

Annual Report & Accounts 2011/12



**information
and records
management
society**

Annual Report & Accounts 2011/12

Contents

Executive Committee

- 1** Chair's Report
- 3** Vice Chair's Report
- 3** Treasurer's Report
- 5** Secretary's Report
- 6** Training and Development Director's Report
- 7** Conference Director
- 8** Editorial Director's Report
- 8** Marketing Director's Report
- 9** Groups Director
- 10** Membership Development Report

Officers

- 11** Groups Officer Report
- 11** Conference Marketing Officer Report

Groups

- 10** Financial Services Records Management Forum
- 12** Public Sector Group
- 12** Midlands
- 13** Scotland
- 13** London
- 14** Ireland
- 15** South West England
- 15** Wales
- 16** Czech Republic
- 17** Isle of Man
- 18** Ghana

Accounts

- 19** Accounts Year End 31 December 2011

From the chair

Matthew Stephenson · IRMS Chair · chair@irms.org.uk

I am proud to present to our membership this Annual Report which includes the activities of the Information and Records Management Society over the period 2011/2012.

I am pleased to report that whilst we continue to live in difficult financial times, the Society has both strengthened its financial position and broadened its range of activity over the past year. In particular, I am proud of the efforts of the Executive Committee and Groups to achieve meaningful things whilst at the same time providing value for money.

In this Report, we see how people from the UK and across the globe are working, often behind the scenes and usually unrecognised and unrewarded to maintain, promote and manage the IRMS: organising events and meetings; delivering conferences; training sessions; organising tours; writing articles for the Bulletin; giving talks and presentations as well as a great deal more.

This Annual Report is made up of submissions from the members of the Executive Committee who have provided statements on their areas of responsibility and activity and from the Society's Groups.

The Executive Committee is currently made up of the Chair, Vice Chair, Secretary and Treasurer as well as six Directors, four of whom hold elected positions and two co-opted positions. We are also supported by two Officers.

Our Groups truly span the world. Our Groups cover both geographical areas: English Regions; the Nations; the Isle of Man; Ireland and further afield we have groups in Africa and in Europe as well as special interests and we have Groups covering both the public and private sectors.

This year, one of our most important projects was that of constitutional change. Recent changes to the Constitution, while worthwhile have led to a situation which, rather than assisting the Executive

Committee in managing the affairs of the Society, actually hampers it. After informal consultation with members, we redrafted the Constitution, maintaining the key principles the Society holds dear but providing greater flexibility, augmenting the management structure of the Society and ensuring that the membership, through the Annual General Meeting approves key changes to the Society's operations. The result of the ballot on the Constitution was overwhelmingly in favour and I am grateful to all those who took time to vote.

While this Report covers a wealth of activity, there are a number of key areas of development that I would like to comment on. The first of these is in Shona's area, Editorial. We have expanded the number of pages for the Bulletin and I hope that members and other professionals will make the most of this expansion and submit articles, comment and ideas for publication. This

work that they took this challenge so seriously and have delivered a robust and thorough process to the Executive Committee. An Accreditation Panel has been convened and we are pleased that we will be able to announce our first accredited members at the Conference in Brighton.

And that brings me onto the Conference. Rob, our Conference Director manages the Conference Project very capably but there is also a team of people behind the scenes working tirelessly to ensure that we are able to build on previous successes to deliver a fantastic event which is enjoyed and valued by delegates, exhibitors and sponsors alike. Last year's conference, the first in our new joint venture arrangements with Benchmark Communications was praised by all who attended and for this year we have developed a new project management approach to ensure that each aspect, be

I am pleased to report that whilst we continue to live in difficult financial times, the Society has both strengthened its financial position and broadened its range of activity over the past year.

expansion has also allowed us to include a new section on IRMS news and we will use this to keep you abreast of Society developments. We also have been working hard on the website and over the past year have been working to provide you with a better, more content rich, easier to run site. This will be launched at the time of the conference so take a peek at www.irms.org.uk!

Accreditation is another major area of work. Over a number of years, our Accreditation Subcommittee have been working hard to deliver a difficult project – to bring on-stream a process to assess professionals who have a level of experience worthy of being accredited by the Society. It is a tribute to their hard

it speakers, delegate experience, the social side of conference, marketing etc. is managed thoroughly by a dedicated lead. This has worked well but of course the proof of the pudding is in the eating so let us know what you think when you see us in Brighton!

