为满足质量审计的目的,存储的电子数据应当能够打印成清晰易懂的文件。	Yes	Records are available printed on paper or electronically as a PDF file.  System activity log/audit trail, which contains administrative related activities, can be exported to CSV.
Annex 11	2.2 Is it possible to obtain clear printed copies of electronically stored e-records?	S, U	Annex 11.8.1 Brazil GMP 583	Yes	Files stored as PDFs can be printed. Raw primary application data needs to be viewed with the originating application.
Brazil	2.3 Are there controls to make sure that the data backup, retrieving and maintenance process is duly carried out?	S, U	Brazil 585.2 第五章系统 第十九条以电子数据为主数据时,应当满足以下要求: (三)应当建立数据备份与恢复的操作规程,定期对数据备份,以保护存储的数据供将来调用。备份数据应当储存在另一个单独的、安全的地点,保存时间应当至少满足本规范中关于文件、记录保存时限的要求。	Yes	While backing up data is the responsibility of the user organization, the system is designed to allow backup of all relevant files.  For the all-in-one and two server topologies, the product provides a backup and restore utility that allows for scheduling of backup events and extensive documentation of the backup history. The utility also supports a procedure for restoring data in the event of data loss. Detailed procedures are available for other topologies. See the Agilent OpenLab Server and OpenLab ECM XT Administration Guide for details. <sup>5</sup>
Part 11 11.10(c)	2.4 Does the system protect records to enable their accurate and ready retrieval throughout the records retention period?	S, U	China GMP 163	Yes	All data uploaded into the system is stored in a protected location.  The user organization is responsible to manage the physical security and controlled access to the secured storage.  Physical files are stored with obfuscated names; however, users with appropriate permissions can view and manage the files through the product's web interface.
Annex 11	2.5 Are data checked during the archiving period for accessibility, readability and integrity?	U	Annex 11.17	N/A	It is the responsibility of the user organization to ensure data are checked during archival for accessibility, readability, and integrity.  The system is designed to ensure that archived data is accessible, readable and cannot be modified.
Annex 11	2.6 If relevant changes are made to the system (e.g. computer equipment or programs), is then the ability to retrieve the data ensured and tested?	S, U	Annex 11.17	Yes	The system is designed to read data from legacy versions. Testing has been performed to ensure files are retrievable after systems are changed. The user organization is responsible for ensuring readability of this data during their implementation and upgrades. System validation should be based upon their change control and risk assessment procedures.
Annex 11	2.7 Are data secured by both physical and electronic means against damage?	S, U	Annex 11.7.1 Brazil GMP 584 第五章系统 第十条系统应当安装在适当的位置,以防止外来因素干扰。 第五章系统 第十九条以电子数据为主数据时,应当满足以下要求: (二)必须采用物理或者电子方法保证数据的安全,以防止故意或意外的损害。日常运行维护 and 系统发生变更(如计算机设备或其程序)时,应当检查所存储数据的可访问性及数据完整性。	Yes	All records uploaded into the system are stored in a protected location. Physical security is the responsibility of the user organization.

## 2. Accurate Copies and Secure Retention and Retrieval of Records (continued)

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation?
Annex 11	2.8 Does the system allow performing regular back-ups of all relevant data?	S, U	Annex 11.7.1 China GMP 163 Brazil GMP 585 Part 211, 68 b	Yes	While backing up data is the responsibility of the user organization, the system is designed to allow backup of all relevant files and includes utilities to perform data backup and restoration.  For the all-in-one and two server topologies, the product provides a backup and restore utility that allows for scheduling of backup events and extensive documentation of the backup history. The utility also supports a procedure for restoring data in the event of data loss. Detailed procedures are available for other topologies. See the Agilent OpenLab Server and OpenLab ECM XT Administration Guide for details. <sup>5</sup>
Annex 11	2.9 Is the integrity and accuracy of backup data and the ability to restore the data checked during validation and monitored periodically?	U	Annex 11.7.2 China GMP 163 Brazil GMP 585 Part 211, 68 b	N/A	It is the responsibility of the user organization to ensure the integrity and accuracy of the backed-up data, and to check, validate and monitor restored data periodically. For the single server and two server topologies the backup and restore utility provides extensive documentation of history of the restored data, and documents integrity checks on the restored data. See the Agilent OpenLab Server and OpenLab ECM XT Administration Guide for details. <sup>5</sup>

