

RECORDS & INFORMATION MANAGEMENT

THE ESSENTIALS

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JANUARY 30TH, 2014

WHAT IS RIM?

RECORDS & INFORMATION MANAGEMENT (RIM)

OVERVIEW

Place a framework through which to view RIM

- ☐ A service
- ☐ A business process
- ☐ A science
- ☐ An art

What is the focus? Records? Information?

Understand the organization in context to the external environment and internal functions.

WHY IS IT IMPORTANT?

☐ Records Management = Risk Management

- ✓ Information is an asset
- ✓ Information becomes a liability

☐ When is the point when it changes?

- ✓ Where art and science meet

☐ What does an organization do without it?

- ✓ Manage without consciousness
- ✓ Default stance = a decision that there is no risk

DRIVERS: WHY MANAGE

❑ Information Explosion

- ✓ It is predicted that the growth of data will be 800%
- ✓ 80% unstructured data in the next 5 years
- ✓ While enterprise data is growing at a rate of 40% to 60% annually

❑ Regulations

- ✓ Financial Industry
- ✓ Pharmaceutical & Health Industry
- ✓ Energy Industry

❑ Litigation – e-Discovery

- ✓ The effort to comply to an eDiscovery request is often time-consuming and expensive due to the volume of information.

❑ Business

- ✓ Information Access
- ✓ Reduce or Contain Costs
- ✓ Intellectual Capital (R & D)
- ✓ Efficiency

COMPONENTS FOR MANAGING

☐ Information Lifecycle

- ✓ Creation to Disposition

☐ Information Value – Appraisal of Content

☐ Governance

- ✓ Policy & Procedures
- ✓ Accountability
- ✓ Transparency

☐ Partnerships

- ✓ Technology
- ✓ Legal
- ✓ Business

☐ Resources

- ✓ Standards – ISO
- ✓ MoReq
- ✓ DoD 5015.02

TOOLS

☐ **Records Retention Schedule**

- ✓ Classic
- ✓ Functional

☐ **File Plans & Taxonomies**

- ✓ Managing access
- ✓ Corraling dispersed information for institutional knowledge

☐ **Applications – Database Resources**

- ✓ EDRMS
- ✓ Accounting & HR Databases
- ✓ Email Repositories

☐ **Project Management**

- ✓ Leveraging resources and expertise
- ✓ Six Sigma Methodology

☐ **Communications**

- ✓ Plans, Outreach
- ✓ Change Management – Vesting End-users in New Processes

MAKING IT MATTER

☐ **Identify the need**

- ✓ Pain points
- ✓ Pressing issue – recent events
- ✓ Opportunities for improvement

☐ **Demonstrate capability**

- ✓ Immediate wins – low hanging fruit
- ✓ Objectives – that are measurable

☐ **Senior Management Commitment**

- ✓ Shared Goals
- ✓ Decisions

WHAT'S NEXT – THREE ADDITIONAL SESSIONS:

2. Governance & Policy Development

- Stakeholders
- Records Retention Schedule Creation
- Policy Implementation

3. Roadmap to Managing Records Inventory

- Procedures, Guidelines
- Legacy Records – Project Approach
- Vendor Management

4. Electronic Records

- Role of Technology
- Application Appraisal
- Metadata, Email & ESI – Oh My!