

## Discussion Forum 2

### Systems and Technology e-Delphi Study – Voting on the proposed solutions



#### Nature of Forum 2

In this session, delegates examined proposed solutions to 'Approaches to e-records management', one of the five issues selected for further exploration in the colloquium. All eight solutions are listed below.

First, each delegate in the group assigned to this issue completed a questionnaire (based on that used in Round 4 of the Systems and technology Delphi Study) in respect of one of solutions 1.1 to 1.7 (listed below).

They were asked to note any aspects either of the solution referred to in the questionnaire or of the issue as a whole that they thought required further discussion / exploration in the box marked 'thoughts for discussion' at the end of the questionnaire.

All delegates in the group then discussed the issue, electing one of their number as rapporteur to take notes and feed back briefly at the end of the discussion

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### Issue 1—Approaches to e-records management

#### Solutions:

- 1.1—Stand-alone Electronic Document and Records Management Systems (EDRMS)
- 1.2—EDRMS integrated with office systems
- 1.3—EDRMS integrated with line of business (LOB) systems
- 1.4—EDRMS integrated with Web 2.0 technologies
- 1.5—Use of office systems' existing functionality
- 1.6—Use of line of business (LOB) systems' existing functionality
- 1.7—Use of Enterprise Content Management (ECM) systems
- 1.8—Some combination of approaches 1.1–1.7

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Rapporteur's summary of discussion ..... Page 1.0.1

Individual delegate contributions ..... Pages 1.1.1–1.7.3



# Rapporteur's summary of discussion

## (a) Individual solutions

### 1.1 Stand-alone Electronic Document and Records Management Systems (EDRMS)

Likely to happen, but usually not desirable. Too much now expected. Not scalable.

### 1.2 EDRMS integrated with office systems

Chance of being done well is low. How does the interface work? Does it make sense to a user? Better to have something invisible.

### 1.3 EDRMS integrated with line of business (LOB) systems

May work for a given organisation: none of the solutions should be pursued for the sake of it, but to answer a specific need. Risk appetite.

### 1.4 EDRMS integrated with Web 2.0 technologies

Mostly disagree: the integration with EDRM would be detrimental, though Web 2.0 would be [sic].

### 1.5 Use of office systems' existing functionality

Disagree – will remain tied to the supplier's commercial aims rather than what you need; also don't have adequate functionality e.g. in re legal issues.

### 1.6 Use of line of business (LOB) systems' existing functionality

Would be popular where the funds or support are not available. Depends on sector, and if the adequate functionality. Some risks attached. Problems may arise if the RM requirement is introduced after the LOB was designed.

### 1.7 Use of Enterprise Content Management (ECM) systems

Good in a controlled environment, too loose, not a record keeping tool, but a sharing tool. Likely to be used, as possibly a cheaper option. Not suitable for some functions, e.g. HR or Finance.

## (b) General comments

1. Some purposeful combination of the above – many of the views came back to horses for courses. Combination really the only approach that could work—everything depends so much on sector, money, context, etc. Depends what you're looking for.
2. More is being asked of EDMS, so care would have to be taken that functionality—e.g. legislation compliance—is available (e.g. may not be available under LOB). EDRMS is being asked to do more and more. Originally supposed to just speed up process (EDM), now being asked to do collaboration, compliance as well.
3. Several that were not seen as good solutions would be likely to be introduced or applied because of cost or risk appetite. Solutions that are not necessarily adequate or appropriate get chosen for various reasons—big difference between those that were actually most appropriate and those most likely to be implemented (whether through familiarity, management choice, whatever).

Also, different combinations work for different areas of the same organisation and EDRM may work for processing prescription payments, but a different solution in the same organisation for policy development or creative work.

Good ERM is not solution-led.

Implementation likelihood also depends on level of cultural shift expected: 'ideal' solution might demand too much

## Individual delegates' voting on the separate solutions

From your perspective and experience, please indicate your view of

- (i) the desirability of this approach, and
- (ii) the likelihood that it will be employed,

in the range of contexts given below. Tick the appropriate box.

