

*Transformation of Records Management Environment
in the Public Sector – Embracing an e-Environment Work Culture*

Using ERMS or DMS? How does it differ?

Judith Ellis – 19 June 2012

Agenda

- Definitions
- Products – capability, components
- What do we need to manage?
- Framework for good recordkeeping & applying this to systems
- Benefits of using an EDRMS
- Implementation challenges
- References

Definitions

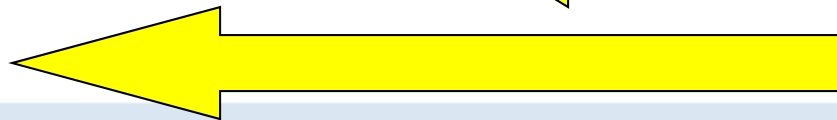
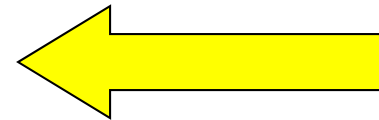
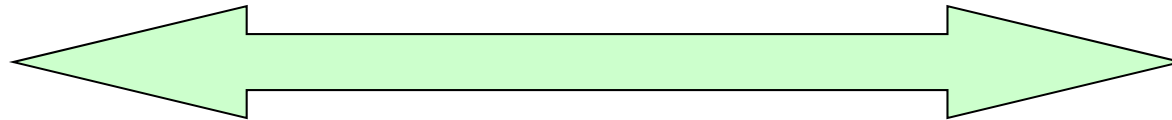
- Record – information created, received and maintained as evidence and as an asset by an organization or person, in pursuit of legal obligations or in the transaction of business (ISO 30300)
- Document - recorded information or object which can be treated as a unit (ISO 15489)
- ERMS – Electronic Records Management System
- DMS (or EDMS) – (Electronic) Document Management System
- EDRMS - Electronic Document & Records Management System
- ECMS – Enterprise Content Management System