Over in the IRMS treasury, Meic has been peering into the coffers and working hard to introduce new transparent accounting mechanisms to our administration. This has identified some niggles with how things have worked in the past and I am grateful to him for his persistent hard work in getting to the bottom of a very complex issue and putting us on a stronger and clearer financial footing. >>>>

>>>> In terms of reporting of my own activities, I do have some specific responsibilities such as chairing meetings: we have quarterly face to face meetings and monthly conference calls as well as Conference meetings, review meetings with suppliers and other ad hoc meetings. I write a two monthly From the Chair piece for the Bulletin however these are actually small fry compared to the other work I do.

I think I can say with some certainty that there is not a day goes by when I do not spend some time on IRMS work. One of the pleasures and pains of being Chair is that you are responsible for everything and for nothing. With such an able team in the Exec, there's very little that I am solely responsible for but I am able to stick my finger in lots of pies. This year I have worked closely with Nick, the Secretary, on the new Constitution, with Paul, Training and Development Director in the transition of Accreditation from development to delivery, with Rob, where I took the lead on the Conference programme and with others on countless other areas of work, some involving significant input from me, others less so.

I am also, as Chair, the figurehead of the Society and as such I represent the Society at events including for example: a recent high profile conference in Madrid and the launch of a new records management group in the UK in January. I also liaise with potential sponsors, write pieces for all sorts of different publications and events and speak at the odd conference and training event.

Such activity keeps me busy! Between the AGM in 2011 and the one in 2012 I will have spent 23 working days on IRMS duties, a combination of my own time, annual leave and works time that my employer, the University of Salford, has allowed me to use for IRMS work. This is on top of the time spent every day on the phone, writing emails etc which is too extensive to document.

I have always been absolutely clear that no member of IRMS should put the work

of the society before their personal, home life or their professional, work life. These must come first and so as a result there are times when key personnel are unable to contribute as they would like. In these instances, it is the role of the Chair, firstly to ensure that the individual involved is not made to feel guilty that they need to step back, to ensure that their work is covered and where necessary to roll up his sleeves and get stuck in. Our expansion of the Exec and inclusion of a new position of Officers will hopefully assist in the sharing of work but there will always be a need to step into the breach and help out.

I am ably assisted by a plethora of individuals both Exec members and others but I would like to specifically like to thank Dave, Nick and Meic, our Vice Chair, Secretary and Treasurer who work around the clock, day in day out, beyond the call of duty working like Trojans to ensure that the work of IRMS keeps

I think I can say with some certainty that there is not a day goes by when I do not spend some time on IRMS work.

rolling on, whatever the weather. Their encouragement and counsel is much valued.

Others I need to thank are Rob, Shona, Phil, Paul, Karen and Tom, the other members of the Executive Committee, James and Emily our current Officers and to Alison and Diana, Officers stepping down and to our Accreditation Subcommittee. To our Group Chairs and Group Officers who do so much to deliver IRMS events across the UK, these British Isles and indeed the World. To Jamie our Bulletin Editor, Gary and Emily our outgoing and incoming web administrators, Roy at Hargrave Design and of course to Carol, Joanne, Jen,

Executive Committee

David Bridge, Vice Chair was unable to provide a report at the time of going to press consequently this brief report has been written by Matthew Stephenson

The Vice Chair has had an interesting year, at our Strategy Meeting in Birmingham in June, we agreed that we needed to augment the professional development and advocacy role of the Society with the Chair and Vice Chair taking the lead. The Vice Chair has the lead on developing our membership products and professional development activities and is heading a project on this working with others such as the Marketing Director, Training and Development Director, Groups Director and Membership

Ashley and the rest of the team at Benchmark who do so much to keep the wheels turning.

Every year I realise that there are so many others who I always forget to include in my thanks so apologies if you are one of those people reading this.

Finally from me, an appeal – we are always looking for new blood. While we do have a small number of professional staff undertaking specific work such as editing the Bulletin and administering membership, the majority of IRMS work is done voluntarily by our members. The IRMS can only continue with your support and involvement, be that helping out at a group event (or offering to set up your own special interest or geographical group), offering to speak at the conference or standing for an executive position. The IRMS is a great organisation, its members are a wonderful friendly, professional bunch so please do consider what you can do to assist our Society.

Matthew

Vice Chair's report

David Bridge · IRMS Vice Chair · vicechair@irms.org.uk

Development Director. Furthermore in this capacity Dave is responsible for a large number of responses to

We agreed that we needed to augment the professional development and advocacy role of the Society with the Chair and Vice Chair taking the lead.

consultations and has recently completed the IRMS response to the Ministry of Justice with regard to the draft EU regulation and directive and has asked that we pass on his thanks

to all those members who participated and provided their comments which were used as the basis for a response from the Society.

