

iKMS Evening Talk

Records Management and it's relevance today

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The discussion will be along these lines...

- Understanding Records Management Terminologies
- Understanding Basic Principles of Records Management
- Evolution of Records Management – Past, Present, Future
- How do you get started on a Records Management Program...
- Q & A

Harnessing the power of the unseen

Every day, we wake up to decisions - what time to catch the bus, if we need an umbrella in the event of rain. We rely on information to make these decisions. The outcome, right or wrong, is dependent on whether the information was 'good' in the first instance. An inaccurate weather forecast or a wrong bus schedule would have left us out in the cold.

- Services: consulting, training and implementation
- Worked with numerous organizations in their CRM initiatives – Government, Energy, Healthcare, FSI, Media etc.
- Currently involved in a design initiative with a government agency on information retrieval and business analytics

Operational excellence is reliant on good decision-makers to achieve successful outcomes. Information is an asset when managed properly. Many organizations fail when they try to operate without a

A sense of random patterns of information – connecting information assets to business objectives. We help organizations by tapping, helping companies to design and implement information management (IM) practices through the use of

Welcome to Latize - a research and training consultancy specialising in IM strategy, practice and technology.



Records Management Terminologies

Definition – What is a Record?

Records

ISO Definition:

*“ Information created, received and maintained as **evidence** in pursuance of **legal obligations** or in the **transaction of business.**”*

Records

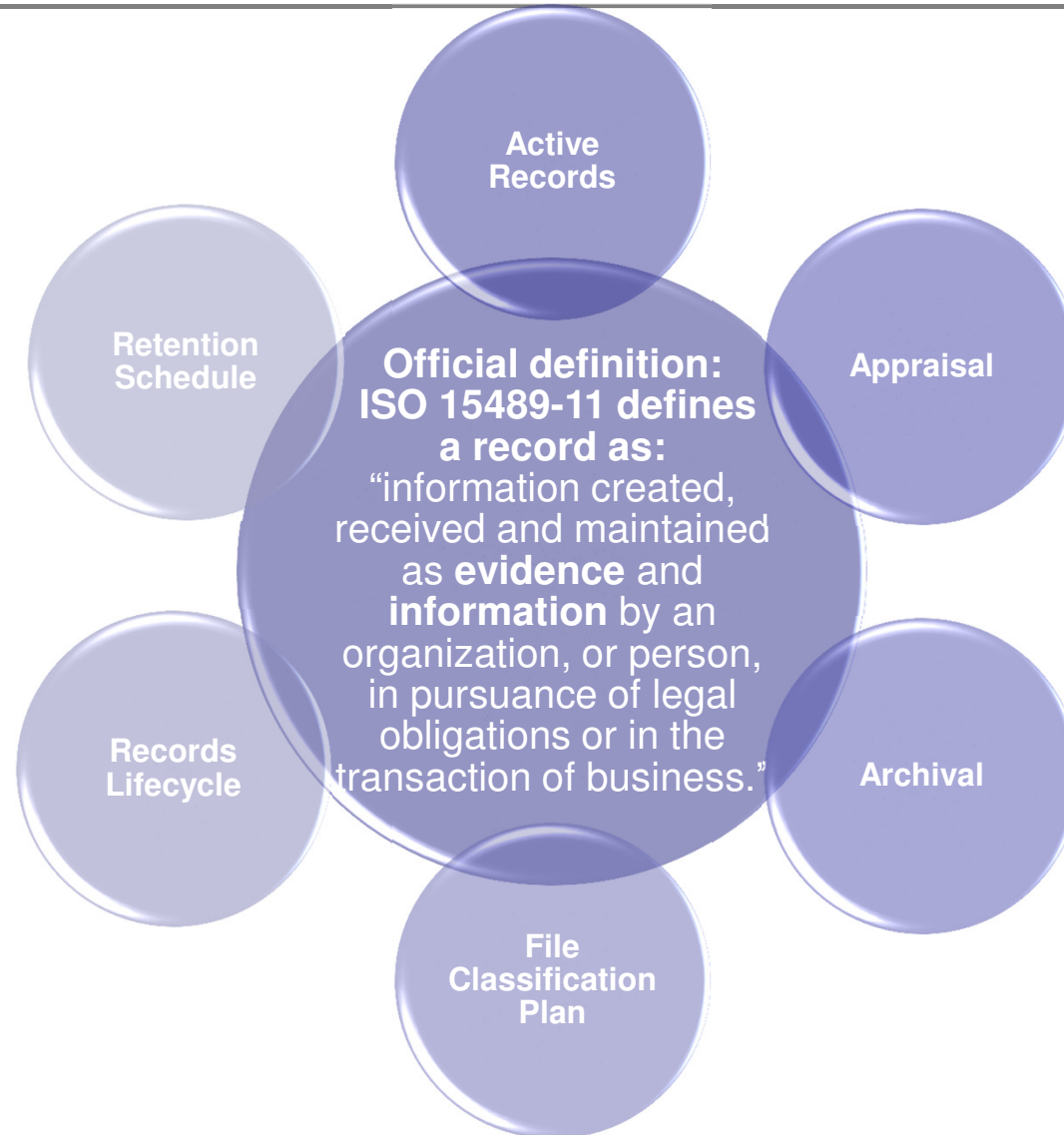
- Evidentiary nature and hence non-alterable
- Binding & legal implications
- Retention & Disposal controlled by National Archives

