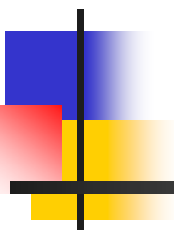


# Moving (Paper) Mountains: Records Management, State of the Art



---

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

Barbara E. Nye, CRM  
Ictus Consulting, LLC



# 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*,  
David O. Stephens, ARMA International,  
2007



# 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 ⇔ Stellant ⇔ 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?

---

## Contact Information:

Barbara E. Nye, CRM  
Ictus Consulting, LLC  
Pasadena, CA -- [bnye@ictus.com](mailto:bnye@ictus.com)  
– 626.795.7117



# Thank you!

---

## Contact Information:

Barbara E. Nye, CRM  
Ictus Consulting, LLC  
Pasadena, CA  
bnye@ictus.com  
626.795.7117