## 3. Authorized Access to Systems, Functions, and Data

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation?
Part 11 11.10(d)	3.1 Is system access limited to authorized persons?	S, U	China GMP 183 163 Brazil GMP 579, ICH Q7.5.43	Yes	OpenLab Server/ECM XT is a user-based application and supports active directory integration to ensure a unique username and password combination is required for authentication.  The user organization is responsible to configure and manage these users, including assigning appropriate user privileges.
	3.2 Is each user clearly identified, e.g., through his/her own user ID and Password?	S, U	Several Warning Letters	Yes	Each user is identified by a unique ID and password combination. Entry of both is required to access the system.  The user organization is responsible to configure and manage these users, including assigning appropriate user privileges.

## 4. Electronic Audit Trail

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation?
Part 11 11.10(e)	4.1 Is there a secure, computer-generated, time-stamped audit trail to independently record the date and time of operator entries and actions that create, modify, or delete electronic records?	S	China GMP 163 第五章系统 第十六条 计算机化系统应当记录输入或确认关键数据人员的身份。只有经授权人员，方可修改已输入的数据。每次修改一个已输入的关键数据均应当经过批准，并应当记录更改数据的理由。应当根据风险评估的结果，考虑在计算机化系统中建立一个数据审计跟踪系统，用于记录数据的输入和修改。	Yes	All user activities are recorded in a secure, computer generated, time-stamped system activity log/audit trail. Audit trails are created for all result data, methods, and sequences.

#### 4. Electronic Audit Trail (continued)

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation?
FDA GLP	4.2 Does the audit trail record who has made which changes, when and why?	S	FDA 21 CFF 58.130 e	Yes	OpenLab Server/ECM XT activity log lists modifications, date and time of the change, the user ID, and the reason for change.
Annex 11	4.3 Can the system generate printouts indicating if any of the e-records has been changed since the original entry?	S, U	Annex 11, 8.2	Yes	It is the primary application's responsibility to track the details of the changes inside the e-record audit trail.  After a record is stored in OpenLab Server/ ECM XT, the system records subsequent updates to the file in the system activity log/audit trail which can be exported and printed out by an end user.
FDA GMP	4.4 Does the audit trail include any modifications of an established method employed in testing?  4.5 Do such records include the reason for the modification?	S, U	Part 211.194 8b	Yes	OpenLab Server/ECM XT maintains changes that were established by the primary application; however it is primary application's responsibility to track and record the changes.
	4.6 Is the audit trail function configured to be always on and can it not be switched off by system users?	S, U	Warning Letter	Yes	Entries in the activity log cannot be switched off, altered or deleted by any user.
Annex 11	4.7 Is audit trail available to a generally intelligible form for regular review?	S	Annex 11, 9	Yes	OpenLab Server/ECM XT activity log has been designed to be easily reviewed which can be exported and printed out by an end user.
	4.8 Can audit trail contents be configured such that only relevant activities are recorded for realistic and meaningful review of audit trail information?	N/A	Implicitly required by Annex 11 and many warning letters related to review of audit trail.	Yes	OpenLab Server/ECM XT does not obscure the data once recorded, however it enables filtering of the system activity log/audit trail prior to displaying its content to address user preferences for reviewing the information it contains. The filtering criteria is listed on the system activity log export.
Part 11 11.10(e)	4.9 Is previously recorded information left unchanged when records are changed?	S		Yes	Primary application (e.g., OpenLab CDS) records all data entry additions, changes and deletes. Changes to files stored in OpenLab Server/ECM XT are saved as new revisions of the original, which is left unchanged. When opening files for further processing, the user chooses the version of the file used (based on their permissions).  When files are saved into OpenLab Server/ECM XT, they are unchanged unless a privileged user replaces, deletes, modifies the file, in which a new version of the file is created and these activities are recorded in the system activity log/audit trail.
Part 11 11.10(e)	4.10 Is audit trail documentation retained for a period at least as long as that required for the subject electronic record?	S, U		Yes	The primary application should record audit trail information that is stored within the primary application's electronic record/results.  System activity log/audit trail information for files stored in OpenLab Server/ECM XT is linked to the electronic record and cannot be separated or deleted from it.
Part 11 11.10(e)	4.11 Is audit trail available for review and copying by the FDA?	S		Yes	System activity log/audit trail can be viewed, filtered, exported, and printed.
Annex 11	4.12 Is it possible to obtain clear printed copies of electronically stored e-records (e.g., e-audit trail?)	S	Annex 11, 8.1	Yes	System activity log/audit trail can be printed directly from the system.

