SUNDAY 20th MAY

13.00 onwards:
Registration Opens!

15.00-16.30:
Conference Fringe

The IRMS Conference kicks off with the much-anticipated return of the Conference Fringe! PLUS the IRMS New Professionals Surgery

16.30-17.30:
IRMS AGM

17.30-22.00:
Sunday Social
Hosted by Sunday Sponsors Box-it

MONDAY 21st MAY

08.55-09.15
Welcome address from:
Scott Sammons, IRMS Chair

Welcome from our Monday host:
Simon McNair, Business Development Director, Iron Mountain

09.15-09.45
Opening Keynote: A view from the regulator as GDPR approaches
Louise Byers, Head of Risk and Governance, ICO

09.45-10.20
‘Lightning Keynotes’ from:
Tim Pitt-Payne, Senior Barrister - Information Law, 11KBW
Richard Beacham, Senior ISO Consultant, IMSM
Sue Lal, SOCITM

10.20-10.45
Armchair Panel: GDPR - Ongoing Compliance and Accountability
This panel discusses how to ensure that GDPR compliance remains in place on an ongoing basis, including adaptation to evolving legal, regulatory and technical circumstances. It will also discuss the opportunities arising from demonstrating continued transparency and accountability with regards the handling of personal data.

10.45-11.15: Information Market & Networking

11.15-11.45
Keynote: Research in Information Management - Making a Stronger Profession
Elizabeth Lomas, Senior Lecturer - Information Governance, University College London & David Bowen, Audata Ltd

Records and Information Management is a practical profession. We work with paper and digital documents, emails, and other information objects. We also inform policy, strategy in practice and the wider evolution of information rights law. The development and strength of our profession depends on cooperation among:

• Academic research and teaching
• Vendors of software and services
• Practitioners and consultants

An important service of the IRMS is to facilitate this. After an introduction to research in Information Governance and Management, we will discuss changes in the ways people create, share and use information, and the research questions raised.

11.45-12.00: Information Market & Networking

12.00-12.30
Choose ONE of five Breakout Sessions

A1. Mind the Gap: Responsibility to Remember in the GDPR Era
Gareth Aitken, Product Marketing Manager, Preservica

Are you concerned with the complexity of implementing GDPR and how compliance could make it harder to operate while delivering best practice information and records management? Fortunately, these requirements are not mutually exclusive.

This session will demonstrate how GDPR is an opportunity for long-term improvement, with a focus on the “Responsibility to Remember”, case study examples will be used to show how organisations are using GDPR as an opportunity for more effective use of information and delivery of successful long-term compliance and information governance.

A2. Project Management Through the Ages (Part 1)
Jess Hogg, Archivist, Ben Cudbertson, Archive Assistant and Izzy Finlay, RB

A recent BSc graduate, an Archives and Records Management Masters student, and a qualified archivist with 8 years professional experience make up the RB Archive team.
Against the backdrop of a major site investment the archives team have embarked on a number of challenging projects, such as a large scale external storage transfer, the upgrade of an out of date, bespoke indexing system and the relocation and cataloguing of a legacy collection.

This session discusses the challenges and pitfalls of modern project management, from the view of these records professionals at varying stages in their career.

A3. Looking to the Future to Preserve the Past
Randy Perkins-Smart, Perkins-Smart Consultancy Ltd

Understanding possible future technologies is often overlooked when implementing current information systems. I propose rather than just considering current technology when implementing information systems organisations should look to future technologies and predict how they will be used and then design current systems with a future state in mind.

This session will take a look at the current best practices within Azure and Office 365 and how using some of the cutting-edge innovations are changing the way organisations work.

I’ll demonstrate how Artificial Intelligence (AI) is impacting the way we consider information and records management.