The Vice Chair is also the first point of contact for queries and enquiries coming in from members and non-members alike and Dave has been dealing with a plethora of questions coming in, mainly via the website, on a range of topics, not all of them relating to information and records management! Dave has pledged to develop a knowledge database based on the queries he receives and the advice he provides which will be used as a list of FAQs on our new website which is to be launched in the Summer.

The Vice Chair is also responsible for supporting the Society's Groups and

has this year attended a meeting representing the IRMS Executive Committee at the recent IRMS Scotland Annual General Meeting.

The Vice Chair is of course the deputy to the Chair and a senior member of the Executive Committee and in that capacity has attended meetings including Executive Committee meetings themselves, monthly conference calls, meetings with myself and other members of the Committee on an ad hoc basis, potential suppliers and advertisers as well as meetings with our suppliers of administrative and membership services and Conference partners.

Executive Committee

Meic Pierce Owen · IRMS · treasurer@irms.org.uk

This is my second annual report as Treasurer of the Society. In my report for 2010, I expressed my belief that, the Society would, unforeseen circumstances aside, be in a significantly stronger position by the end of 2011 than it had been a year previously. Whilst the bottom line figures in the Annual Accounts may not, at first glance, appear to support this assertion, I shall endeavour in this Report to explain why I believe this to be true and why I feel cautiously confident in predicting further growth over the course 2012.

I shall do this under the headings of:
• Review and consolidation of book assets

- Realisation of Income
- Control of costs
- Closing remarks

1. Review and consolidation of book assets

The Society's accounts include in the assets all and any monies that are recorded as being owed to the Society. In 2010 we initiated a review to map and assess these book assets.

This review has led to both the realisation of significant monies and also to the adjustment of our assets through both the removal of assets that were in fact 'book assets' rather than 'real monies' owed to us and also a

steady writing off of those monies owed to us that have become beyond our reach.

It is in this context that the culling of 'ghost members' from the books should be seen. Begun in 2010 and largely completed in 2011, this body of non-members grew through the practice of issuing annual renewal invoices to all members. Simply put, once a renewal invoice was issued, that membership fee owed became part of our book assets. With no compulsion on the part of members to renew, this practice saw the build-up over time of both a 'ghost membership' and a purely book asset over time. >>>>



Treasurer's report



>>>> With the process of clearing these ghosts underway, in 2011 we moved on to look at the rest of the unrealised book assets. On examination, these proved to be largely un-collected monies relating to Conference as well as a small amount of uncollected advertising revenue. Upon closer assessment, these monies were found to be genuinely outstanding, already paid but not logged as such, or paid but held within a holding account awaiting transfer.

A consequence of this review has been to see the realisation of significant cash

Controlling costs and achieving best value for money is something I take very seriously.

for the Society. It has also however, lead to a significant adjustment in our book asset figure. It is this adjustment that has caused us to show an apparent loss in 2011.

The reasons for the build-up of these unrealised book assets are, I believe, 2 fold. Firstly, they have highlighted some disconnects in our financial processes. These have been accepted by our Secretariat services provider and are now been addressed through the recruitment of additional staffing in this area and development and introduction of written procedures that will allow 'service level agreement' working in the future. This should prevent the re-occurrence of these problems in the future.

Secondly, we are now in a fallow economic period. These book assets were built up during a period of phenomenal expansion in both the scale of operation of the Society and a related unprecedented growth in our cash balances. In retrospect, I believe the scale of operations and income grew beyond the capability of the management and admin model. It was only when this period came to an end and we had the

opportunity to catch our breath that the issues that lead to the build-up became visible. Whilst this was not, to my mind, inevitable, it was perhaps, under the circumstances, understandable.

The on-going process of review and consolidation should be complete by the end of 2012.

2. Realisation of Income

Our income is currently derived from 3 main areas

- Membership fees
- Advertising Income; and
- Annual Conference

Looking at each in turn, membership fees represent our core income. It is however, something of a balancing act to encourage payment without discouraging renewal. I am pleased to report progress in this area in 2011 and hope to introduce further positive changes in 2012.

Looking at advertising income, this stood up well in 2011, though actual revenue was down a little on 2010.

Annual Conference is included here as, whilst it is a potential cost, the introduction of a shared venture partnership with Benchmark Communications both lessens this potential and, in 2011, led to a healthy surplus in difficult times.