**N.B.** If your response is the same for all sectors or industries, you need choose from the lists under the 'All Sectors' or 'All industries / organisation types' line of each section only.

### Solution 1.1: Stand-alone Electronic Document and Records Management Systems (EDRMS)

Sector	Highly desirable	Likely to happen
<b>All Sectors</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Public</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Private (large)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Private (SME)</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Not-for-profit</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

# Solution 1.1: Stand-alone Electronic Document and Records Management Systems (EDRMS)

**Industry / organisation type**

	Highly desirable	Likely to happen
<b>All industries / org. types</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Construction</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Education</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Energy, utilities and infrastructure</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Finance</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Government (incl. police, armed services)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Health</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Manufacturing</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Pharmaceutical industry</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Service industries</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Other (please specify in box below)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

## About you ...

### My role

- Senior manager
- IT professional / Systems administrator
- Records / information professional
- Employee

### My organisation sector

- Public
- Private
- Not-for-profit

### My organisation type

- Agriculture, forestry and fishing
  - Arts, sports and recreation
  - Catering and accommodation
  - Construction
  - Education
  - Finance
  - Government
  - Health
  - IT and telecommunication services
  - Manufacturing
  - Media and creative services
  - Mining, energy and utilities
  - Mixed
  - Personal services
  - Pharmaceutical industry
  - Police services / armed forces
  - Professional and business services
  - Records management services
  - Retail, hire and repair
  - Transport and distribution
  - Wholesale
- Other (please specify)

## Solution 1.1: Stand-alone Electronic Document and Records Management Systems (EDRMS)

### Thoughts for discussion

Stand alone systems, items of software specifically for RM, don't seem reliably capable of delivering all that is expected, which is collaboration, IM, even KM, compliance etc and not just 'registering' records. They are best used in either very process driven environments using a lot of templates / standard forms for information gathering, or in heavily regulated environments. Otherwise they are difficult to implement and very difficult to maintain and develop. However, many risk-averse organisations—e.g. charities, schools—have got used to the idea of EDRMS and would see any other solutions as risky. (Though Christian Aid took in SharePoint ...). So EDRM may not be suitable but they get brought in nonetheless.

## Solution 1.2—EDRMS integrated with office systems

Sector		
	Highly desirable	Likely to happen
<b>All Sectors</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Public</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input checked="" type="checkbox"/> Disagree strongly
<b>Private (large)</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Private (SME)</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Not-for-profit</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

**Industry / organisation type**

All industries / org. types	Highly desirable	Likely to happen
	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Construction	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Education	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Energy, utilities and infrastructure	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Finance	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Government (incl. police, armed services)	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Health	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Manufacturing	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Pharmaceutical industry	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Service industries	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Other (please specify in box below)	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

## About you ...

### My role

- Senior manager
- IT professional / Systems administrator
- Records / information professional
- Employee

### My organisation sector

- Public
- Private
- Not-for-profit

### My organisation type

- Agriculture, forestry and fishing
- Arts, sports and recreation
- Catering and accommodation
- Construction
- Education
- Finance
- Government
- Health
- IT and telecommunication services
- Manufacturing
- Media and creative services
- Mining, energy and utilities
- Mixed
- Personal services
- Pharmaceutical industry
- Police services / armed forces
- Professional and business services
- Records management services
- Retail, hire and repair
- Transport and distribution
- Wholesale

Other (please specify)

Information / collections

## Solution 1.2—EDRMS integrated with office systems

### Thoughts for discussion

- ? Pragmatic approach which accepts that various Office systems will always be in use.
- ? Where is boundary between 2 (from user perspective)?
- ? Where is overall architecture that makes the systems interoperable
- ? ... meet user requirements?