A4. To Move, or Not to Move, that is the Question. But what if you don’t have any Choice?
Elizabeth Barber, Records Manager, Kent County Council

This presentation covers the whole process of re-tendering for an external physical storage contract from the very early days, through writing the specification to the final e-auction and then works through the removal of 70,000 boxes from one external storage supplier to another with the chain of custody intact whilst maintaining business as usual. This presentation will use the recent project that I have undertaken within Kent County Council as a case study using examples throughout.

A5. Session hosted by Box-it

12.30-12.45: Information Market & Networking

12.45-13.15
Choose ONE of five Breakout Sessions

B1. The Regulatory Dragon - has Privacy Legislation become too Big to Tame?
Sarah Norman, Data Protection & Records Manager, Kinapse

This session aims to examine the discourse between GDPR laws and other regulations such as International Clinical Practice, Markets in Financial Instruments Directive (MiFiD) and the impact on the personal data privacy landscape and especially to debate the following questions
1. How do the regulations differ and what areas of commonality are there?
2. What do we do when there is a conflict? Can we realistically achieve compliance with all regulations?
3. What impact is the changing privacy landscape likely to have for Information Management Professionals
4. Has Privacy legislation become too big to tame?

B2. ...Project Management Through the Ages (Part 2)
Jess Hogg, Archivist, Ben Cudbertson, Archive Assistant and Izzy Finlay, RB

A recent BSc graduate, an Archives and Records Management Masters student, and a qualified archivist with 8 years professional experience make up the RB Archive team.

Against the backdrop of a major site investment the archives team have embarked on a number of challenging projects, such as a large scale external storage transfer, the upgrade of an out of date, bespoke indexing system and the relocation and cataloguing of a legacy collection.
This session discusses the challenges and pitfalls of modern project management, from the view of these records professionals at varying stages in their career.

B3. The Somerset Journey to SharePoint Heaven - Part 2: “Sometimes in Order to go Forward you must go Back”

Andrea Binding, Corporate Records Manager, Somerset County Council

This presentation will catch up on how Somerset County Council is implementing an Information Management Transformation Programme utilising SharePoint Online and Office 365 to bring it into the digital era.

It will give an insight into how the Information Management Team is travelling through time to ensure its information is structured and organised so it can be identified, protected and used for informational, evidential and historical value. It will demonstrate how it is using time-travelling techniques to assist with technical implementation and user adoption and the many twists and turns it has encountered along its interesting journey.

B4. Using an Assessment Checklist to Plan for the Future

Linda Muller, Vice President, Records and Information Management & Partner, IST Management Services, Inc.

Moving into the future requires a solid approach to understanding where we’ve been and what we’ve learned along the way. Building a foundation for the future requires a methodology for assessing the current state. An Information Governance Assessment approach looks at where we are today and where our organizations want to be in 2 to 5 years. Have you developed an approach to classifying and securing your data? Perhaps a Current State Assessment checklist will be the tool to help get you started. Learn the fundamental assessment criteria and get ready for the future!

B5. Who ate all the PII

Andrew Hughes, Content Management Practice Lead, Equiniti

The Right to access, rectification, portability, erasure.... All familiar types of Subject Access Requests that organisations must respond to under data protection regulation. But how do you find out what Personal Identifiable Information (PII) exists in Unstructured repositories like file shares and Microsoft SharePoint? Let Equiniti take 30 minutes to show you which repositories ate all the PII, then how to identify and report on it.

13.15-14.10: Lunch & Networking

14.10-15.10

Lunchtime Keynote: The Paradox of Privacy & PETs

Dyann Heward-Mills, Partner, Baker McKenzie

Dyann Heward-Mills is a qualified barrister with 17 years of privacy experience acquired both in-house and in private practice. In this presentation she explores in detail Privacy-Enhancing-Technologies (PETs) such as blockchain and related concepts. She also shares her insights into how they are applied in practice using examples from various sectors including healthcare, technology and retail. Dyann concludes with a detailed case study on how blockchain is used in the financial service sector demonstrating benefits as well as challenges in relation to privacy-by design, accountability and audit.
15.30-16.00
Choose ONE of four Breakout Sessions