Product Capability

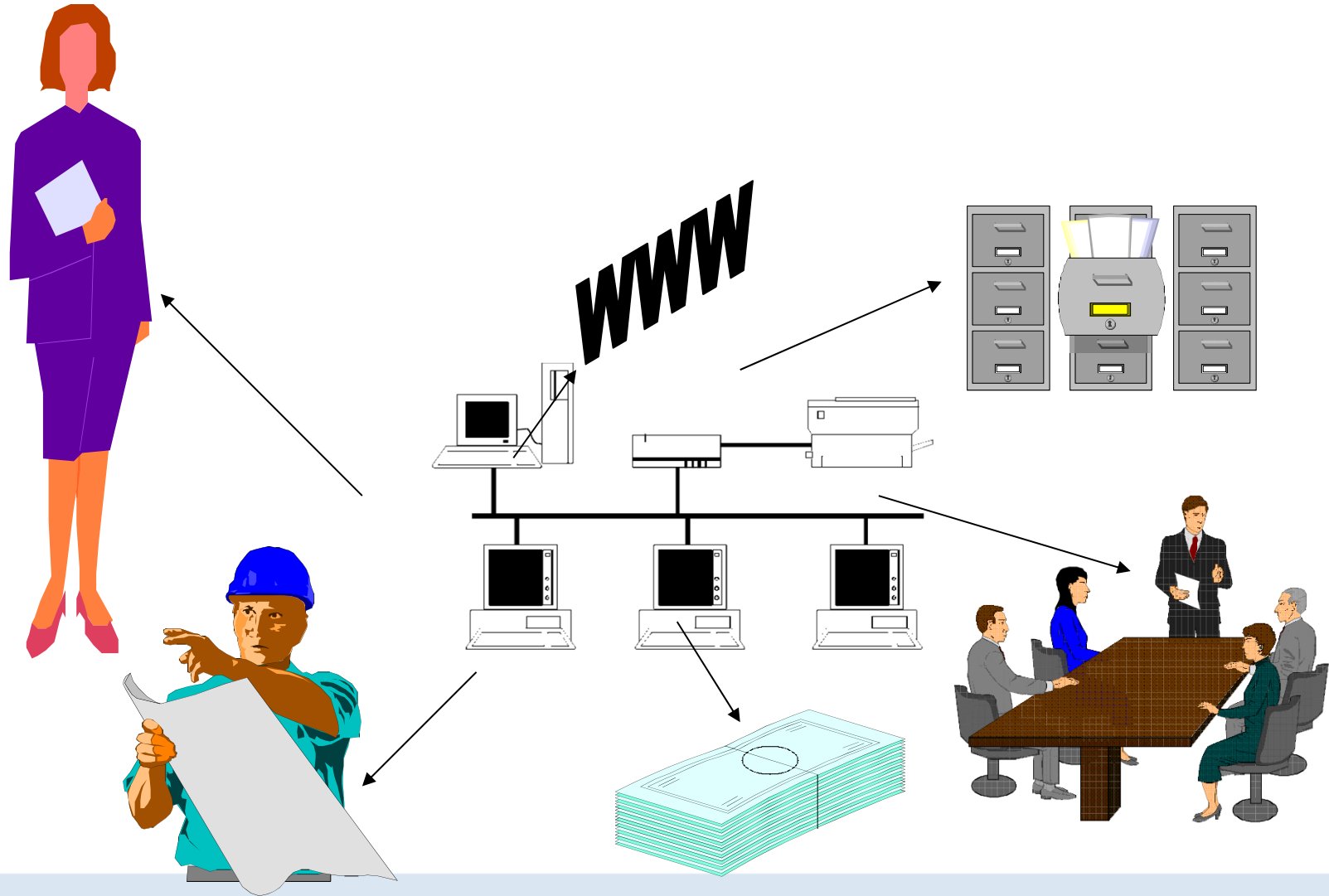
Paper
Records
Management

e-Document
Management

Content
Management



We need to manage this

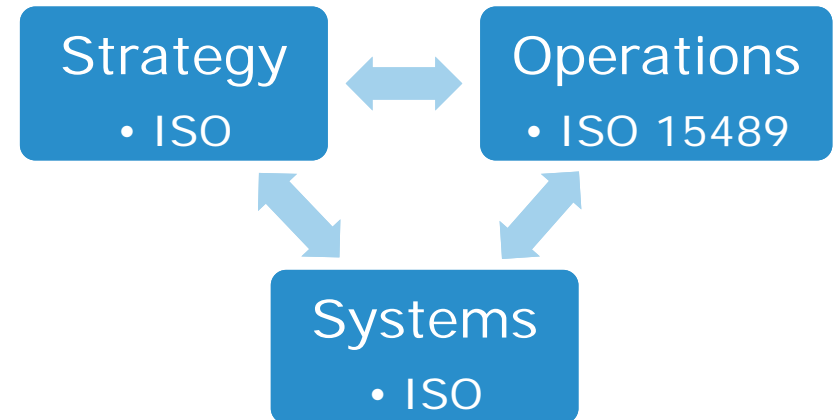


Framework for Good Recordkeeping

Principles



Framework



Recordkeeping Operations (ISO 15489)

Policy & procedure

Record capture on creation

Record structure to remain intact

Business context to be part of the record (date, creator etc)

Records to be protected from unauthorised change, deletion, use

A record is to be complete

Record is to be retrievable and readable, & over time

Links between records to be shown

Transactions involving records to be traceable (e.g. view, movement, disposition)

Processes & controls

Compliant system/s

Staff capability

Records are evidence of business

Recordkeeping Systems (ISO 16175)

Typical attributes of an ERMS

Creating & capturing records in context

Managing & maintaining records controls, (e.g. capture, classify, store, track, access, disposition)

Maintaining records for as long as they are required

Implementing records disposition

The management of records management metadata

Functionality

Design (e.g. ease of use, interoperability)