## Solution 1.3—EDRMS integrated with line of business (LOB) systems

Sector		
	Highly desirable	Likely to happen
<b>All Sectors</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Public	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Private (large)	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Private (SME)	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Not-for-profit	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

## Solution 1.3—EDRMS integrated with line of business (LOB) systems

### Industry / organisation type

	Highly desirable	Likely to happen
<b>All industries / org. types</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Construction</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Education</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Energy, utilities and infrastructure</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Finance</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Government (incl. police, armed services)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Health</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Manufacturing</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Pharmaceutical industry</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Service industries</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Other (please specify in box below)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

## About you ...

### My role

- Senior manager
- IT professional / Systems administrator
- Records / information professional
- Employee

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### My organisation sector

- Public
- Private
- Not-for-profit

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### My organisation type

- Agriculture, forestry and fishing
- Arts, sports and recreation
- Catering and accommodation
- Construction
- Education
- Finance
- Government
- Health
- IT and telecommunication services
- Manufacturing
- Media and creative services
- Mining, energy and utilities
- Mixed
- Personal services
- Pharmaceutical industry
- Police services / armed forces
- Professional and business services
- Records management services
- Retail, hire and repair
- Transport and distribution
- Wholesale
- Other (please specify)

## Solution 1.3—EDRMS integrated with line of business (LOB) systems

### Thoughts for discussion

The range of 'solutions' are just tools that will be appropriate for particular circumstances. They are not objectives in themselves, and the diversity of options is a strength.

## Solution 1.4—EDRMS integrated with Web 2.0 technologies

Sector	Highly desirable	Likely to happen
<b>All Sectors</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Public	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Private (large)	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Private (SME)	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Not-for-profit	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

**Industry / organisation type**

	<b>Highly desirable</b>	<b>Likely to happen</b>
<b>All industries / org. types</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Construction</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Education</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Energy, utilities and infrastructure</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Finance</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Government (incl. police, armed services)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Health</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Manufacturing</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Pharmaceutical industry</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Service industries</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Other (please specify in box below)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

## About you ...

### My role

- Senior manager
- IT professional / Systems administrator
- Records / information professional
- Employee

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### My organisation sector

- Public
- Private
- Not-for-profit

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### My organisation type

- Agriculture, forestry and fishing
- Arts, sports and recreation
- Catering and accommodation
- Construction
- Education
- Finance
- Government
- Health
- IT and telecommunication services
- Manufacturing
- Media and creative services
- Mining, energy and utilities
- Mixed
- Personal services
- Pharmaceutical industry
- Police services / armed forces
- Professional and business services
- Records management services
- Retail, hire and repair
- Transport and distribution
- Wholesale
- Other (please specify)

## Solution 1.4—EDRMS integrated with Web 2.0 technologies

### Thoughts for discussion

Not sure EDRMS is feasible in complex global organisation although Web 2.0 itself is important.

Is EDRMS necessary?

## Solution 1.5—Use of office systems' existing functionality

Sector		
	Highly desirable	Likely to happen
<b>All Sectors</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Public</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input checked="" type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input checked="" type="checkbox"/> Disagree strongly
<b>Private (large)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Private (SME)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Not-for-profit</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

## Solution 1.5—Use of office systems' existing functionality

### Industry / organisation type

All industries / org. types	Highly desirable	Likely to happen
	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Construction	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Education	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Energy, utilities and infrastructure	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Finance	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Government (incl. police, armed services)	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input checked="" type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input checked="" type="checkbox"/> Disagree strongly
Health	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Manufacturing	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Pharmaceutical industry	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Service industries	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Other (please specify in box below)	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

## About you ...

### My role

- Senior manager
- IT professional / Systems administrator
- Records / information professional
- Employee

### My organisation sector

- Public
- Private
- Not-for-profit

### My organisation type

- Agriculture, forestry and fishing
- Arts, sports and recreation
- Catering and accommodation
- Construction
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- Health
- IT and telecommunication services
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- Media and creative services
- Mining, energy and utilities
- Mixed
- Personal services
- Pharmaceutical industry
- Police services / armed forces
- Professional and business services
- Records management services
- Retail, hire and repair
- Transport and distribution
- Wholesale
- Other (please specify)