C1. “Are we Nearly There Yet?” The Health and Social Care Journey from DPA to GDPR
Andrew Harvey, Head of Information Governance, Western Sussex Hospital NHS FT
Barry Moult, Strategic Information Governance Network

Like any journey you'd be silly not to plan to get your Delorian from A-to-B. In their engaging paper Andrew and Barry (a.k.a the Laurel & Harvey of NHS IG) will discuss making a sometimes fun, often complex, health and social care journey from DPA to GDPR, using:

• A SatNav (ICO guidance, NHS guidance!)
• Maps (guidance designed by local networks!)
• Roadside assistance (troubleshooting support from colleagues!)
• Provisions (refreshing perspectives from unexpected places!)
• Fuel (taking a little bit of time out to put it all in perspective!)
• Commonsense (risk assessment of what’s essential to do!)

C2. Blockchain: Definition, Benefits, Issues and Possible Applications
Marc Stephenson, Technical Director, Metataxis

Blockchain is a word that is growing in usage, and a concept that is growing in hype - in both the IT and information management worlds. It is potentially a game-changing technology. But what is it and what does it mean? And as information professionals what do we need to know? What will be its impact on the management of information and knowledge? Marc will introduce the concept of Blockchain and give some background to a number of its benefits, issues and possible applications. This will be done from a technology and information management perspective.

C3. The Three Degrees of the Past, the Present and the Future
Deirdre Allison, Corporate Records Manager
Gillian Acheson, Senior Data Protection Manager
Denise Lynd, General Manager Health & Social Care Records, Belfast Health & Social Care Trust

Setting aside GDPR for a moment and giving us all a little respite, our presentation will focus on technological innovations and records management. We will look at how a complaint from an ombudsman, a review of tracking procedures, implementation of a Radio Frequency Identifier (RFID) project and building an archiving solution for off-site storage helps us on our journey to compliance. The past was dim, the present is brighter, and the future is amazing.

C4. The Legal Records at Risk Project at the Institute of Advanced Legal Studies, University of London
Clare Cowling, Associate Research Fellow & Director of the Legal Records at Risk Project, Institute of Advanced Legal Studies, University of London

What is it? A 3-year project to facilitate the rescue of private sector legal records at risk.
How? By:
• Identifying gaps in archival provision for legal records
• Working with TNA, BRA and others to develop a national strategy and processes to rescue private sector records at risk
• Lobbying, and helping, legal information owners to manage their records as an asset, not a liability

Who benefits?
• Information owners: efficiency and cost savings; records of value saved for posterity and re-use
• Archivists, records managers, researchers: better IRM; broader range of legal sector records preserved
16.15-16.45
Choose ONE of four Breakout Sessions

D1. Can British and International Standards make GDPR Compliance Easier and More Cost Effective

*Alan Shipman, Managing Director, Group 5 Training Ltd*

BS 10012:2017 is an update to the 2009 version of this British Standard, which specifies a Personal Information Management System. Implementing the requirements of this BS will make the task of understanding and implementing updated business processes for GDPR compliance simpler and will give the organisation confidence that it can demonstrate compliance with the GDPR and the new UK Data Protection Act.

Alan will take you through the requirements of BS 10012:2017 and will also introduce a similar project at international level for those organisations with an international outreach.

D2. Blockchain: Current Hype and Future Hopes

*Rob Begley & Jon Bushell, MDU*

Blockchain is still such a nascent technology that many people are still not sure how it works or where the benefits lie. Building on research into the current level of knowledge and understanding of Blockchain technology among information professionals, Rob and Jon will ask ‘Do you need a Blockchain?’ By examining real life use cases, they will explore the issue of where and how organisations might benefit from implementation of the technology and consider the external environment and likely impact that Blockchain might have on organisational business practices. The focus of this discussion will be on the practical and theoretical implications for information and records management in the present and near future.