3. Control of costs

Controlling costs and achieving best value for money is something I take very seriously. Over 2011, we continued to control that which we spent on both secretariat services and review that which we spent on our own activity. The expansion in monies spent on both officer expenses and group activities in 2011 is significant. However, what this reflects is not an increase in spending on what we do but rather an increase in what we do based on our ability to afford this.

Looking at Officer expenses in particular, the increase in expenditure in 2011 was the consequence a series of conscious individual spending decisions based on

knowledge of our cash flow and the steady increase in our actual cash balances. From this overview, we were able to fund business-driven expansion in both the size of the Executive Committee (through the addition of officers) and the work of the Executive Committee (in terms of expanded advocacy and profile work on behalf of the Society and Profession).

Finally in terms of reviewing costs and attaining value for money, I am particularly pleased with our new website (the detail of which is covered in the Report of the Secretary).

4. Closing remarks

I manage the Society's finances through an overview of a cash flow. This allows us to have a good grasp of where we actually are financially and cut our cloth accordingly. Over the course of 2011 (and continuing into 2012), changes in the management of both our income and costs have allowed us to both start to set aside small financial reserves and also to steadily expand our operations in line with Executive policy.

Looking at our book assets, my interest has been, and continues to be, an approach of identifying which unrealised monies are genuine and realising these whilst dispensing with those that prove either not to be 'real' or beyond reach as well as amending procedures to ensure that problems do not re-occur. This process has proven both long and complex but is now, I believe, drawing to a close.

To close, I believe I have shown that 2011 was a good year financially for the Society. In spite of difficult financial conditions, our income healthily exceeded our expenditure. Whilst that was due in part to a one off 'windfall' as a result of the unrealised book assets review, I am confident that we now have a business model that suits the times in which we live and which ensures that we continue to both live within our means and are able to responsibly grow our operations as we are able.

Secretary's report

Nicholas Cooper · IRMS Secretary · secretary@irms.org.uk



This has been a very busy year as the Executive has focused on additional services to add value to the members and encourage growth during a difficult economic and business climate.

Membership

The work started last year by Meic as Treasurer to weed out a number of 'ghost members' (e.g. members who have not renewed in past year or two but remained on our books) has continued, as has the focus on suspending members who fail to pay their renewals. As last year this has had an effect upon membership numbers and this year's financial performance and accounts (see report from Treasurer).

In review of the current membership figures shows that the trend has broadly followed that of the previous year where

we have continued to gain new members yet these have been offset by members retiring, being unable to get their organisations to sponsor their membership, and change of circumstances due to the effects of the government spending cuts taking their toll, organisational rationalisation, downsizing, relocation and cost-cutting. The process of removing 'ghost members' also contributed to membership attrition.

The acquisition of new members is encouraging but gives no room for complacency. Aware of these trends in relation to the employment and business climate the Executive are developing plans to increase membership through focused campaigns and increasing member value.

I cannot end this section of my report without mentioning the back office work that is undertaken by the Secretariat at Benchmark Communications as they

against a set of Service Level Agreements laid out by the Executive.

Communications

In the autumn I organised for all consultants and vendors on the membership and contact database to be invited to amend their details and supplier classification code in order to reflect changes in activities and services. This was to have the Supplier Database ready as a precursor to a website refresh.

In a review of the communications channels available to the Society it was agreed that the present website was expensive to run and maintain. I have led the website refresh project as part of a process to streamline our activities across the website, IRMSpace, social media, and emails. Following a competitive tender exercise Webfooted Designs was selected. The new site will have a contemporary feel, be easier for the members of the

Table 1: IRMS Membership Variations
(January-December 2011)

	Jan-11	Dec-11	+/-
Individual	694	718	117/93
Corporate	368	366	29/31
Bulletin	26	26	26
Honorary	18	18	18
Retired	7	7	8
Student	23	25	8/6
Subscription	13	13	13
Total	1149	1172	23

Table 2: Breakdown of Members by Country (current)

Country/Region	No.
UK	1013
Ireland	34
Northern Ireland	28
Europe ¹	40
Rest of World ²	57
Total	1172

¹) European Members Switzerland, Netherlands, France, Iceland, Germany, Estonia, Malta, Italy, Portugal. ²) Rest of World covers members Australia, Botswana, Barbados, British Virgin Islands, Canada, China, Ghana, Iceland, Israel, Jamaica, Malta, New Zealand, Nigeria, South Africa, Sri Lanka, St Lucia, Switzerland, Trinidad & Tobago; United Arab Emirates and the USA.