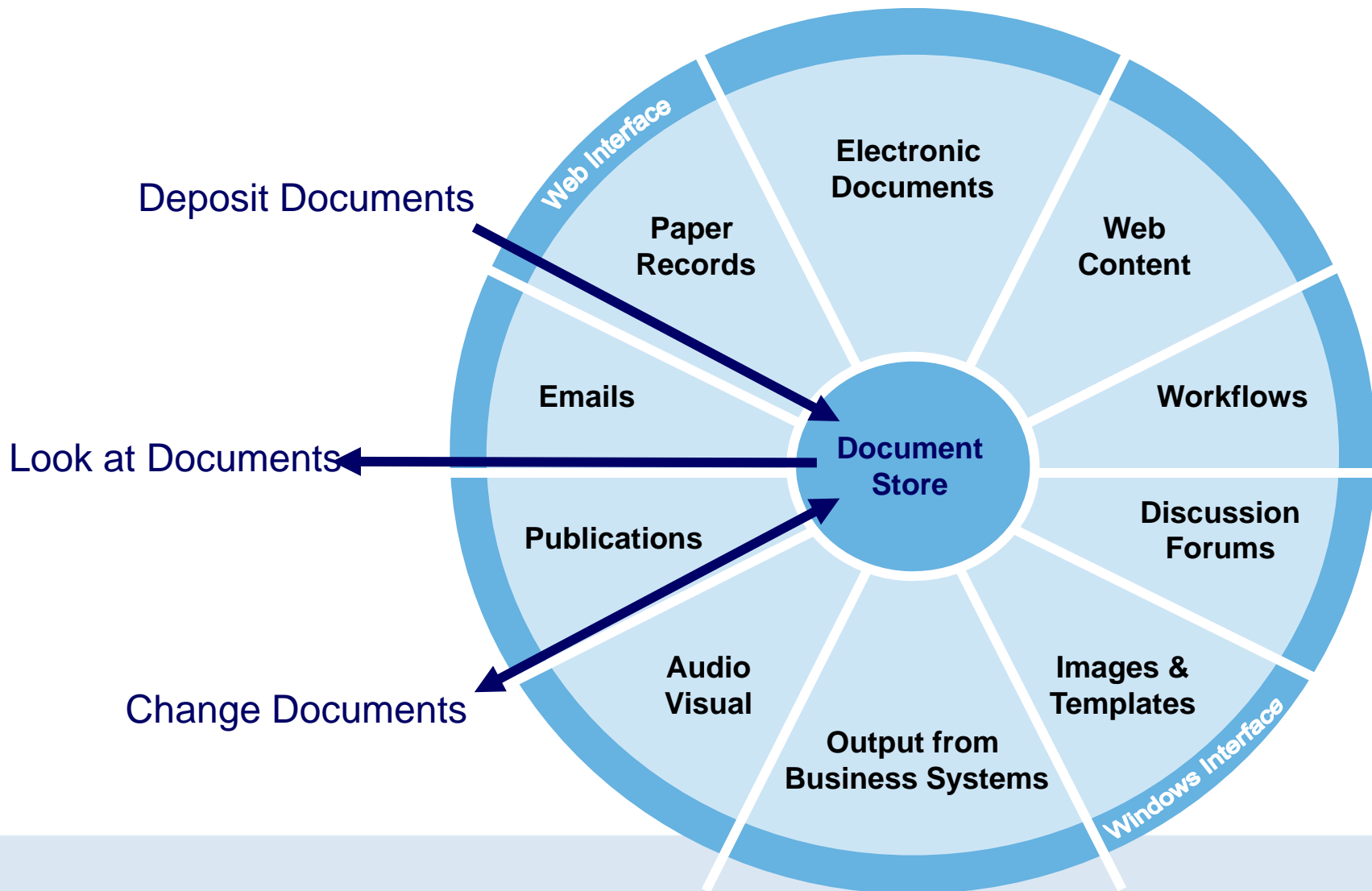
Create

Maintain

Disseminate

Administer

What does the EDRMS manage?