D3. The Machines are Already Learning by Watching You File

*Ben Henderson, RecordPoint*

Artificial intelligence is a phrase with a lot of questions behind it. It is difficult to cut through the hype to understand how it will impact your organisation so you can plan to utilize the benefits and overcome the challenges. In this session we will demystify artificial intelligence and how it will impact records management. We will discuss real life scenarios for artificial intelligence and provide practical advice for how records managers and information officers can prepare for this technology.

D4. Site Owners, Spreadsheets and SharePoint: The Reality of Rollout

*Joanna Badrock, Corporate Records Manager, House of Lords*

*Shona Robertson, Head of Information & Records Management Service, UK Parliament*

The Parliamentary administrations are in the process of rolling out Office 365, which includes moving from a traditional EDRMS to SharePoint. This case study will showcase the methodology and principles we’ve designed to cleanse and migrate information, design sites, and make sure that information is managed in the new environment. Stakeholder buy-in to the Programme is crucial, and the session will also cover how we manage this. You will find out how we rollout to teams, how we work with the wider Office 365 Programme, the challenges we face, and the lessons learned along the way.
17.00-17.30
Choose ONE of four Breakout Sessions

E1. WannaCry? You Bet We Wanted to! Stories from the Front Line (an NHS Perspective)
Anne Gadsden, Information Governance Officer, North Cumberland University Hospitals NHS Trust

The WannaCry virus affected organisations across the globe. This is a behind the scenes look at the impact on one corner of the NHS; the reasons why it happened, the lessons learned, and the individual stories of staff and patients caught up in the chaos.

E2. Blockchain Panel
Chairied by Alison North, International Business Consultant and Disruptor, AN Information Ltd

E3. Intelligent Information Management & Content Services to the rescue?
Neale Stidolph, Business Development Director, The Sword Group

Enterprise Content Management, was it the answer and is it obsolete? Organising information is still hard, why? We want more value from information, to do things differently in our organisations. Find out more about the concept of Content Services and Intelligent Information Management and learn how to evolve, keeping the parts you value. We will explore how things work and the forces driving this change. Balancing this viewpoint is the increasing need to understand the human perspectives; careers, culture and behaviour. Stop struggling with technology change and adoption. We can achieve our goals and be happier in the process!

E4. Ontologies - A Game Changer for Recordkeeping Automation
Conni Christensen, Founder, The Synercon Group

Three years ago at this conference I bemoaned our lack of progress with recordkeeping automation, comparing automated business systems with our antiquated eCM systems. I concluded that we were let down by our instruments and system architecture.

Enter the ONTOLOGY. A tool for our times! Evolving from the semantic web, ontologies now underpin auto-classification technologies and offer records managers a genuine opportunity for automating recordkeeping processes.

I'll be sharing with you a recent case study demonstrating how ontologies can be used for automating metadata capture, appraisal, disposal and archiving, along with the tools and technology that support these processes.

17.30: End of Conference Day One

18.30-late
Gala Dinner

TUESDAY 22nd MAY

09.00-09.30
Welcome
09.30-10.00
Opening Keynote: Digital Disruption - 5 Key Success Factors for 2018
Atle Skjekkeland, Senior Vice President, AIIM

Companies are faced with 7 big disruptions impacting how they provide value to customers and manage corporate information. Old business models and legacy IT are slowing down the required change, and they need to free their company's future from the pull of the past. Companies need new IT platforms for a new age, but also use information as an asset to add value, reduce costs, manage risks, and create new business opportunities. AIIM's (Association for Intelligent Information Management) market research provides an unbiased perspective on business drivers, preferred approaches, opportunities and challenges of managing information and business processes across an enterprise. Attend this session to get 5 key success factors for 2018.

10.00-10.30 Information Market and Networking

10.30-11.00
Keynote: Keep up Your Standards - Using Standards for Effective Records Management
Rod Stone, Policy Manager, Royal Bank of Scotland (RBS)

The international records management standard - ISO15489 - is often seen as 'it' as regards standards for the management of records. People talk about 'complying' with 15489 or being 'aligned' to it - without perhaps being at all clear what that means, whether it meets their needs and what’s out there as regards records standards. After briefly covering what we mean by standards and who in an organisation might benefit from using them, the presentation will examine relevant international, national and industry records standards, how they can fit together to build a framework to support the effective management of an organisation's records, explore what gaps seem to exist and what might fill them.