Definition – What is a Record?

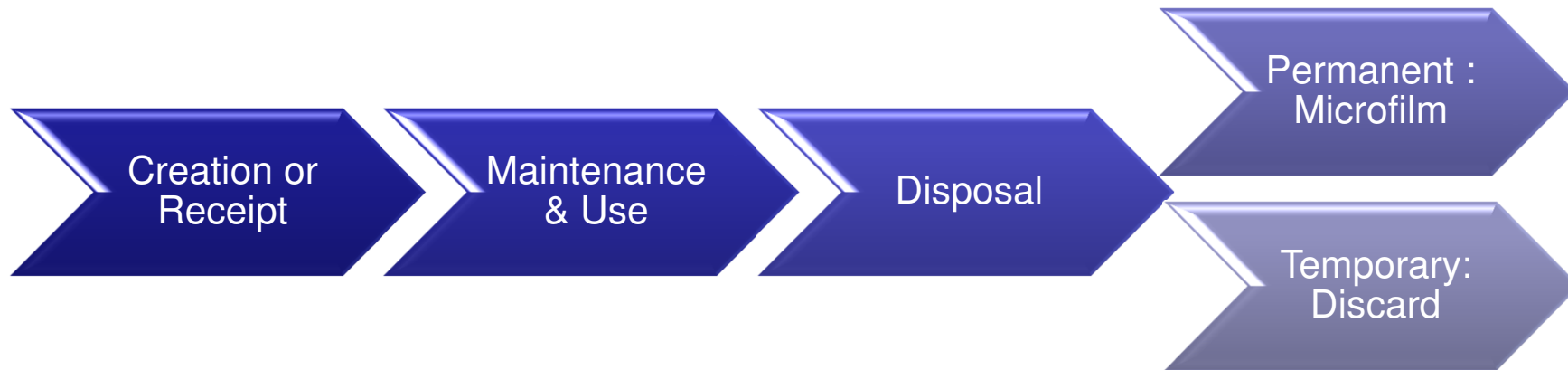
Criteria for assessing records (and their retention schedule):

- **Business value** – in terms of contribution to business operations, includes business critical, strategy and policy records.
- **Financial value** - records of financial transaction.
- **Legal value** – records showing of compliance with regulatory and statutory requirements.
- **Administrative value** – records used for administrative purpose.
- **Historical value** – records the history and development of an organization and/ or business environment that may be useful for future research .

Terminology – What is a Record?