## Solution 1.5—Use of office systems' existing functionality

### Thoughts for discussion

Existing functionality unlikely to meet requirements to meet all statutory or business-critical processes:

- no interoperability
- not sustainable
- not strategic – organisational wide
- unlikely to be consistent in practice
- problem as system upgrades
- e.g. Microsoft Vista - versions etc
- [illegible] tie in to existing vendor
- not innovative or efficient.

## Solution 1.6—Use of line of business (LOB) systems' existing functionality

Sector		
	Highly desirable	Likely to happen
<b>All Sectors</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Public</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Private (large)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Private (SME)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Not-for-profit</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

## Solution 1.6—Use of line of business (LOB) systems' existing functionality

### Industry / organisation type

All industries / org. types	Highly desirable	Likely to happen
	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Construction	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Education	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Energy, utilities and infrastructure	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Finance	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Government (incl. police, armed services)	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Health	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Manufacturing	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Pharmaceutical industry	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Service industries	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Other (please specify in box below)	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

## About you ...

### My role

- Senior manager
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- Employee

### My organisation sector

- Public
- Private
- Not-for-profit

### My organisation type

- Agriculture, forestry and fishing
- Arts, sports and recreation
- Catering and accommodation
- Construction
- Education
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- Government
- Health
- IT and telecommunication services
- Manufacturing
- Media and creative services
- Mining, energy and utilities
- Mixed
- Personal services
- Pharmaceutical industry
- Police services / armed forces
- Professional and business services
- Records management services
- Retail, hire and repair
- Transport and distribution
- Wholesale
- Other (please specify)

## Solution 1.6—Use of line of business (LOB) systems' existing functionality

### Thoughts for discussion

Within the university sector there is a move to look at using more of LOBs' functionality for managing records, e.g. HR systems, Finance, Student Records. The concern is that these are not primarily recordkeeping systems and do not have the same controls as EDRMS systems. However, in light of cuts in budgets in public sector and lack of resources for EDRMS then using LOBs' existing functionality may be a solution.

## Solution 1.7—Use of Enterprise Content Management (ECM) systems

Sector		
	Highly desirable	Likely to happen
<b>All Sectors</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Public	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Private (large)	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Private (SME)	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Not-for-profit	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

## Solution 1.7—Use of Enterprise Content Management (ECM) systems

### Industry / organisation type

	Highly desirable	Likely to happen
<b>All industries / org. types</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Construction</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Education</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Energy, utilities and infrastructure</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Finance</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input checked="" type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Government (incl. police, armed services)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input checked="" type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Health</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input checked="" type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Manufacturing</b>	<input type="checkbox"/> Agree strongly <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Pharmaceutical industry</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input checked="" type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Service industries</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
<b>Other (please specify in box below)</b>	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly	<input type="checkbox"/> Agree strongly <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree / disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

## About you ...

### My role

- Senior manager
- IT professional / Systems administrator
- Records / information professional
- Employee

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### My organisation sector

- Public
- Private
- Not-for-profit

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### My organisation type

- Agriculture, forestry and fishing
- Arts, sports and recreation
- Catering and accommodation
- Construction
- Education
- Finance
- Government
- Health
- IT and telecommunication services
- Manufacturing
- Media and creative services
- Mining, energy and utilities
- Mixed
- Personal services
- Pharmaceutical industry
- Police services / armed forces
- Professional and business services
- Records management services
- Retail, hire and repair
- Transport and distribution
- Wholesale
- Other (please specify)

## Solution 1.7—Use of Enterprise Content Management (ECM) systems

### Thoughts for discussion

Isn't this just file sharing?

Good for 'project management' style assignments – not for record keeping.