11.00-11.30: Coffee & Networking

11.30-12.00
Choose ONE of five Breakout Sessions

F1. “Are we there Yet?”: The End of the GDPR Journey or Just the Beginning?
David Reeve, Head of Information Strategy, JISC

This session will assess the GDPR journey so far through the implementation of GDPR and E-privacy at Jisc, an organisation that processes large amounts of member personal data; and its support to the HE FE and Skills sector. It will look at processes that have been introduced to identify and mitigate risk and look at some of the challenges and ways that Jisc have tried to overcome them. The session will then explore what the 25 May 2018 actually means...not the day at last to stop and relax.... merely day one of the GDPR journey.

F2. Own your future: the insider’s guide to personal branding for career success (Part One)
Victoria Sculfor, Senior Consultant and Lee Seymour, Senior Consultant, TFPL & Sue Hill Recruitment

“Your future hasn’t been written yet. No one’s has. Your future is whatever you make it. So make it a good one.” Dr Emmett Brown
Led by Vicky Sculfor and Lee Seymour of TFPL and Sue Hill, this session will show you how to build and use your personal brand to make an impact with your colleagues and your wider industry network to achieve career success.

Packed full of practical tips and techniques on how to present yourself, we will give you the confidence to raise your own profile - and your team’s - within your workplace, for maximum impact.

F3. The Journey to Compliance - as simple as ABC
Michele Noad, Digital Transformation Specialist, Continuum Connected (Services Ltd) & IRMS SharePoint and O365 Group Chair and Joan Farley, Senior Records Manager, Armagh, Banbridge and Craigavon Borough Council

This session takes Records Management and Digital Transformation to a whole new level. A case study and demonstration of detailed practical processes in taking organisations on a journey to a new compliant information architecture...and beyond. It will also cover innovative work in Northern Ireland with PRONI.

Introducing an idea born in 2013 - has is now become a technical reality within SharePoint. It could not only revolutionise the way in which LA’s manage their information but also help them to ‘shift the information beast’ with ease.

Give someone the right way or the easy way - they will choose the easy way. ‘Armagh, Banbridge and Craigavon Borough Councill’s journey is the right way, making it compliance the easy way for all their employees.

F4. Keep up your Standards - a Q & A Session to Explore Further Standards for Effective Records Management
Rod Stone, Policy Manager, Royal Bank of Scotland (RBS)

An opportunity to explore in more detail the available international, national and other standards, how they can fit together to support effective records management, explore gaps and alternatives.

F5. Session hosted by Objective

12.00-12.15: Information Market & Networking

12.15-12.45
Keynote: Creating the Disruptive Digital Archive
John Sheridan, Digital Director, The National Archives

How do records managers and archivists respond in the face of rampant technological change? At The National Archives we believe that information professionals are best placed to curate and sustain digital archives, so long as we embrace disruption. The systems we make and use to manage records pose a significant threat to achieving our aims. Collections of digital records have to be able to survive successive generations of expendable systems that manage and preserve them. This keynote talk will survey the records management landscape and explore what it means to create the disruptive digital archive.

12.45-13.00: Information Market & Networking
13.00-13.30
Choose ONE of four Breakout Sessions

G1. Get Doing GDPR Right Now!
Leigh Hanton & Alex Church, Metataxis

A case study in implementing GDPR for a global services organisation. Knowing what GDPR is and how it effects your organisation are only the first steps to achieving compliance. Organisations must take concrete steps to operationalise the management of processes, stakeholders and information sources that relate to GDPR. Using a case study, Metataxis will describe an overall approach to achieving practical GDPR compliance. This approach not only delivers short term compliance, but sustained compliance over time, while delivering information management and governance benefits.