## 5. Operational Device Checks

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation to customers?
Part 11 11.10(f)	5.1 Are there operational system checks to enforce permitted sequencing of steps and events, if required?	U		N/A	It is the responsibility of the user organization's primary application to designate and enforce procedural controls.
Part 11 11.10(g)	5.2 Are there authority checks to ensure that only authorized individuals can use the system, electronically sign a record, access the operation or computer system input or output device, alter a record, or perform the operation at hand?	S	Part 211, 68 b	Yes	The system supports configurable user roles that control access to content and ability to perform specific operations.
	5.3 Is the system designed to record the identity of operators entering, changing, confirming or deleting data including date and time?	S	Annex 11, 12.4	Yes	The identity of operators performing actions are recorded in the system activity log/audit trail along with time and data in UTC format.
Part 11 11.10(h)	5.4 Does the system allow to use device checks to determine, as appropriate, the validity of the source of data input or operational instruction?	S, U	There are two equally valid interpretations of this requirement. Systems should be designed such that:  1. Proper communication is confirmed between the computer and the "source" of data input (i.e., the instrument) prior to transmission of instructions to or data from the "source."  2. Regulated records created by the system must unambiguously indicate the "source" of the data (i.e., which instrument or component generated the data.)	Partially	1. The system is designed to continually ensure a valid connection between the primary application and the server.  2. OpenLab Server/ECM XT stores information/ records acquired and processed by primary applications. It is not connected directly to the instrument components (e.g., LC modules) that generates the data.  3. OpenLab Server/ECM XT has checksum mechanism that ensures the integrity of data during transmission or storage by detecting errors that may have occurred.
Part 11 11.10(i)	5.5 Is there documented evidence that persons who develop, maintain, or use electronic record/electronic signature systems have the education, training, and experience to perform their assigned tasks?	U	China GMP 18 Brazil 571	N/A	It is the responsibility of the user organization to maintain documented evidence that the persons who develop, maintain, or use electronic record and electronic signature systems have the education, training, and experience needed to perform these tasks.  Agilent software professionals involved in development of OpenLab Server/ECM XT have received training in relevant aspects of data integrity.
Part 11 11.10(j)	5.6 Is there a written policy that hold individuals accountable and responsible for actions initiated under their electronic signatures, in order to determine record and signature falsification?	U		N/A	It is the responsibility of the user organization to establish a written policy (SOP) that holds staff responsible for the actions initiated under their electronic signatures.
	5.7 Have employees been trained on this procedure?	U	Implied requirement of Part 11 11.10(j)	N/A	It is the responsibility of the user organization to train their staff.
Part 11 11.10(k)	5.8 Are there appropriate controls over systems documentation including:  1. Adequate controls over the distribution of, access to, and use of documentation for system operation and maintenance?  2. Revision and change control procedures to maintain an audit trail that documents time-sequenced development and modification of systems documentation.	U	China GMP 161 第五章系统 第十一条应当有详细阐述系统的文件( _必要时, 要有图纸), 并须及时更新。此文件应当详细描述系统的工作原理、目的、安全措施和适用范围、计算机运行方式的主要特征, 以及如何与其他系统和程序相接。	N/A	1. It is the responsibility of the user organization to establish systems documentation.  2. Agilent maintains development and testing documentation for OpenLab Server/ECM XT. Upon request, this documentation is available for review.

## 5. Operational Device Checks (continued)

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation to customers?
Part 11 11.10(i)	5.9 Are there revision and change control procedures to maintain an audit trail that documents time-sequenced development and modification of systems documentation?	S, U	第五章系统 第十七条 计算机化系统的变更应当根据预定的操作规程进行, 操作规程应当包括评估、验证、审核、批准和实施变更等规定。计算机化系统的变更, 应经过该部分计算机化系统相关责任人员的同意, 变更情况应有记录。主要变更应当经过验证。	Yes	Agilent maintains development and testing documentation for OpenLab Server/ECM XT. Upon request, documentation is available for review.  The user organization is expected to maintain documentation of their system and associated changes in situ.