I have led the website refresh project as part of a process to streamline our activities across the website, IRMSpace, social media, and emails.

provide first line support for all telephone calls, enquiries, LGCRS access requests, mailshots, adverts and Web site advertising. Second line support is provided by myself and other members of the Executive. I would like to thank all of the Secretariat staff for all their efforts and in particular Joanne Leonard and Carol Selby.

Administration

I have reviewed the process of ensuring that the Executive are able to effectively store, identify, and locate IRMS documents, contracts and agreements that need to be retained.

Together with the Treasurer I have commenced a process to retender for the Secretariat services. This process will give those organisations invited to tender with an opportunity to offer their services

Executive and Secretariat to update, have fully functioning email with IRMS addresses, and have much lower maintenance costs. All being well the new site will be launched in time for conference at the end of May, and we will recoup the cost of this activity within 4 months of operation. I would hope members would agree that this was a reasonable return on investment.

The Membership and Contact Database is being migrated to a modern Contact Relationship Management system. An analysis for the clean-up of the data has commenced so the content can be used more effectively as at present there are inconsistencies. A part of the process will be a revision of Member Classification, a process that will be supported by a new Application Form so that no member will be allowed to have more than >>>>>

>>>> one industry/occupation type. Within this there is the opportunity for suppliers to sub-categorise themselves according to the service or product they

Not a quiet year, but certainly one that has laid foundations for growing the Society in both numbers and stature.

provide. In due course a change of details form will be issued with membership renewals to ensure details are correct.

Representation

I have established a dialogue with the Ministry of Justice to ensure the Society is a part of the review process which the Ministry undertakes with new and proposes changes to legislation pertinent to the profession.

On behalf of the Society I attended meetings of the 'Defragmentation of the Profession' looking at either a unification of the profession for a bigger voice, or to get the individual groups to have a closer dialogue to lobby for an undervalued profession from a stronger position

In June I represented the Society at the AIIM conference, and in July at the

Cimtech Conference. Together with Alison North and Paul Duller I gave a presentation on the IRMS for a delegation from the Chinese archives community during September. During October I chaired UNICOM IRM Seminar. I have also attended meetings held by the London & Public Sector Groups.

As part of the Executives 'Voice of the Profession' initiative I have explored establishing effective dialogues with representatives in Financial Services & Legal industry.

Conclusion

Not a quiet year, but certainly one that has laid foundations for growing the Society in both numbers and stature.

Executive Committee

Training and Development

Paul Duller · Training and Development Director · training@irms.org.uk

Training

As records management as a profession changes to address a wave of technology changes, such as mobile apps and cloud technology, new uses, new users and new training needs emerge. The IRMS has been keen to maintain its competitive edge in the training and development arena. As such, during 2011-12 the IRMS have established two new training support partnerships with both the Tribal Group plc and Strategy Partners. The first series of training courses resulting from this partnership was an extremely successful series of Capital training days on "Information Governance Assurance & Data Protection Risk" provided by Tribal on behalf of the IRMS in Edinburgh, London, Cardiff, Leeds and Belfast.

Workshops with Strategy Partners are planned during 2012/2013 ranging from an "Introduction to Records Management"

through to a range of "Next Generation Records Management and MoReq2010"; and "Information Governance for

The IRMS has been keen to maintain its competitive edge in the training and development arena.

Archiving and Records Managers". Further details of these courses and our 2012/13 programme will be announced at conference.

Site Visits

During 2011/12 the IRMS have organised a series of "free to attend" site visits to member organisations such as Dyson, Network Rail, Recall, Box-IT and the National Archive. The visits were designed to allow our members to benefit from

viewing real-life examples of records management excellence in practice. Unfortunately, despite the excellent tours provided by our hosts, attendance numbers have been poor, and plagued by a rash of last minute cancellations by IRMS attendees. Our next site visit is to the National Archive on the 18th July 2012. At this time the future of further IRMS site visits is under question and a decision will be made on their future direction in August 2012.

Accreditation

The IRMS Accreditation Sub-Committee has now completed its work in developing and piloting the IRMS Accreditation Scheme (full details are available on the IRMS Website). In order to move the process from a "development" to a "production" environment, the IRMS Executive Committee has established the Accreditation Panel to now oversee the accreditation process and applications.



