Preparing to Implement a Corporate EDRMS

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Preparing to Implement an EDRMS

- The way we handle information is **PERSONAL**
- An Corporate EDRMS introduces controls
  - Implication is that we are changing the way people work.
- An EDRMS project is largely a change management project
  - Technology provides the tools to support that change

Business Stream – Business Case

- Identify flow and use of information to support the business

  **Business Case**
  - Identify the benefits so that they can be measured
  - Otherwise - How do you know if you are successful?

Five streams of activity

- Before a corporate EDRMS can be successfully introduced, five streams of activity have to be considered
  1. Business Stream;
  2. Records Management Stream;
  3. User Stream;
  4. Technical Stream;
  5. Project Management Stream.

Business Stream – Information Audit

- **Information Audit**
  - Identify the information held by the organisation
  - Document
    - Ownership
    - Storage
    - Classification
    - Security
    - Access Control
    - Retention and Disposal
Business Stream – Business Process

- **Business Process Review**
  - How information is used
  - How it flows around the organisation

Example of Business Analysis

Key
- Automated
  - Work done, work awaiting action
  - Pending process automatically handled for due date
  - Letter generated

<table>
<thead>
<tr>
<th>Processes</th>
</tr>
</thead>
<tbody>
<tr>
<td>File plan in filing cabinet</td>
</tr>
<tr>
<td>Set up diary event, uploading manually</td>
</tr>
<tr>
<td>Key logging unlocked</td>
</tr>
<tr>
<td>Letter generated</td>
</tr>
</tbody>
</table>

Business Analysis 2

BP0 – Benefits Overview

- BP0 - Benefit Claim
- BP3 – Discretionary or Appeal - Current
- BP7 – Payment

Business Analysis 3

BP3 – Discretionary Payment Request or Appeal - Current

Records Management Stream – Fileplan

- **Classification Scheme & Fileplan**
  - Classification Scheme provides framework for corporate control
  - Fileplan adds folders to provide physical departmental implementation

Corporate Classification Scheme

- Five reasons to classify:
  1. Primary structure for storage (Fileplan)
  2. Put records into context
  3. To support browsing
  4. To implement retention policies
  5. To implement access control
### Classification Scheme

- **Purpose**
  - Function
    - Activity
    - Transaction
  - Function
    - Activity
  - Function
    - Activity

### Example

**HR file plan**

- Employment
- Pay and Benefits
- Discipline
- J Bloggs appeal
- No smoking policy review 2003

### Records Management Stream - Policies

- **Records Management Policy**
  - Roles and responsibilities
    - Records Managers
    - Information Champions
    - Users
    - IT Staff
  - Get responsibilities reflected in job descriptions and rewarded (including appraisal schemes)
  - Retention and Disposal Guidance
  - Access Control and Handling Guidance

### User Stream – Communications

- Preparing users for change
- **Communications Strategy**
  - Different messages to different groups
    - Director compared to administrative user
  - How messages will be communicated
  - Measuring success of communications

### User Stream - Training

- **Training Strategy**
  - As much Information Management training as training in an EDRMS
    - Treating information as a corporate asset
    - Good information management practices
    - Ensure IT staff understand these principles
  - Technical training
    - All groups including IT support staff

### Technical Stream - Architecture

- **Architecture Document**
  - How will the EDRMS fit within the existing IT infrastructure
    - Storage
    - Performance
    - Server capacity, network, caching, bottlenecks
    - Reliability
      - Avoiding single points of failure
      - Backup and Recovery
      - Business Continuity
Technical Stream – Design Document
- EDRMS is generalist software
- **Design Document** records how the EDRMS is configured to meet the needs of the organisation
  - Security levels and access control
  - User administration
  - Fileplan
  - Metadata
  - Record types
  - Retention and Disposal Schedules

Technical Stream - Testing
- **Test Strategy**
  - Identify issues before it impacts users
  - Migration
  - Functional
  - Performance
  - Recovery
- Develop into **Test Plans**

Technical Stream - Deployment
- **Deployment Strategy**
  - Indicate how system will be deployed
  - Client PCs as well as servers
  - How consistent is your desktop?

Project Management Stream - PID
- Products should be consistent with your project management method
  - **Project Initiation Document**
    - Project Organisation Structure
    - Project Roles and Responsibilities
    - Scope of the Project
    - Project Controls
    - Products

Project Management Stream - Quality
- **Project Quality Products**
  - Project Plan
  - Product Breakdown
  - Project Board and Team Meeting Minutes
  - Risk Register
  - Change Control Logs
  - Configuration Management

Conclusions
- Sad fact is most EDRMS projects will fail in the sense they won’t
  - Be delivered on time, to budget or meet business requirements
- This will be for the same reasons many IT projects fail
  - Unrealistic objectives/limited resources
  - No involvement of users
  - Inadequate project management
- Most projects start to fail within the first 6 weeks
- In most cases, the technology/supplier takes the blame!
Final thought

- For an industry that calls itself "Information Technology"

90% Technology
10% Information

Any Questions?

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