

## Discussion Forum 2

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



#### Nature of Forum 2

In this session, delegates examined the topic of ‘Automation of records management processes’, one of the five issues selected for further exploration in this colloquium. Is automation a viable solution to improving records management processes?

First, each delegate in the group assigned to this issue completed an identical questionnaire (based on that used in Round 4 of the Systems and technology Delphi Study) on automation of RM processes. Each delegate in this group was also asked to address Issue 3.

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 4—Automation of records management (RM) processes

---

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 4.1–4.10

# Individual delegates' voting on the separate solutions

From your perspective and experience, please indicate your views on automating the following selection of RM processes. Tick the appropriate box.

## Solution 4: Automation of records management (RM) processes

	Highly desirable	Definitely feasible	High impact
Appraisal	<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
Ingest	<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
Metadata capture	<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
Classification / categorisation	<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
Disposition	<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 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 type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Population of file-plan / filing	<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
Records declaration	<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
Destruction	<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 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 type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Refreshing to newer hardware / 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

## 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 4: Automation of records management (RM) processes

### Thoughts for discussion

## Solution 4: Automation of records management (RM) processes

	Highly desirable	Definitely feasible	High impact
Appraisal	<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	<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
Ingest	<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 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
Metadata capture	<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	<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
Classification / categorisation	<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	<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
Disposition	<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
Population of file-plan / filing	<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 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
Records declaration	<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 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
Destruction	<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
Refreshing to newer hardware / software versions	<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

## 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 4: Automation of records management (RM) processes

### Thoughts for discussion

Much depends on how effective this is. All of these are subjective to some extent or other. there is always scope for human error.

## Solution 4: Automation of records management (RM) processes

	Highly desirable	Definitely feasible	High impact
Appraisal	<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	<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
Ingest	<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	<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
Metadata capture	<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
Classification / categorisation	<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	<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
Disposition	<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
Population of file-plan / filing	<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
Records declaration	<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 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
Destruction	<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
Refreshing to newer hardware / software versions	<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	<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

## 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  
 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

## Solution 4: Automation of records management (RM) processes

### Thoughts for discussion

- High impact on whom? On what?
- Destruction: depends on record's 'value'! Some records can (and should) be destroyed without a second look.
- Refreshment of software: feasibility depends on money.
- The less the staff has to do, the better! Transparent RM!

## Solution 4: Automation of records management (RM) processes

	Highly desirable	Definitely feasible	High impact
Appraisal	<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 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 checked="" type="checkbox"/> Disagree <input type="checkbox"/> Disagree strongly
Ingest	<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	<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
Metadata capture	<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	<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
Classification / categorisation	<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	<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
Disposition	<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
Population of file-plan / filing	<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 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
Records declaration	<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
Destruction	<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 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
Refreshing to newer hardware / software versions	<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 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

## 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 4: Automation of records management (RM) processes

### Thoughts for discussion

I'm looking at this from an archivist's point of view—all of these issues need to be decided by a human being! Even some metadata (i.e. descriptive) needs a cataloguer's experience.

## Solution 4: Automation of records management (RM) processes

*On whom?*



	Highly desirable	Definitely feasible	High impact
Appraisal	<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 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
Ingest	<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 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
Metadata capture	<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
Classification / categorisation  <i>Tagging</i>	<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
Disposition	<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 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
Population of file-plan / filing	<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 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
Records declaration	<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
Destruction  <i>Need a person</i>	<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
Refreshing to newer hardware / software versions	<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

## 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 4: Automation of records management (RM) processes

### Thoughts for discussion

Still think a person should determine the destruction process.