

## 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 'Technical aspects', one of the five issues selected for further exploration in this colloquium. All six 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 3.1 to 3.5 (listed below). Each delegate in this group was also asked to address Issue 4 on automation of RM processes.

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. Feedback covered both Issues 3 and 4.

### Issue 3—Technical aspects

#### Solutions:

- 3.1—Certification of Electronic Document and Records Management Systems
- 3.2—Systems compatibility in EDRMS implementations
- 3.3—Customisation of existing platforms / systems / applications
- 3.4—Information architecture / strategy
- 3.5—Attributes of Electronic Document and Records Management Systems (EDRMS)
- 3.6—User experience / acceptance

Rapporteur's summary of discussion relating to Issues 3 and 4:

Lot of time talking about certification. MoReq more of a hindrance than a help.

Share experiences with other people: share among users / practitioners (e.g. authorities) not just depend on vendor information.

How to get users to take up systems; better for them to use systems with which they were already familiar.

3.4: EDRMS would require huge amount of money to implement; in local government, particularly, there is no money and idea would be laughed at.

Essential to communicate with supplier; need to be clear about requirements.

Individual delegate contributions ..... Pages 3.1.1–3.5.1



## Individual delegates' voting on the separate solutions

From your perspective and experience, please indicate whether you agree with the following statements. Tick the appropriate box.

### Solution 3.1: Certification of Electronic Document and Records Management Systems

"EDRMS that comply with certification regimes (e.g. TNA/PRO, DoD, MoReq) are better than those that do not"

#### Response

- Agree strongly
- Agree
- Neither agree / disagree
- Don't know
- Disagree
- Disagree strongly

"EDRMS that comply with certification regimes (e.g. TNA/PRO, DoD, MoReq) are perceived to be better than those that do not"

- Agree strongly
- Agree
- Neither agree / disagree
- Don't know
- Disagree
- 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)

### Thoughts for discussion

- Depends on why they do or do not comply.
- Needs can change / technology can change—certification needs to keep up with changes.
- What about conflicts between certification regimes?
- User experience is a better guide.

From your perspective and experience, please indicate whether and to what extent you agree that EDRMS implementations are adversely affected by the following issues. Tick the appropriate box.

### 3.2—Systems compatibility in EDRMS implementations

	Often	Sometimes	Rarely	Never
Incompatibilities between information architectures	<input checked="" 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	<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
Incompatibilities between hardware environments	<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 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	<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
Incompatibilities between software environments	<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 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	<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
Incompatibilities between software versions	<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 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 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

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 Arts, sports and recreation  
 Catering and accommodation  
 Construction  
 Education  
 Finance  
 Government  
 Health  
 IT and telecommunication services  
 Manufacturing  
 Media and creative services  
 Other (please specify)
- 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

## 3.2—Systems compatibility in EDRMS implementations

### Thoughts for discussion

- Must acquire confirmation of hardware / software on both sides. there must be agreement well in advance of implementation!!
- Regular dialogue between supplier and users during implementation and after to deal with issues timeously.
- Supplier must be proactive.

From your perspective and experience, please indicate your view on the desirability, feasibility and impact of carrying out e-records management through customising certain specific aspects of existing platforms / systems / applications. Tick the appropriate box.

### Solution 3.3—Customisation of existing platforms / systems / applications

	Highly desirable	Definitely feasible	High impact
Folder / file structure (e.g. in MS Windows, Outlook)	<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 checked="" 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 checked="" 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
Document templates (metadata only)	<input checked="" 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	<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
Document templates (metadata and content)	<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 checked="" 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
Custom views (e.g. in MS Outlook)	<input checked="" 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 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 checked="" 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
Version control	<input checked="" 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 checked="" 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 checked="" 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
Security / access	<input checked="" 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 checked="" 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 checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly

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 Arts, sports and recreation  
 Catering and accommodation  
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 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 3.3—Customisation of existing platforms / systems / applications

### Thoughts for discussion

- This only seems to relate to documents (incl emails)
- What about data input in one system to support several records (e.g. personnel info platform used for payroll = one set of data, two uses / two retentions / two types of records).
- High impact on what and when and whom?
- Even if customisation is desirable, some cannot be achieved because the data / docs in the system is 'protected' by supplier and the coding cannot be broken.

From your perspective and experience, please indicate your view on the desirability, feasibility and impact of taking the following approaches. Tick the appropriate box.

### Solution 3.4—Information architecture / strategy

	Highly desirable	Definitely feasible	High impact
Common taxonomy and metadata fields for all systems in an organisation	<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	<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
Exploitation of XML to enhance interoperability	<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	<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
EDRMS front end with EDRMS back end	<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	<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
Non-EDRMS front end (any) with EDRMS back end	<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	<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
Line of business system front end with EDRMS back end	<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	<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

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- |  |  |
|--|--|
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| <input type="checkbox"/> IT professional / Systems administrator | <input type="checkbox"/> Employee                                      |

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### My organisation sector

- Public  
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 Not-for-profit

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### My organisation type

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

## Solution 3.4—Information architecture / strategy

### Thoughts for discussion

- Solution 3.4 will require a large sum of money to produce specifications, purchase and implement.
- Require change management systems.
- A high level of training.

From your perspective and experience, please rank the following attributes of EDRMS in order of importance (1 = most important, 6 = least important).

Enter the number in the appropriate box, using each number only once.

### Solution 3.5—Attributes of Electronic Document and Records Management Systems (EDRMS)

	Importance (1 to 6)
Configurability	5
Functionality	3
Integration / interoperability with other systems	1
Interface	4
Scalability	6
Usability	2

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 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)

#### Thoughts for discussion

I think getting employees to use an EDRMS will hinge on how it relates to systems they already use and are familiar with.