Conference

Rob Hutton · Conference Director · conference@irms.org.uk

The role of Conference Director is mainly centred on issues relating to Conference, which is the major event the Society holds each year. This report will thus focus on the activities concerning conference. However, I can confirm that I have also been active on IRMS business in two other respects. Firstly, attending and contributing to the meetings of the Executive Committee, of which I have attended all the face to face meetings and been in attendance at all but one of the monthly executive conference call held over the past 12 months. In addition, I also have attended the meetings of the Public Sector Group,



This panel will initially be composed of both the IRMS Chair and Previous Past Chair and our first accredited member, Rachael Maguire.

The IRMS Executive would like to thank both current and past members of Accreditation Sub-Committee **Rod Bowie, Lucy Burrow, Nicola Franklin, Gary Johnston, Rachael Maguire, Geraldine Sharman, Diana Windsor Brown** and our Independent Verifiers **Julie McLeod, Stuart Orr, Zoe Smyth** for the excellent work that they have done to develop the Accreditation process to this point.

In order to ensure that the accreditation process is a success and is taken up across the industry, we need our members to embrace this scheme, so brush up your CV's and submit your application forms as soon as possible.

held in London at which I have provided an update from the Executive to the group and acted as a conduit between the Group to the IRMS Executive Committee.

Conference 2011

This event saw the return to Brighton, a popular venue for delegates, sponsors and vendors alike. This conference was the first of the three agreed in a deal with the Hilton Metropole, to ensure that in this time of economic constraints we are able to maintain fees for the event at affordable rates. The event was also the first conducted as part of a joint venture signed with Benchmark Communications. The event had the following aims:

1. To provide a conference that would at least break-even and not be a drain on the wider society resources.
2. To get a more even balance between public and private sector delegates.
3. To look at gaining delegates from previously untapped parallel professions

I am pleased to report that the Conference achieved on all three of these aims. It not only produced a small surplus, it managed to get the balance between public and private sector delegates back to almost 50/50 and we also saw professionals from both the Legal and IT sectors attending. The feedback from the event was overwhelmingly positive.

The 2011 also saw a change in the way in which the Executive had previously been involved with the conference, with a lot more involvement of the Executive members in the planning stage. This enabled me, as Conference Director, to focus on getting things done, it also gave the members of the Executive a greater opportunity to contribute and provide their thoughts and ideas.

As with any large scale event it was not 100% perfect. I think that the biggest learning outcome was getting the balance right between the professional and social side of the conference. The focus for 2011 was definitely getting a strong line-up of speakers, which resulted in the social side becoming somewhat rushed.

The experience has however, enabled me to understand things that do and do not work and has stood me in great stead for the planning conference 2012.

Conference 2012

As I am writing this report we are approximately 6 weeks away from the 2012 Conference, the second of three to be held in Brighton. The key aim for 2012 is to build on the good points of the 2011 event and deal with the issues raised, provide a programme that is attractive to private and public sector delegates, and deliver a conference that is modern and up-to-date and relevant to the ever-changing profession.

The planning began shortly after the conclusion of the 2011 event; this was to enable us to get the key sponsors involved as soon as possible. However the planning really did not get going until a meeting of the IRMS conference planning group and Benchmark in Newcastle in August. From there it has been following the plan drawn up. The key changes this time around are that I have taken on a more of project manager role with the other members of the Executive taking the lead on various key areas of the event. So far this has worked extremely effectively, and is a model that is certain to be developed for the planning of future events. The other key changes have been the addition of a super early bird rate that was launched in September, which was primarily aimed at those potential delegates that attend on a regular basis. The other aspect is building on the marketing success of 2011 and have brought in a dedicated Conference Marketing Officer who has been able to focus on all the main marketing channels which has seen a far more developed use of Social Media than in the past.

I believe that this year's event is set to be even better than 2011 and I am very much looking forward to it. Finally I just want to say that if you want to see anything at future conferences then please do contact the Executive, or even better get involved. After it is your Society, and your conference.



Editorial

Executive Committee

Shona Dunning · Editorial Director · editorial@irms.org.uk

This year has seen the beginning of a major redevelopment of the IRMS website and online offer. Together with Meic and Nick we have worked through a specification document and tender process and are now in full developmental swing with Emily at Webfooted Designs Ltd. The website redesign project covers the main IRMS website look and functionality, email provision, and electronic version of Bulletin and a whole host of other things too.

Last year we launched IRMSpace and now have around 450 members from around the world talking together. As part of the website redevelopment project, IRMSpace will be interlinked with the new website so that they flow together and provide an easier to use and more fluid

channel for members to communicate and collaborate.

The IRMS also have a very active LinkedIn presence and various Twitter channels; @IRMSociety, @IRMSBulletin & @IRMSConference.