## 6. Data Integrity, Date and Time Accuracy

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation?
Annex 11	6.1 Do computerized systems exchanging data electronically with other systems include appropriate built-in checks for the correct and secure entry and processing of data?	N/A	Annex 11.5	Yes	Data exchange happens with the primary application (e.g., OpenLab CDS) or any 3rd party applications. Upon upload of any electronic record, the systems deploys the checksum mechanisms to ensure the integrity of the record.
Annex 11	6.2 Is there an additional check on the accuracy of the data?  (This check may be done by a second operator or by validated electronic means.)	U	Annex 11-6 Brazil GMP 580 ICHQ7-5.45 第五章系统 第十五条 当人工输入关键数据时 (例如在称重过程中输入物料的重量和批号), 应当复核输入记录以确保其准确性。这个复核可以由另外一个操作人员完成, 或采用经验证的电子方式。必要时, 系统应当设置复核功能, 确保数据输入的准确性和数据处理过程的正确性。	N/A	It is the responsibility of the user organization to define procedures for additional checks and to ensure accuracy of the data.  The accuracy is the responsibility of the user organization, however data integrity is maintained in the OpenLab Server/ECM XT once the records are uploaded.

## 7. Control for Open Systems (Only applicable for open systems)

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation?
Part 11 11.30	7.1 Are there procedures and controls designed to ensure the authenticity, integrity, and, as appropriate, the confidentiality of electronic records from the point of their creation to the point of their receipt?	N/A		N/A	OpenLab Server/ECM XT is not intended to be deployed as an "open" system as per 21 CFR Part 11.3(b)(9).
Part 11 11.30	7.2 Are there additional measures such as document encryption and use of appropriate digital signature standards to ensure, as necessary under the circumstances, record authenticity, integrity, and confidentiality?	N/A		N/A	OpenLab Server/ECM XT is not intended to be deployed as an "open" system as per 21 CFR Part 11.3(b)(9).

## 8. Electronic Signatures – Signature Manifestation and Signature/Record Linking

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation?
Annex 11	<p>8.1 When electronic signatures are used, do they have the same impact as hand-written signatures within the boundaries of the company?</p> <p>Are they permanently linked to their respective record?</p> <p>Do they include the time and date that they were applied?</p>	S,U	<p>Annex 11.14 ICH Q7.6.18</p> <p>第五章系统</p> <p>第二十三条电子数据可以采用电子签名的方式, 电子签名应当遵循相应法律法规的要求。</p>	Yes	<p>The user organization must establish the legal impact of electronic signatures</p> <p>Signatures are permanently linked to their respective records.</p> <p>Signed electronic records show the name of the signer, and date and time the signature was executed, and the meaning of the signature.</p>
Part 11 11.50 (a)	<p>8.2 Do signed electronic records contain information associated with the signing that clearly indicates all of the following:</p> <p>3. The printed name of the signer?</p> <p>4. The date and time when the signature was executed? and</p> <p>5. The meaning (such as review, approval, responsibility, or authorship) associated with the signature?</p>	S,U		Yes	<p>Signed electronic records show:</p> <ol style="list-style-type: none"> <li>1. the name of the signer</li> <li>2. the date and time the signature was executed</li> <li>3. the meaning of the signature</li> <li>4. the location</li> </ol>
Part 11 11.50 (b)	<p>8.3 Are the items identified in paragraphs (a)(1), (a)(2), and (a)(3) of this section subject to the same controls as for electronic records and are they included as part of any human readable form of the electronic record (such as electronic display or printout)?</p>	S,U		Partially	<p>All electronic signature components are displayed in human readable form.</p> <p>Electronic signatures cannot be printed.</p>
Part 11 11.70	<p>8.4 Are electronic signatures and handwritten signatures linked to their respective electronic records to ensure that the signatures cannot be excised, copied, or otherwise transferred to falsify an electronic record by ordinary means?</p>	S,U		Yes	<p>Handwritten signatures are not addressed by the system and must be managed procedurally by the user organization.</p> <p>Electronic signatures are embedded in the electronic record and cannot be modified, overwritten or deleted.</p>
Part 11 Preamble	<p>8.5 Is there a user specific automatic inactivity disconnect measure that would “de-log” the user if no entries or actions were taken within a fixed short timeframe?</p>	S	<p>Part 11 Preamble section 124</p>	Yes	<p>Automatic session locking enables the user organization to configure a time after which the user is automatically logged out.</p>