Victoria Sculfor, Senior Consultant and Lee Seymour, Senior Consultant, TFPL & Sue Hill Recruitment

“Your future hasn’t been written yet. No one’s has. Your future is whatever you make it. So make it a good one.” Dr Emmett Brown

Led by Vicky Sculfor and Lee Seymour of TFPL and Sue Hill, this session will show you how to build and use your personal brand to make an impact with your colleagues and your wider industry network to achieve career success.

Packed full of practical tips and techniques on how to present yourself, we will give you the confidence to raise your own profile - and your team’s - within your workplace, for maximum impact.

G3. Office 365: Challenging the Approach to Records Management in a UK ‘Challenger Bank’
Stephanie Laing, Manager - Data Privacy & Records Management, TSB

TSB, launched back onto UK high streets in 2013 as a ‘challenger bank’ is providing Office 365 to its employees to deliver an agile and collaborative digital workplace. In addition to well-established tools like email and SharePoint, staff will also have access to OneDrive, OneNote, Yammer, and Delve.

Introducing O365 brings the opportunity for TSB to re-evaluate its approach to electronic records management, adapting and developing this in ways which support both the platform’s collaborative intent and the Bank’s values. This presentation will provide an overview of what this entailed, the challenges encountered and explain how these were addressed.

G4. From e-mail to de-email? IM strategies for email
Vanessa Platt, Records and Information Officer, Financial Ombudsman Service

Email is a universally-used communication tool, producing millions of records, or potential records, for every organisation. Considering this, however, there is often limited professional dialogue around methods of managing this extremely challenging record type.

This talk draws on lessons learned from developing an RM retention and disposal policy for email in collaboration with IT and business stakeholders.

It is aimed at anyone interested in implementing an approach to the management of email and will explore simple and real-world approaches to email management on a limited budget - looking at ways of revising email deletion (de-mail!) policies to include RM considerations.
13.30-14.15: Lunch

14.15-14.45
Lunchtime Keynote: Record-keeping and Liquidation: The United Nations International Criminal Tribunal for the former Yugoslavia

Morag Fyfe, Archivist, United Nations Mechanism for International Criminal Tribunals in The Hague

Established in 1993, the United Nations International Criminal Tribunal for the former Yugoslavia (ICTY) closed at the end of 2017. Before it closed, it had to dispose of all its records, which meant destruction or “preparation and transfer” to its successor, the Mechanism for International Criminal Tribunals (MICT). Over more than two decades, the Tribunal generated huge quantities of physical records, so this was no small task.

This session will present the ICTY Physical Records Disposition Project as a case study: the scope and the approach taken; some issues and challenges; the deliverables and outcomes, and the lessons learned.

14.45-15.00: Information Market & Networking

15.00-15.30
Choose ONE of five Breakout Sessions

H1. The Danger of Time Travelling: Avoiding the Paradox of Retrospective Privacy by Design

Sunny Seregen, Information Officer and Sarah Exton, Information and Future Technologies Manager, St John’s Foundation

Getting your IT team on board is vital to successfully embedding privacy by design in your organisation’s culture. The Information Officer and IT Manager for St John’s Foundation share tips on collaborating and discuss overcoming the challenges privacy by design creates. Retrospectively applying data protection principles to a system is not compliant and not fun. This talk gives you some ideas to effectively communicate with your IT team and get privacy by design working for you the first-time round.

H2. Rules of Engagement: Creating a Positive, Relevant and Sustainable IG Culture

Heather Jack, Managing Director, HJBS Ltd.

Creating an information governance framework - strategy, policies, procedures, guidance - for your organisation is the easy bit. Getting initial buy-in at all levels of the organisation is no longer the challenge it was - our colleagues get the challenges of ROTting fileshares, GDPR, mobile & partner working.... BUT properly embedding it in the organisation and sustaining it in the long term is the real challenge.

