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Electronic Records Management

Accelerating the pace of change

Records Management Society, Scotland
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Introduction

- key challenges in managing e-records today
- Northumbria University's new e-records research project

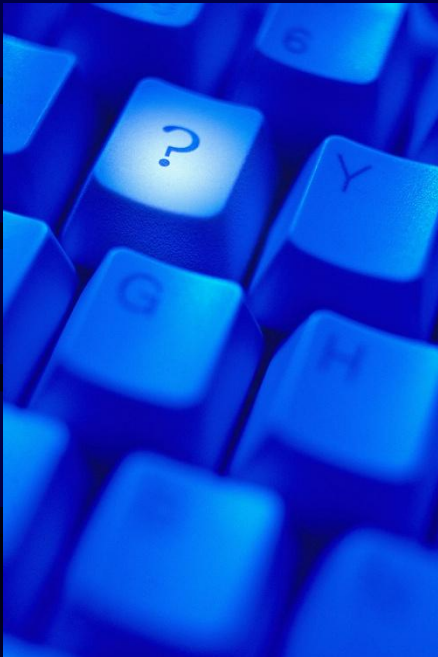
But first....



- The successful management of e-records is a matter of selecting the appropriate technology or system

Agree or Disagree?

So....



- What are the key challenges for managing e-records in today's organisational context?

Challenges

- records management requirements
- ICTs
- legal & regulatory
- human and organisational

Records management requirements

- content
- medium & structure
- context
- four characteristics
 - authenticity, reliability, integrity, usability (ISO 15489-1, 2001)

ICT challenges

- technology dependence
 - formats; record types
 - obsolescence
 - preservation
- vulnerability
 - ease of amendment and manipulation
 - security/access
- multiple 'lifecycles'

Legal / regulatory challenges

- legislation & regulations
- legal admissibility
- legal discovery
- electronic signatures

Human and organisational challenges

- 'personal' records mind-set
- different work practices
- skills & preferences
- roles & responsibilities
- costs and resource implications
- easier to 'lose' information

The research project

“Accelerating positive change in e-records management: understanding issues, developing practical approaches”

- 3 years (2007-2009)
- funded by the Arts & Humanities Research Council (AHRC)
- School of Computing, Engineering & Information Sciences

Some significant developments

- practical guidance on the Web
- more conferences, more attendees
- more RM posts
- greater demand for qualified personnel
- greater demand for education
- growth in research activity

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Aim

To investigate and critically explore issues and practical strategies to support accelerating the pace of positive change in managing electronic records

Objectives

- develop a critical view of ERM globally
- gather trans-disciplinary and key stakeholder expert opinion on ERM issues
- gather knowledge of practical strategies & CSFs for managing electronic records
- develop an appropriate paradigm for ERM
- produce a series of vignettes to support ERM
- share knowledge & practice with stakeholders who have responsibility for RM

The approach

- qualitative
 - range of views, experience, roles, solutions
 - transfer not generalise the findings
- three main phases
 - comprehensive systematic literature review
 - investigation phase
 - dissemination activity

Literature review

1. map policies, standards and practices, systems and technologies and people changes required for ERM
2. map research and development, guidance and best practice available
3. identify perspectives and relevant paradigms from other fields
4. document and evaluate any case examples, critical success factors, drivers and barriers to change

Investigation phase

- Three facets of designing an architecture for ERM
 - people issues
 - understanding work processes
 - systems and technologies
- e-Delphi studies & colloquia
- significant study
 - 15-20 people per Delphi study
 - 50 people per colloquium
 - all stakeholder groups

Dissemination phase

- project website
 - <http://northumbria.ac.uk/sd/academic/ceis/re/isrc/themes/rmarea/erm/>
- a blog
 - post project ideas, activities & interim findings on a regular basis
 - collect views and encourage trans-disciplinary debate in response to postings
- articles & conference papers
- final colloquium

Value

- providing a deeper understanding of ERM issues & problems
- providing strategies, tactics & practical solutions
- building partnerships
- engaging the wider ERM community
- supporting records professionals
- developing UK ERM research activity
- building ERM capacity

Links

- Records management research at Northumbria University
 - <http://northumbria.ac.uk/sd/academic/ceis/re/isrc/themes/rmarea/>
- McLeod, J. & Hare, CE. (eds.) (2005). *Managing electronic records*. Facet.
 - www.facetpublishing.com
- *Records Management Journal* published by Emerald
 - www.emeraldinsight.com/rmj.htm
 - free access to attendees for one month

Thank you.