Last year we launched IRMSpace and now have around 450 members from around the world talking together.

Even though we have been paying a lot of attention to our online offer we have not forgotten about our beloved hard copy Bulletin. This year the Bulletin has

grown quite literally with the addition of 4 extra pages. As mentioned above an electronic version of the Bulletin is being developed and will be launched on the new website.

This past year as Editorial Director has been enjoyable, but also challenging and engaging. In addition to the Executive team, I have had the honour of working with some fantastic people: Bulletin Editor and @IRMSBulletin tweeter Jamie Burton of Tribal, Production Editors Paul Duller of Tribal and Roy Webb of Hargrave Design, the team at Benchmark, Gary Straughan of BrainBox and Emily at Webfooted Design. I wish to pass on my gratitude to all of them for all their help over the past year. Without their help and hard work the website, online offer and Bulletin wouldn't be worth mentioning.

Executive Committee

Marketing Director's report

Phil Greenwood · Marketing Director · marketing@irms.org.uk

Since commencing my work with the IRMS I have been getting used to committee life and have been concentrating my time on supporting and growing commercial potential and revenue streams. I am working towards generating increased amounts of revenue for the Society through memberships and also through advertising space through the website and the Bulletin, the latter of which has scope to be much better represented from industry organisations advertising to our members and showcasing their services. There is good potential to increase the way in which revenues are generated on a sustainable basis through the engagement of third party organisations, however finding a

cost model to fund this for the Society whilst delivering a return for organisations that have been engaged is not yet

I have also been working on the possibility of a quarter four supplier sponsored awards evening that is aimed

There is good potential to increase the way in which revenues are generated on a sustainable basis through the engagement of third party organisations.

complete, and represents a challenge. My preferred model is one that costs the Society nothing but gives away a larger share of generated income rather than paying an on-going amount of money with no guarantee of a return. This is still work in progress.

at attracting supplier organisations as well as members to generate revenues and also to promote the image of the industry with some of the showcase contracts that are being run in information and records management.

Groups Director

Karen Bullen · Groups Director · groups@irms.org.uk

The role of Groups Director was created following the AGM in 2011. The remit being to understand the needs of the different types of Groups affiliated to the Society and to look to find ways to support them better.

In this first year a number of regional groups meetings have been attended and dialogue taken place to understand:

- the attendance levels, at Groups – with particular view to the impact that the changes in economic climate have had on people/members opportunity to travel and attend group meetings
- how and if groups are able to access

sponsorship in form of speakers; venues; refreshments etc

From this and other conversations and drivers within the executive committee is a plan for the coming year to encourage joint group meetings in order to capitalise on speakers/venue sponsorship. Predominantly there are plans to set up 'Capital' days which, as name suggests would take place in the Capital cities within the UK.

Another activity which has started this year is the implementation of conference calls for Group Chairs. This is a facility which the executive committee use to good advantage and it was thought that Group Chairs may appreciate the opportunity for this type of communication. So far two

conference calls have taken place and have been well supported and appreciated by the Group Chairs.

These activities will be built upon and developed over the next year.

In October of 2011 a Groups Officer was appointed (Emily Overton) who

From this and other conversations and drivers within the executive committee is a plan for the coming year to encourage joint group meetings.

was then given the remit to look at how the Executive Committee can support students and new professionals. In the short time since this appointment a lot of information has been collected and ideas are in their infancy to develop this area of work over the coming year along the following lines:

- build upon the annual talk at University College London which received excellent feedback and hope to take this wider – plans are already in place to attend freshers week in Northumbria
- looking to create a student edition of the Bulletin magazine
- plans to extend memberships packages for student members

It has been an interesting year and it is hoped this will accelerate throughout the forthcoming twelve months.

For the IRMS conference itself, I was responsible for finding an inspirational evening event to deliver something special back to our membership that would leave a lasting impression of the 2012 conference. After considering a number of options with the committee, I was delighted to be able to secure the guest speaker Sally Gunnell. I hope that Sally will act as a real source of inspiration to all of us through her story of triumph over adversity, whilst being in keeping with the wider sporting theme of 2012.

I have also worked with Elizabeth Barber to assist her with the designing and publishing of the IRMS Toolkit for

Schools. This project has been supported tirelessly by Elizabeth herself together with a number of contributors and will be live on the IRMS website for members to download as a PDF document. I am also pleased to announce that this has kindly been sponsored by Tribal. This not only reinforces the additional benefits of membership of the IRMS, but also showcases the skills and knowledge of our members who are able to produce this detailed work.

