Moving (Paper) Mountains:
Records Management, State of the Art

Upland Inland Empire Chapter
ARMA International
2008 Annual Seminar
Riverside, California

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Introduction

- RM in Transition
- Status
- Trends
- Goals
Transition

- Records Management:
  - Professional Discipline
  - Manages records, records systems, information contained
  - Life Cycle concept
Transition

- Legacy Paper Environment
  - Problems of paper-based recordkeeping
- Focus: Manage Storage Medium
Transition

- Focus: Manage content
  - Records are:
    - Trustworthy
    - Reliable
    - Accessible
    - Have integrity
- RM, EDMS, ECM
Transition

- Movement

  - *Records Management*, W. Benedon
    Prentice Hall, 1969
  
  - *Records Management: Making the Transition from Paper to Electronic*,
Transition

- Reasons to Make Transition
  - Technology
  - Legislation
Transition

- Technology
  - “Double-edged sword”
  - Produces huge volume of records quickly
  - Provides tools to manage
  - Provides Records Managers an opportunity
Transition

- Legislation
  - Compliance
  - Corporate Governance
Status of Profession

- Electronic Records
- “Tipping Point”
Status of Profession

- Lack of Recognition
- Inadequate Funding
Trends

- Electronic records growth
  - 90% of records now “born digital”
  - 60% of records transmitted via email
  - 56% of records stored on C: drive
Trends

- New technologies
- R&IM Role in the Organization
- New Players in the Industry
  - IBM, Microsoft, Oracle, CA
- Industry Consolidation:
  - For example:
    - Extempore ↦ Optika ↦ Stellent ↦ Oracle
Trends

- Regulatory Compliance
  - Sarbanes-Oxley
Some Numbers

- How much info?
- Daily documents created: 7.5b
- Cost of equipment
- Cost of storage
Challenges

- Litigation Risk
- Managing the “Desktop”
- Managing Email
- Standards
Goals

- Managing records in all formats
- Implementation of enterprise platform for E-RIM
- Records needed are retained
- Records are accessible
Goals

- Obsolete records destroyed
- Archival records managed
- Vital records protected
- Confidential records secure
“Progress not Perfection”

- Make a 5-year plan to reach goals
- Design for success
- Measure progress
Plan

- Clear Policies
- Comprehensive Procedures
- Current RRS
- Routine “Compliance Days”
- Routine Audits
- Training / Accountability
Manage Environments

- Hardcopy
  - Active records departmental level
  - Active records at workstations
  - Inactive records in records center

- Electronic
  - Applications managed by IT
  - Desktop
“Plus ca change”

- The more things change....
“Plus ca change” – Old Model

- Avoid costs
- Make business case
- Develop:
  - Policies
  - RRS
  - Schedules
  - Procedures
- Conduct Training
- Monitor
“Plus ca change” – New Model

- Compliance
- Risk Management
- Corporate Governance
  - Executive liability

For E-records:
- Develop:
  - Policies
  - RRS
  - Schedules
  - Procedures
- Conduct Training
- Monitor
Discussion?

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Thank you!

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