Terminology – Record Lifecycle



Basic Principles of Records Management

Standards – ISO 15489 Framework

- Setting policies and standards
- Assigning responsibilities and authorities
- Establishing and promulgating procedures and guidelines
- Providing a range of services relating to the management and use of records
- Designing, implementing and administering specialized systems for managing records and
- Integrating records management into business systems and processes

Standards – ISO 15489 Framework

Corporate Obligation

Corporate Governance

Corporate Memory

Records Mgt Practice

Authenticity

Reliability

Integrity

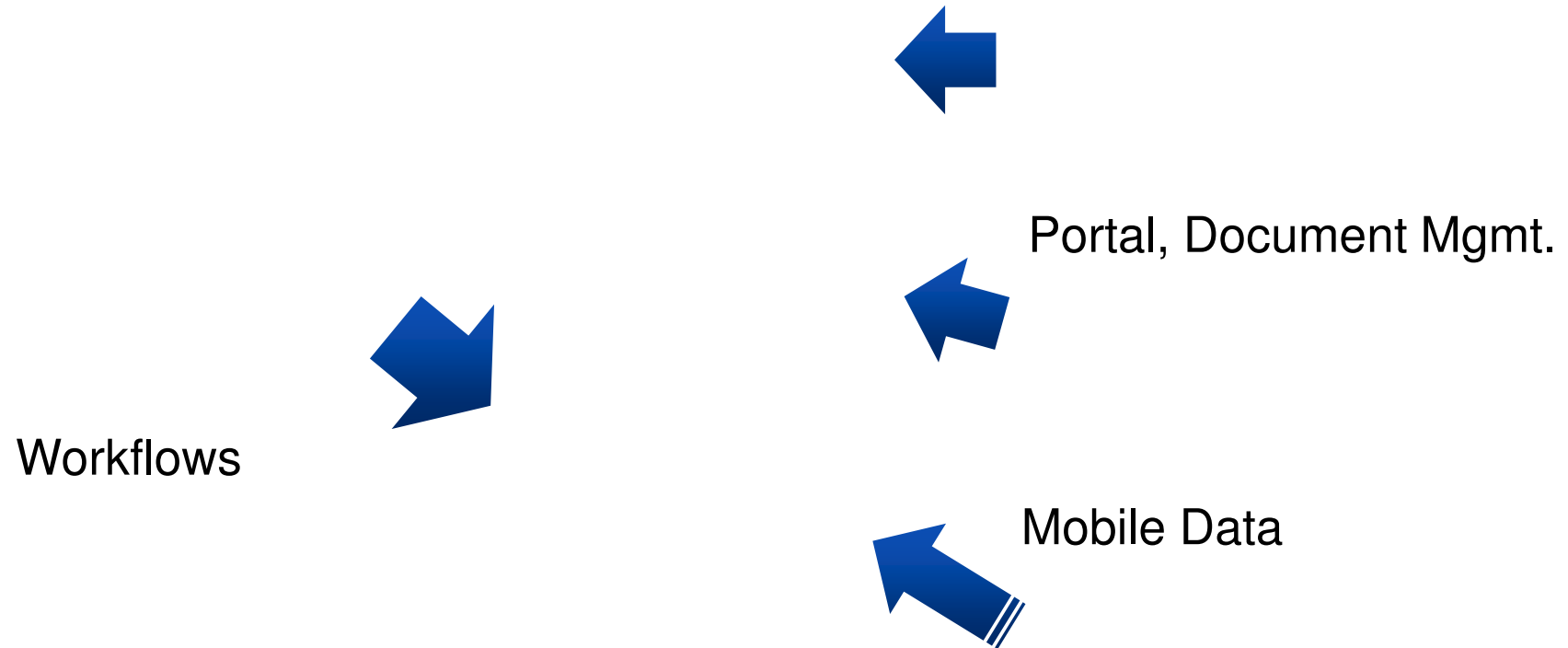
Usability

Evolution of Records Management

Records Management - Past

Assisted Access

Records Management - Present



Rise of the Knowledge Worker   Latize

Records Management - Present

Areas that needs to be addressed:

- Duality of user needs in an EDRMS
- Ever-changing information landscape
- Digital information management challenges

Records Management - Future

Protection vs Utilization

Records Management - Future

Areas that needs to be addressed:

- Re-combinant data, linked data platforms
- Dynamic access rights and corresponding security issues
- Role of Records Officer

Evolution of Records



Questions?



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