

IS RECORDS MANAGEMENT STILL RELEVANT?

Defining and Aligning with Business Vision,
Goals and Objectives – A Conversation

We hope you enjoyed our ice-breaking exercise.

- This presentation is an opportunity to unpack and walk through some common perceptions about Records Management.
- As we work through each of them, consider some of your working examples and volunteer your experiences. We learn best from each other.
- Later we will walk through a scenario or two and apply our learning.

Can we Talk?

- This presentation is an opportunity to unpack and walk through some common perceptions about Records Management.
- As we work through each of them, consider some of your working examples and volunteer comments. We learn best from each other.
- At the end we can walk through a scenario or two and apply our learning.

Records Management Is:

- Another legal requirement
- Challenging and complicated
- A source of historical knowledge but not relevant in real time
- Expensive
- Irrelevant in the new millennium
- Boring and not a real job
- A necessary support to business
- An exciting opportunity

Another Legal Requirement

- The Municipal Act
- The Municipal Freedom of Information and Protection of Privacy (MFIPPA)
- Personal Health Information Protection Act (PHIPA)
- Multiple Provincial Statutes and Regulations
- Personal Information Protection in Electronic Documents Act (Federal)

Challenging and Complicated

- Challenging to align records requirements with the business
- Various requirements that interact with each other
- Various requirements that affect interaction within municipal business units
- Requirements can be difficult to explain to outsiders
- Multiple interpretations of the same requirements
- Interactions with oversight bodies (Provincial Ministries or IPC)
- Need for ongoing staff training at all levels

A source of historical knowledge but not relevant in real time to me?

- Staff need current information at their fingertips
- Fast paced operations with limited time for research
- Everything we need is on our computer networks
- Interesting background materials but limited to no current value
- Time consuming to research therefore expensive
- Doesn't add value to business unit operations

Ok but what about legal research and fact checking?



Why do we keep records?

- Safeguard legal rights and freedoms – both the corporation's and others
- Social responsibility
- Public expectations
- Business vs Public Administration

Expensive

- Paying for storage space / paying for server space / paying for cloud space / paying for IT expertise
- Paying for in-house RM expertise – what to keep
- Paying for in-house staff time to process records
- Paying outside consultants for retention or other advice

2011 U.S. Statistics:

- Average cost to create a file \$20.00
- Average cost to find a file \$120.00
- An average office worker spends 5% of their time reading information and 50% of their time searching for information. Searches have a 50% success rate.

Records Management Avatars

- Digital Curators
 - Knowledge Brokers, Knowledge Management
 - Information Management
 - Information Governance
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- Why is managing records de-valued?
 - Trustworthy authentic records that reflect the business of the organization
 - Notion that digital records are not tangible or real – they have form and function and are stored it's just the media that is different
 - Everyone relies on and works with information so how do we recognize the value?
 - CPA's and Audit Functions

Irrelevant in the Digital Age

- Everything is on computer / computer networks / in the cloud
- Storage is cheap and doesn't take up much space
- Deleting is a thing of the past
- Isn't it great that we can keep everything now
- IT looks after our computer(s) / computer networks / our cloud / our access so what does RM do?

Facebook and Google invest time and money developing and implementing information management strategies because of the immense volume of stored information. Do you know how much information you are storing and are responsible for?

Not a real job and boring

- You seriously think that????

Refer to previous slides

An exciting opportunity

Consider:

- Legislative requirements to learn and apply
- Technological capabilities to learn and interpret
- Staff training to develop and deliver
- RM requirement development for projects and contracts
- Access and Privacy policies to develop
- Legal and social responsibility (PI, historical development)
- A very high-level snapshot of the skills RM practitioners bring to the corporate table

A few challenges:

- What is the “RIM Profession”? Who does this work?
- What’s the relationship between RIM and IT?
- Rules vs Tools
- What is this “Information Governance” that I keep hearing about?
- We can’t keep all of our paper but once it’s gone what will RIM staff do?
- Are we a digital-first, paper-first or people-first organization?

Scenario #1

Your municipality was the subject of a voluntary restructuring eliminating an upper tier and consolidating several smaller lower tier municipalities into one single tier municipality. The bulk of records holdings were and are in paper format. Digitization initiatives are underway and the municipality has some computer systems that are quite sophisticated and an emerging and younger tech-savvy workforce. The municipality is growing and consequently combining younger technologically aware residents with more mature residents who are less conversant with technology but very interested in accessing the municipality's records. Top questions are what was the zoning in place for my property before amalgamation, what is the land use history of my home and property, where did my grandparents live and who complained about my dog barking.

In your recently established role you are tasked with consolidating records holdings, managing the retention and destruction processes, providing staff training, managing the FOI process and maintaining the municipality's archives. Your manager asks what your top 3 priorities are. How do you respond?

Scenario #2

You are a senior manager at a mid-size predominantly urban municipality. Part of your portfolio includes records management. The IT Department provides networking, internet, copier equipment and general software services to the municipality as a whole. Department staff routinely scan and email documents for reference purposes. Some departments are scanning documents, storing them on the networks for easy access and transferring the paper documents to records management. A large legacy collection of paper exists in several different departments along with documents that are being maintained in their original native file formats. Your records management staff are busy with records transfers and retrievals and have expressed concern that they may not be receiving original documents as they should due to the department scanning activities. Concern has also been expressed about lack of access to the scanned documents and with the authenticity of the records collections i.e. which is a copy and which is an original.

What are your top 3 recommendations to alleviate these concerns?

The End.

Thanks for your participation today!

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