In this session, Heather shares her practical, sustainable IG engagement toolkit, based on real life experience, that may just help you implement a successful IG culture preservation strategy in your organisation.

H3. Roads? Where we’re Going We Don’t Need Roads... (but we Might Need a Map): Navigating our Way Through the Ethics of the IoT (Internet of Things)

Virginia Power, Lecturer in Information Science & Management, University of the West of England (UWE)

From Fitbit to Facebook we interact with IOT on a daily personal basis; however, many organisations are also acquiring and implementing IOT devices to inform decision-making processes, support users, allocate resources and determine strategic operations.
As organisations move to an “always on” environment, stakeholders become an integral part of the information infrastructure through applications such as corporate email, thereby extending corporate policies onto personal devices.

In this highly interactive session Virginia will seek to address the following questions:
What are the ethical issues that we should be aware of?
Can we develop an ethical roadmap for this brave new world?

H4. Modern Technology and Old Laws
Joanna Moorshead, Standards and Assessment Manager, The National Archives, Kerstin Arnold, Digital Solutions Lead, The National Archives and Glyn Jones

Central government fails to effectively control and efficiently exploit the information it holds, leading to increased costs and risks e.g. in relation to litigation, undermining the civil service vision and risking depriving future generations of their right to the public record. The Better Information for Better Government programme aims at improving this by controlling the ‘digital heap’, gaining a government-wide perspective on ‘digital information risk’ and establishing a new ‘Information Management standard’. The talk will present the programme’s initial outcomes and further plans to embed this in civil service’s every day work and thereby drive the underpinning behavioural change.

H5. Session hosted by RecordPoint

15.30-15.45: Information Market & Networking

15.45-16.15
Choose ONE of four Breakout Sessions

I1. Back to the Future vs Groundhog Day: Lessons from the Infosec Industry on how not to Approach GDPR
Rowenna Fielding, Data Protection Lead, Protecture

Over the last 20 years, the information security industry has matured and learned some valuable lessons - what can the relatively newer practice of data protection/privacy learn from infosec's journey? Will we end up making the same mistakes all over again or can we change our future?

I2. Driving Business Change through the way we Work Programme
Jane Proffitt, Managing Director, Proffitt from Records Management
Jenny Obee, Head of IT & Information Management, London Borough of Barnet
Suzy Lorton, Records Manager, London Borough of Barnet

The London Borough of Barnet has commenced on a large change journey, introducing more flexible and modern ways of working as we consolidate offices within the borough. The council has a vision for service delivery where we are able to work more closely with our partners in the heart of our communities to serve our residents and support our Members and staff. To enable us to achieve this all staff will be equipped with the technical enablers they need to work in a more agile and flexible way through better use of technology, training and equipment.

I3. Machine Learning and Email: A Case Study
James Lappin, Loughborough University

This case study describes the experiences of a very brave organisation. They responded to an audit recommendation that they were capturing insufficient emails into their record system by setting out to see if
they could apply machine learning to the problem. The case study describes the internal debates that accompanied the decision, the design choices that they faced, the risks that they identified (and their solutions for mitigating them) and the approach that they finally took.

I4. Finding and Understanding the Hidden Secrets and Potentials of your Information
Kerstin Arnold, Digital Solutions Lead, The National Archives

We create information every day. We use it to communicate, to convince and to make decisions. But what happens when information is not used anymore? When the people who created such information are not at hand anymore to tell “the information’s story”? Not only to establish which information to keep for business purposes, but also to identify information of historic value, data analytics tools can support the human’s eyes and memory. The talk will provide an overview of current and possible future potentials of such tools and will evaluate the “how” of combining technology’s capabilities with human knowledge.

16.20-16.50
Closing Panel: Look to the Future: Where is Information Governance Heading

Now that GDPR is here, with Brexit and technology changes like Blockchain, where do we see information governance heading? What are the threats and opportunities coming down the line? What skills do information professionals need to be future-proof?

16.50-17.00
Conference Close by Chair, Drinks Reception & Raffle Draw