

*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 – 20 June 2012**

# Agenda

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

# Definitions

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- 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

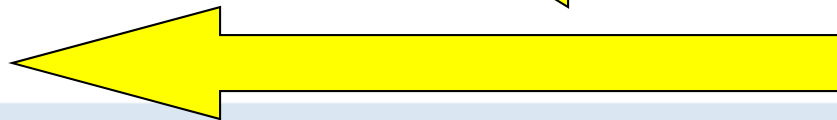
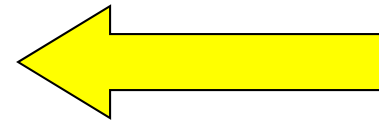
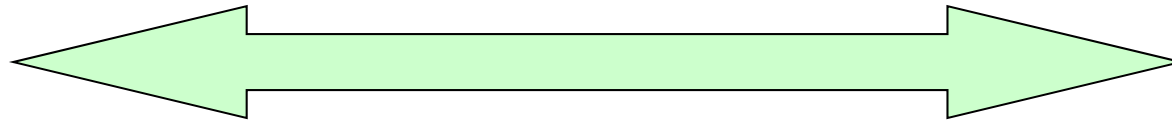
# Product Capability

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Paper  
Records  
Management

e-Document  
Management

Content  
Management

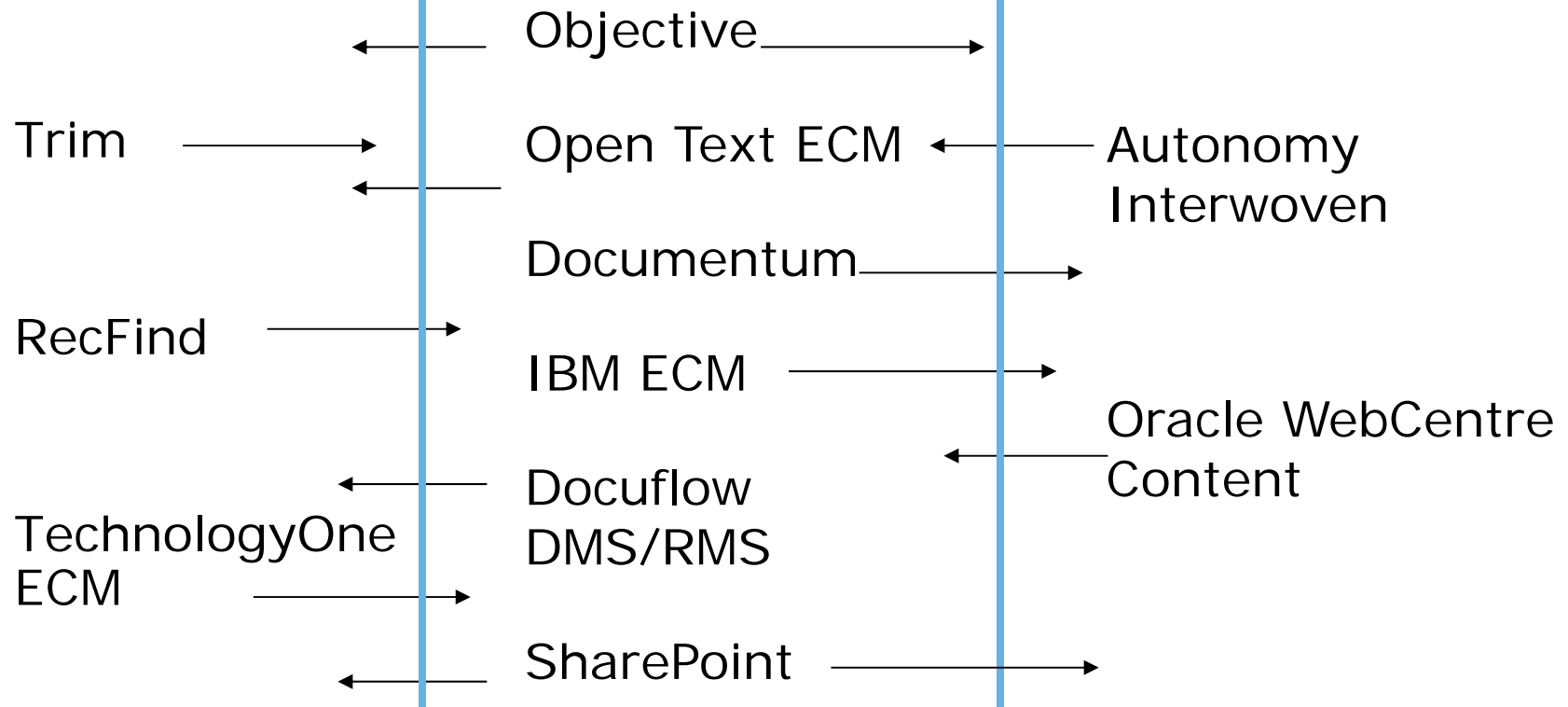


# Product Convergence - ECM

Paper/Elec  
Records  
Management

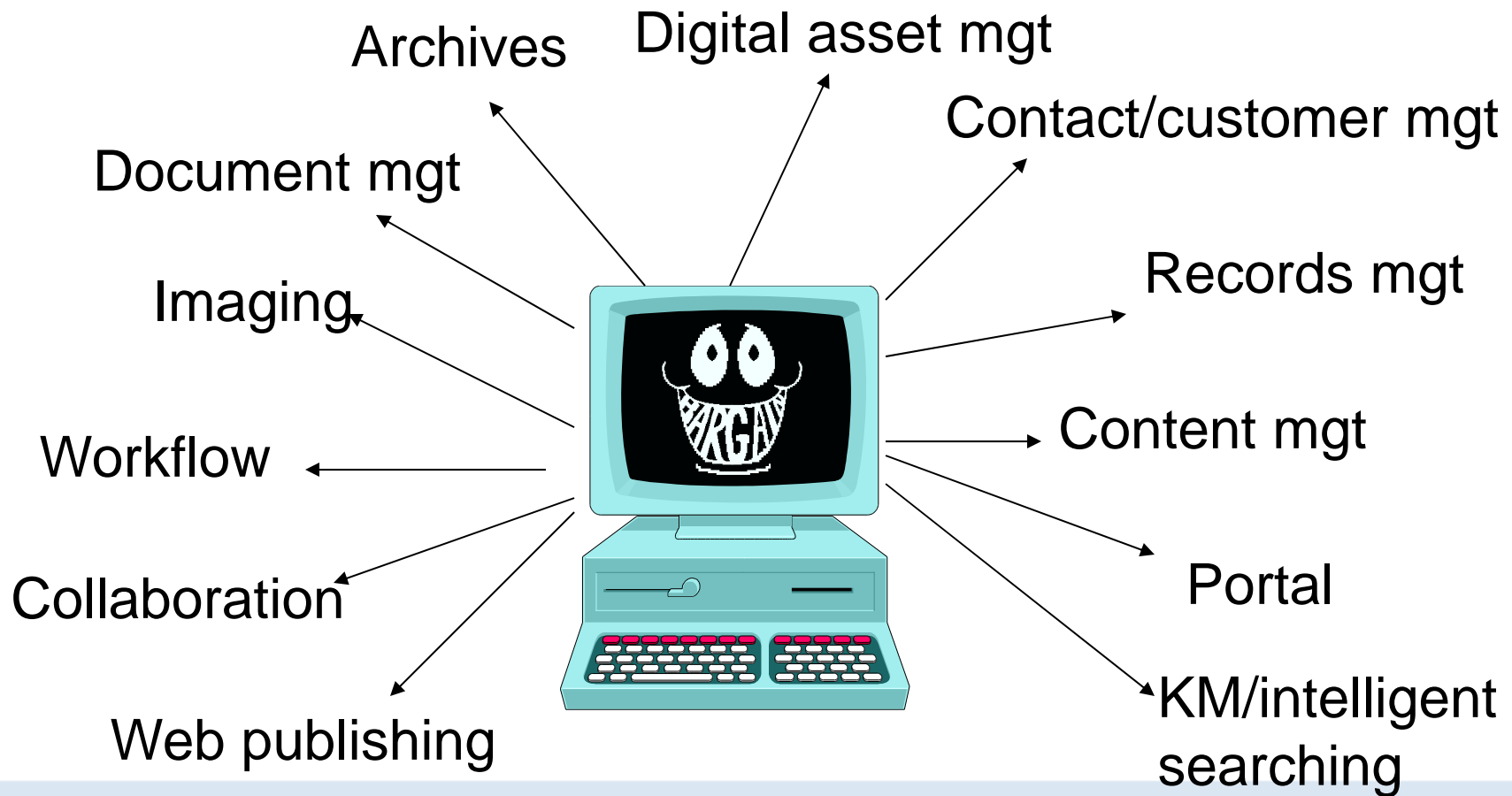
Elec Doc  
Management

Content  
Management

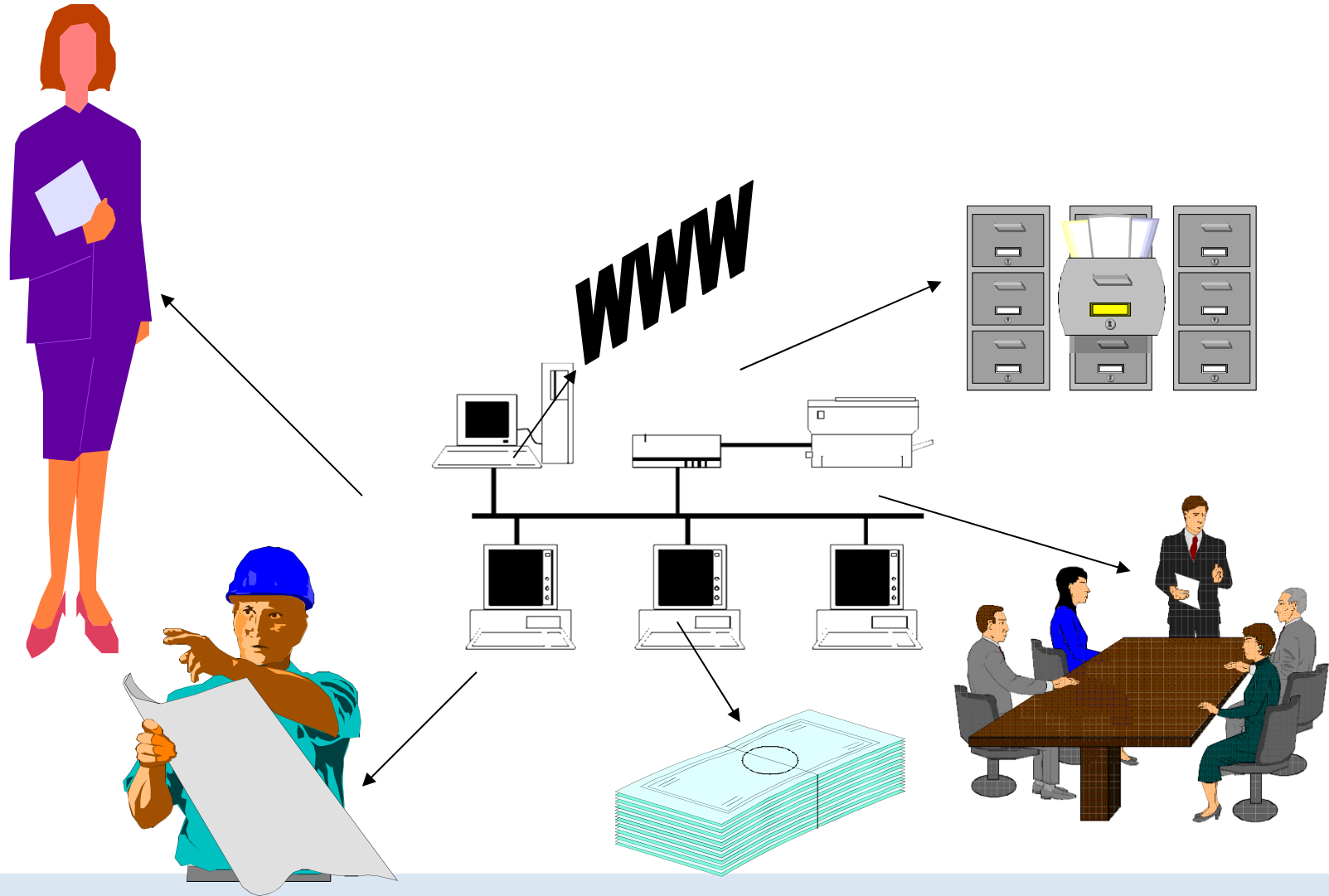


# Components

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# *We need to manage this*



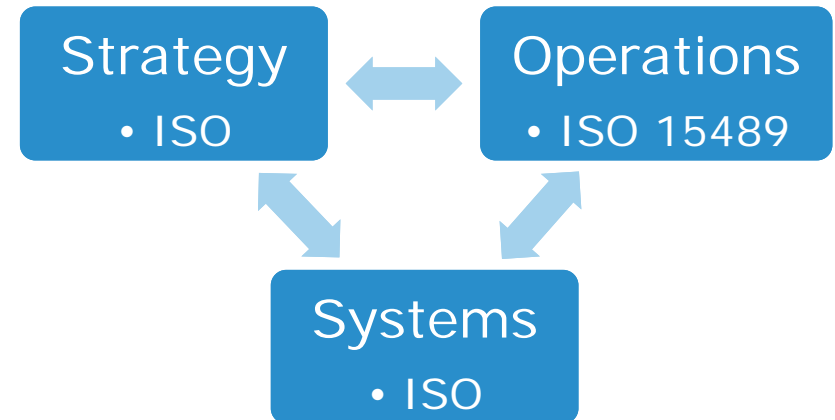
# Framework for Good Recordkeeping

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## Principles



## Framework





# Recordkeeping Operations (ISO 15489)

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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)

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## **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)