Some Assumptions

Not all information must be managed equally - risk & business needs

Intellectual capital (know how) = in our people

You still need experts

Invisibility of technology once implemented

Clear/agreed development path

Strategic Benefits of an EDRMS

- Informed policy-making, decision-making and planning for the delivery of services
- Good risk management and corporate governance
- Enhanced operational effectiveness
- Increased organisational responsiveness - through support of the management of the total customer interface
- Greater connectivity between functions
- Support of electronic service delivery
- Provision of access to diverse & dispersed document systems
- Tool to improve productivity
- Preservation of corporate memory

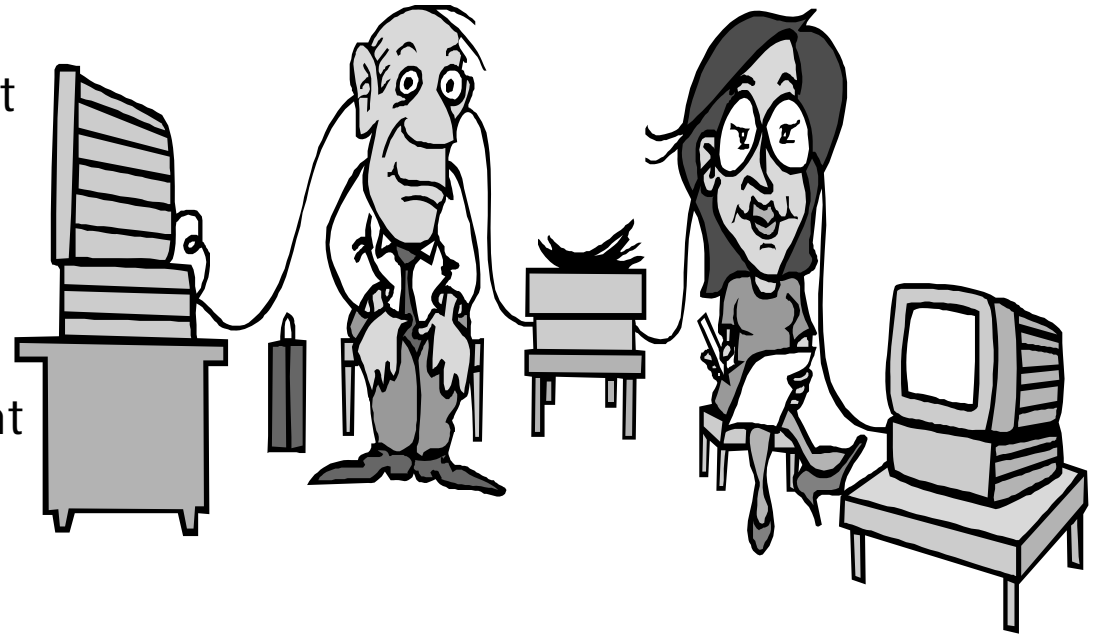


Operational Benefits of an EDRMS

- Transition to an electronic office - overcomes inherent inefficiencies of paper systems
- Provides a corporate way of managing information - both internal and incoming
- One place to file documents, find them and share them
- Provides core infrastructure for fast retrieval from any office or remote employee
- Tool to improve individual productivity - through faster and more reliable document retrieval
- Improved functionality over the existing methods

Implementation challenges

- Project management
- Risk management
- Change Management
- Technology design
- User acceptance
- Allocation of appropriate resources – RM (\$), skills, etc
- Ability to demonstrate benefits



References

- ISO 30300 Information & documentation – Management systems for records
- ISO 15489 (MSS 2223) Information & documentation – Records management
- ISO 16175, parts 1-3 Information & documentation – Principles & functional requirements for records in electronic office environment

Contact

Judith Ellis

Enterprise Knowledge Pty Ltd

Email: judithellis@enterpriseknowledge.com.au

Phone: +61 3 9842 0999 or mobile: +61 412 566 124

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