## 9. Electronic Signatures General Requirements and Signature Components and Controls

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation to customers?
Part 11 11.100(a)	<p>9.1 Is each electronic signature unique to one individual and not reused by, or reassigned to, anyone else?</p>	S		Yes	<p>The system does not allow duplicate user IDs.</p> <p>Each user has a unique login and thus a unique signature that cannot be used by another user.</p>
Part 11 11.100(b)	<p>9.2 Does the organization verify the identity of the individual before the organization establishes, assigns, certifies, or otherwise sanctions an individual's electronic signature, or any element of such electronic signature?</p>	U		N/A	<p>It is the responsibility of the user organization to verify the identity of staff before it establishes, assigns, certifies, or otherwise sanctions an individual's electronic signature, or any element of such electronic signature.</p>

## 9. Electronic Signatures General Requirements and Signature Components and Controls *(continued)*

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation to customers?
Part 11 11.100 (c)	<p>9.3 Are persons using electronic signatures, prior to or at the time of such use, certified to the agency that the electronic signatures in their system, used on or after August 20, 1997, are intended to be the legally binding equivalent of traditional handwritten signatures?</p> <p>9.4 Do persons using electronic signatures, upon agency request provide additional certification or testimony that a specific electronic signature is the legally binding equivalent of the signer's handwritten signature?</p>	U		N/A	It is the responsibility of the user organization to verify that staff using electronic signatures meet these requirements.
Part 11 11.200(a) (1)	9.5 Do electronic signatures that are not based upon biometrics employ at least two distinct identification components such as an identification code and password?	S		Yes	Both identification (user ID) and password are required to make an electronic signature.
Part 11 11.200(a) (1) (i)	9.6 When an individual executes a series of signings during a single, continuous period of controlled system access, is the first signing executed using all electronic signature components?	S		Yes	Every individual file can be signed using both ID identification (user ID) and password.
Part 11 11.200(a) (1) (i)	9.7 When an individual executes a series of signings during a single, continuous period of controlled system access, are subsequent signings executed using at least one electronic signature component that is only executable by, and designed to be used only by, the individual?	S, U		Yes	Every individual file can be signed using both user identification (user ID) and password.  It is the responsibility of the user organization to ensure the users are not sharing passwords.
Part 11 11.200(a) (1) (ii)	9.8 When an individual executes one or more signings not performed during a single, continuous period of controlled system access, is each signing executed using all of the electronic signature components?	S, U		Yes	Every individual file can be signed using both ID identification (user ID) and password.  It is the responsibility of the user organization to ensure the users are not sharing passwords.
Part 11 11.200(a) (2)	9.9 Are controls in place to ensure that electronic signatures that are not based upon biometrics are used only by their genuine owners?	U		N/A	It is the responsibility of the user organization to ensure that user names and passwords are known only by the assigned individuals and are traceable to individual users.
Part 11 11.200(a) (3)	9.10 Are the electronic signatures be administered and executed to ensure that attempted use of an individual's electronic signature by anyone other than its genuine owner requires collaboration of two or more individuals?	S, U		Yes	Misuse of electronic signatures by anyone other than the owner would require intentional co-operation of a user and the System Administrator.
Part 11 11.200(b)	9.11 Are electronic signatures based upon biometrics designed to ensure that they cannot be used by anyone other than their genuine owners?	N/A		N/A	Biometric authentication is not supported in OpenLab Server/ECM XT