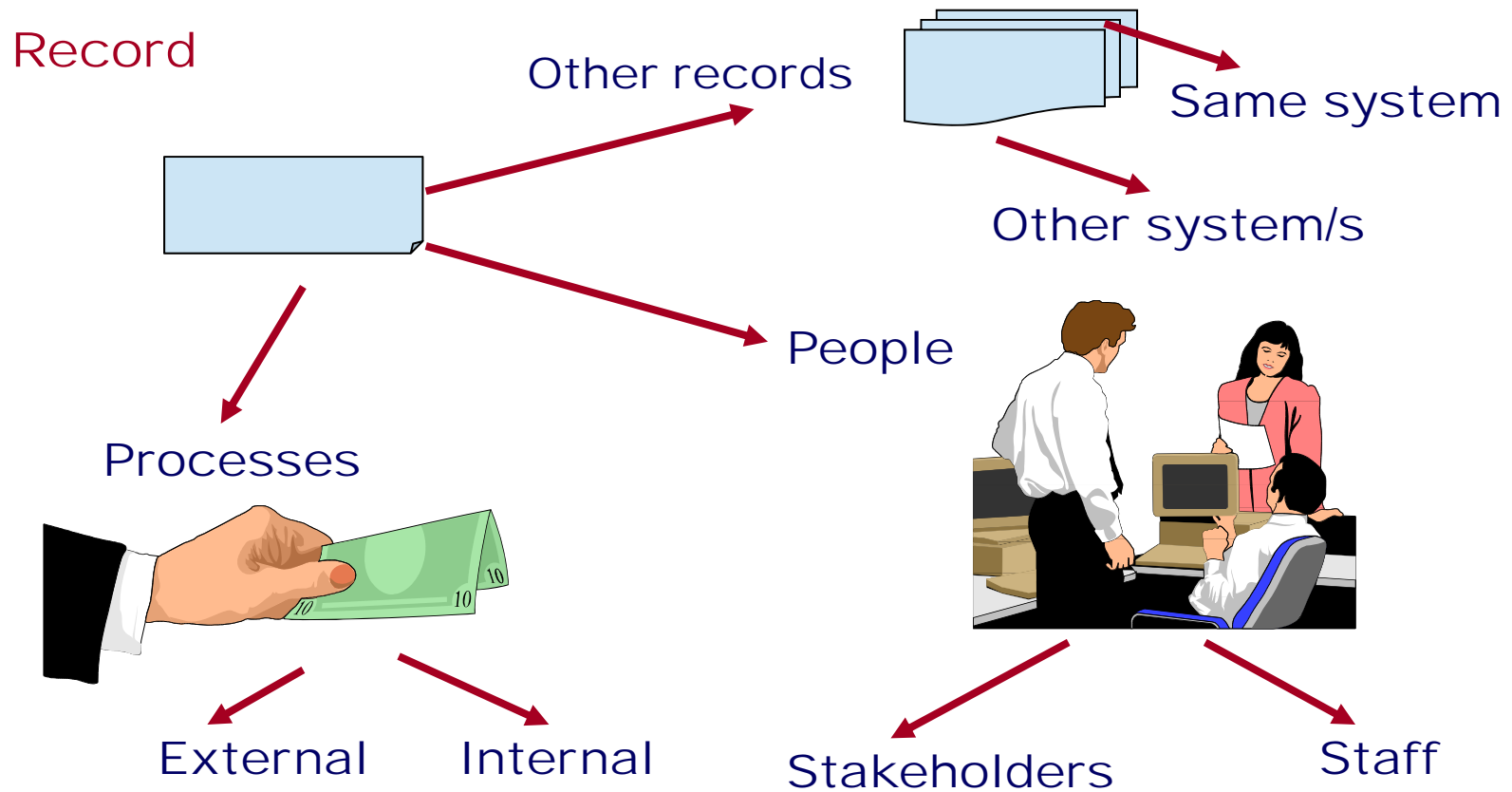
Create

Maintain

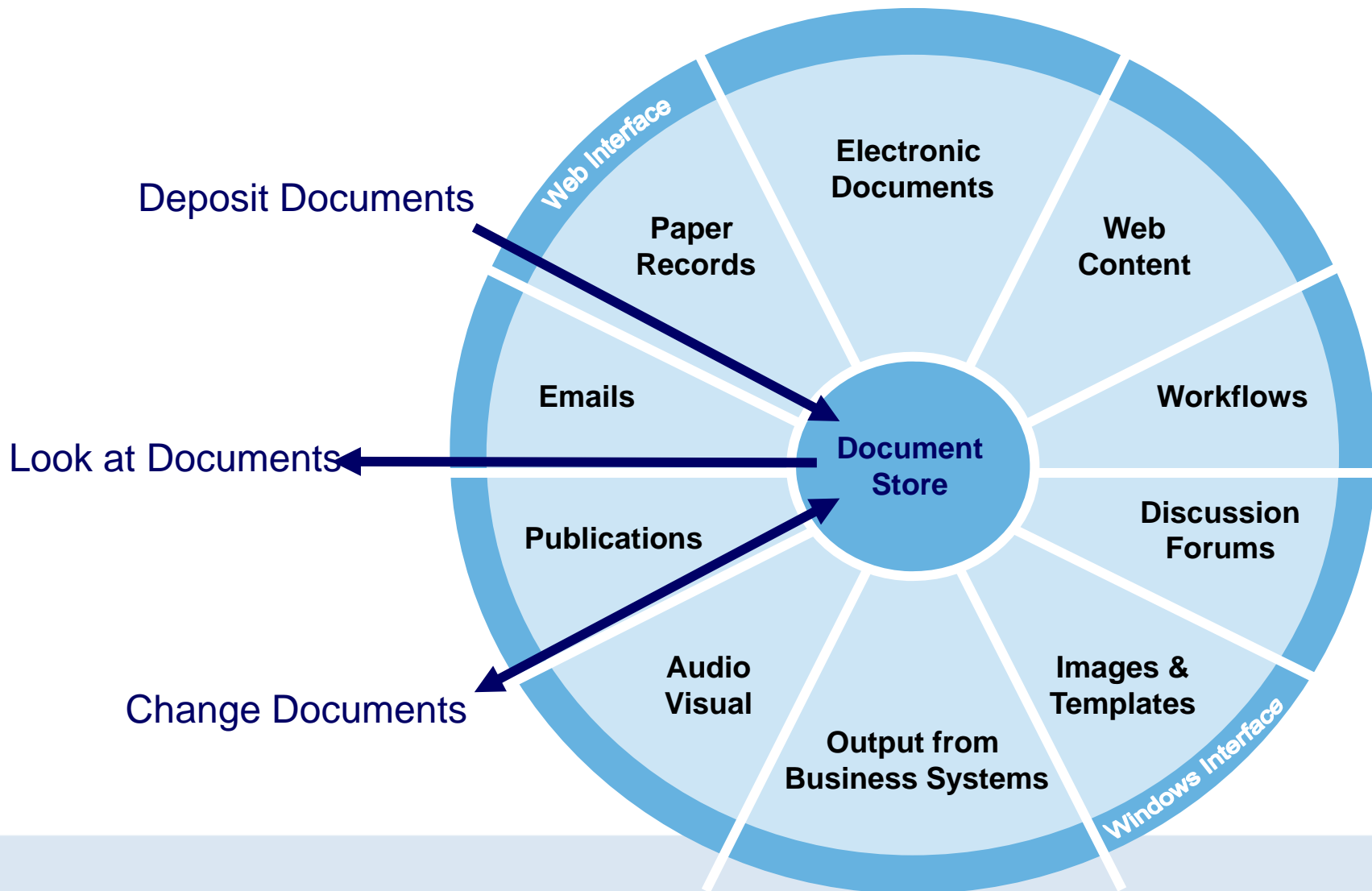
Disseminate

Administer

# How does the EDRMS relate to the business?



# *What does the EDRMS manage?*



# *Some Assumptions*

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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*

