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Arts & Humanities  
Research Council



# Researching Records Management

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# Contents of Talk

- Introduction to our RM research
- Overview of records management
- ISO 15489 project
  - Online discussion forum / e-Delphi
- RM toolkits project
  - E-Delphi / Usability testing
- ACerm project
  - Systematic lit review / e-Delphi / blog / wiki

# IKS Research Group at Northumbria University

## ➤ Information, Knowledge and Systems

### ☐ Theme: Records Management

- Empirical based research
- Qualitative framework
- Characteristics of discipline influence methods used
- <http://northumbria.ac.uk/sd/academic/ceis/re/isrc/themes/rmarea/>

# Definition of Record

- From: International Council on Archives (ICA)
- piece of recorded information (any format)
- generated, collected or received in the initiation, conduct or completion of an activity
- comprises sufficient content, context and structure to provide proof or evidence of that activity

# Definition of Records Management

□ From: British Standards Institution

- the efficient and systematic control
- of the creation, receipt, maintenance, use and disposition of records,
- including processes for capturing and maintaining evidence of and information about
- business activities and transactions in the form of records

# Project - Impact of ISO 15489

- Objectives
  - ❑ Looking for changes in practice and behaviour
  - ❑ How relevant / valuable is an international, generic standard in a national context and in e-environment?
- Strand B Methodology
  - ❑ Longitudinal in depth study of 4 organisations – micro level – interviews & focus groups
- Strand A Methodology
  - ❑ Longitudinal study of 50 organisations – macro level – online discussion forum

# Project - Impact of ISO 15489 cont/

- Final Strand Methodology
  - ☐ Modified e-Delphi Study
    - 'talking with experts'
  - ☐ Successful
    - gathered extremely high quality data via discussion of complex issues at a higher level of abstraction

# Project - Assessment of RM Toolkits

- **Information Governance Toolkit**
  - ☐ Online tool
- **Information Management Capacity Check Tool and Methodology**
  - ☐ Conceptual model and methodology
- **Records Management Capacity Assessment System**
  - ☐ Online tool
- **RiskProfiler**
  - ☐ Online tool

# Project – RM Toolkits cont/



## Objectives

- Why & how developed?
- Who is using them, how and why?  
Usability?
- Strengths and areas for improvement
- Value and benefits
- Within the context of ISO 15489, is there a need for generic, global toolkits for RM and, if so, what type of toolkits?

# Project - RM Toolkits cont/

## Methodology

- Development of heuristics/criteria via electronic Delphi study
- Cognitive walkthroughs
- Expert heuristic reviews

# Project - ACerm

- Accelerating positive change in electronic records
- Objectives
  - ❑ Investigate the issues and problems of ERM
  - ❑ Assess state of ERM globally at both the research and practical levels
  - ❑ Develop an appropriate practical paradigm for ERM
  - ❑ Develop and share examples of ERM strategies, tactics and practice

# Project - ACerm cont/

- Phase One Methodology
  - ☐ Systematic literature review
    - E-Delphi for validation
  - ☐ Blog
    - Dissemination
    - Collect comments, views, feedback
    - <http://acerm.blogspot.com/>
- Future methodologies?
  - ☐ Wiki to develop vignettes

# The Future

- Working with IS colleagues to develop the use of theory to underpin our work and inform our data analysis
- Thank you – Any Questions?

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