## 10. Controls for Identification Codes and Passwords

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation?
Part 11 11.300(a)	10.1 Are controls in place to maintain the uniqueness of each combined identification code and password, such that no two individuals have the same combination of identification code and password?	S, U		Yes	OpenLab Server/ECM XT application does not allow duplicate user IDs.  OpenLab Server/ECM XT supports active directory authorization; however it is the responsibility of the user organization to create unique usernames and passwords.
Part 11 11.300(b)	10.2 Are controls in place to ensure that identification code and password issuance are periodically checked, recalled, or revised (e.g., to cover such events as password aging)?	S, U		Yes	Password expiration is configurable via either the Windows Domain or locally in the application itself.  The user organization should configure password expiration based on a documented risk assessment.
Part 11 11.300(c)	10.3 Are there procedures to electronically deauthorize lost, stolen, missing, or otherwise potentially compromise tokens, cards, and other devices that bear or generate identification code or password information, and to issue temporary or permanent replacements using suitable, rigorous controls?	S, U	第五章系统  第十四条数据的输入或修改只能由经许可的人员进行。杜绝未经许可的人员输入数据的手段有：使用钥匙、密码卡、个人密码和限制对计算机终端的访问。应当就输入和修改数据制订一个授权、取消、授权变更，以及改变个人密码的规程。必要时，应当考虑系统能记录未经许可的人员试图访问系统的行为。对于系统自身缺陷，无法实现人员控制的，必须具有书面程序，相关记录本及相关物理隔离手段，保证只有经许可的人员方能进行操作。	N/A	OpenLab Server/ECM XT application allows administrators to deauthorize user accounts.  It is the responsibility of the user organization to establish these procedures.
Part 11 11.300(d)	10.4 Are there transaction safeguards in place to prevent unauthorized use of passwords and/or identification codes, and to detect and report in an immediate and urgent manner any attempts at their unauthorized use to the system security unit, and, as appropriate, to organizational management?	S, U	第五章系统  第十四条数据的输入或修改只能由经许可的人员进行。杜绝未经许可的人员输入数据的手段有：使用钥匙、密码卡、个人密码和限制对计算机终端的访问。应当就输入和修改数据制订一个授权、取消、授权变更，以及改变个人密码的规程。必要时，应当考虑系统能记录未经许可的人员试图访问系统的行为。对于系统自身缺陷，无法实现人员控制的，必须具有书面程序，相关记录本及相关物理隔离手段，保证只有经许可的人员方能进行操作。	N/A	OpenLab Server/ECM XT automatically locks the systems after 3 unsuccessful log in attempts. The number of unsuccessful log in attempts is configurable by the user organization.  Administrators can deactivate and configure the password expiration period.  It is the responsibility of the user organization to establish these transaction safeguards and policies.
Part 11 11.300(e)	10.5 Are there controls for initial and periodic testing of devices, such as tokens or cards, that bear or generate identification code or password information to ensure that they function properly and have not been altered in an unauthorized manner?	U		N/A	It is the responsibility of the user organization to establish controls to test devices initially as well as periodically to ensure they function properly and have not been altered in an unauthorized manner.

## 11. System Development and Support

Part 11 Others	Requirements	S, U	Other regulations or comments	Yes/no	If yes, how, specifically, is the requirement satisfied? or If no, what is the recommendation to customers?
Annex 11	11.1 Has the software or system been developed in accordance with an appropriate quality management system?	S, U	Annex 11 4.5 Brazil GMP 577 GAMP  This is a shared responsibility between the system supplier and the user organization. The user should require the supplier to provide documented evidence that software is developed within the framework of a quality management system (QMS).  第二章原则  企业应当能够提供与供应商质量体系和审计信息相关的文件。	Yes	OpenLab Server/ECM XT is developed within the ISO 9001 Quality Management Standard.  It is the responsibility of the user organization to manage change control processes, along with required training of their personnel as per their quality processes.
Brazil	11.2 Is there a formal agreement in case of the software supplier subcontracts software and maintenance services. Does the agreement include the contractor's responsibilities?	S, U	Brazil GMP 589  第二章原则  第四条企业应当注重计算机化系统供应商的管理, 制定相应的操作规程。供应商提供产品或服务时(如安装、配置、集成、验证、维护、数据处理等), 企业应当与供应商签订正式协议, 明确双方责任。	Yes	Agilent requires formal agreements with all suppliers.  It is the responsibility of the user organization to manage change control processes along with required training of their personnel as per their quality processes.
ICH Q10	11.3 For outsourced (development and support) activities, is there a written agreement between the contract giver and contract acceptor?	S, U	ICHQ10, 2.7 c	Yes	Agilent requires formal agreements with all suppliers.  It is the responsibility of the user organization to manage change control processes along with required training of their personnel as per their quality processes.
ICH Q10	11.4 Are the responsibilities and communication processes for quality related activities of the involved parties (contractors) defined?	S, U	ICHQ10, 2.7 c	Yes	Agilent requires formal agreements with all suppliers.  It is the responsibility of the user organization to manage change control processes along with required training of their personnel as per their quality processes.
Part 11 11.10(i)	11.5 Is personnel developing and supporting software trained?	S, U	第三章人员  第五条计算机化系统的“生命周期”中所涉及的各种活动, 如验证、维护、管理等, 需要各相关的职能部门人员之间的紧密合作。在职责中涉及使用和管理计算机化系统的人员, 应当接受相应的使用和管理培训。确保有适当的专业人员, 对计算机化系统的设计、验证、安装和运行等方面进行培训和指导。	Yes	All Agilent personnel are required to be trained.  It is the responsibility of the user organization to manage change control processes along with required training of their personnel as per their quality processes.

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