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- 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*

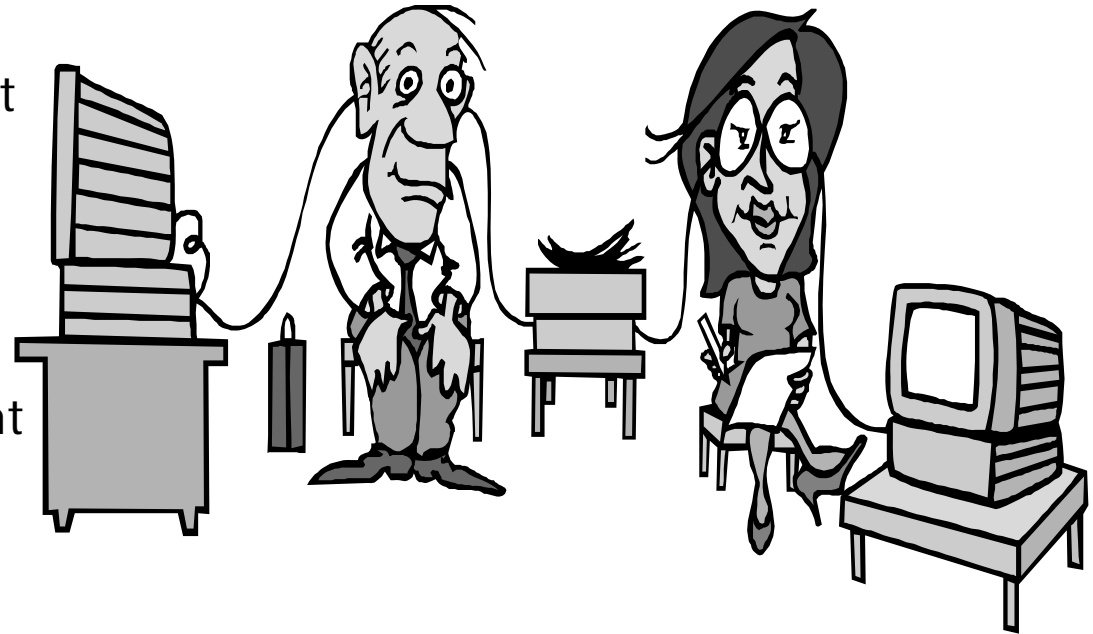
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- Transition to an electronic office - overcomes inherent inefficiencies of paper systems
- Provides a corporate way of managing information - both internal and incoming
- One place to file documents, find them and share them
- Provides core infrastructure 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*

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





# References

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- 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

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