I would like to thank the membership and committee for their support to date and look forward to 2012 and beyond.

Executive Committee

Membership Development

Tom Devenish · Membership Development Director · membershipdevelopment@irms.org.uk

Last year my report focused on this new role in developing the society's membership to reflect the changing landscape of information and records management. Over the past year I have been listening to members and colleagues in the profession.

The common denominator in this research has been the impact of the recession. Regardless of industry sector, we are all finding ourselves "doing more with less" and with more demands on our time. This is equally true for members of the Executive Committee so with this in mind I have been considering smarter ways of working with our groups and members, which includes the use of video conferencing, online collaborative working areas and greater web services through the new website and IRMspace.

Earlier this year I had the privilege of representing the Executive at the joint PRONI and IRMS Ireland annual conference in Belfast where I had the opportunity to meet acquaintances new and old – but was overall reminded of the importance of

Over the past year I have been listening to members and colleagues in the profession.

socialising within our own profession, the ability to ask others those questions you were too afraid to post on the internet, or maybe just catch up with those whom you lost touch. This underlines work with the Executive on identifying opportunities to deliver special interest day events. More on these as they become finalised.

This year I have also been working to join up Information and Records Management groups within South Africa, and in the process of developing an IRMS South Africa group, to join our global family, strengthening and broadening the important existing ties with Africa.

A particular priority has been to develop new membership benefits. It is my hope that this will offer savings and member benefits across a range of areas. If you have any comments or ideas on this, or if there is anything you would like to see on the membership benefits scheme, please let me know.

I would like to take this opportunity to thank you all for your honest feedback, and will be implementing these initiatives in the coming months. Meanwhile, if you have any ideas, either catch me at conference, or e-mail me at membership@irms.org.uk

Financial Services Records Management Forum

Roger Poole · Financial Services Records Management Forum · financial@irms.org.uk

During the last year we have convened four general meetings and one supplemental meeting. We ensure we have one general meeting each quarter. Our meetings have been held at the offices of HSBC (Corporate Archives Office) Canning Town, Morgan Stanley @ Canary Wharf, Macquarie Bank in the City of London and Barclays Capital – Canary Wharf. Our meetings have included many, topical, subjects such as new regulation (of which there has been much!).

Special Meeting – We met with Iron Mountain Senior Management @ CitiGroup, Canary Wharf during their trip to the UK. This was a very positive meeting with some candid and interesting feedback from some inspiring people:-

- Richard Reese (CEO)
- Patrick Keddy (SVP Western Europe)

Richard and Patrick talked about the history and future direction of the company. They also provided some more insight to their rationale for disposing of Iron Mountain Digital to Autonomy. They also provided some insight to the RM storage business across the world.

Presentations – The FSRMF hosted a number of presentations during the year. These covered a wide range of subjects and included guest appearances by some, selected vendors.

These presentations included:-

- Presentation by BEP Systems covering: Information Governance Products Retention Schedules
- Presentation by Judith Ellis - Enterprise Knowledge Pty Ltd New Management Systems for Records

Standards coming out of the ISO

- Presentation by Paul Duller in respect of the IRMS accreditation process
- Presentation by Iron Mountain regarding their Accutrac RM system

Discussion Topics – One of the key aims of the FSRMF is to provide a forum for members to discuss key topics and help to understand what are "de facto" industry standards and common practices.

Discussion Topics this year have included:-

- Formulation, Management and review of Retention Schedules - what products people are using to review and/or determine retention periods and categories.
- A review of the IRMS Conference
- Definition of Structured and Unstructured data
- RM user training
- Data Rooms

Groups Officer

Emily Overton · Groups Officer

In the six months since I joined the Executive, I have been focussing on developing membership through engagement with Students, New Professionals and the Groups.

These activities included a visit to UCL where I gave a talk on the IRMS and its relevance to them as new professionals which received tremendous feedback.

I've also been responsible for the New Professionals Award which is to be presented at conference which was an interesting experience in developing the marketing effort in an attempt maximise the number of applications.

I have been brainstorming ideas for the students' event in Northumbria and worked closely with the Groups Director.

Groups

- US Dodd Frank Act. (Banking and Financial Services Regulation)
- Moreq 2010
- ARMA GARP process
- Iron Mountain's strategy post the sale of IM Digital
- Cookies – new regulation
- IQPC Conference (eDiscovery/eDisclosure)
- Instant Messages – retention requirements
- Programmes
- Benchmarking – we undertook a Benchmarking programme in order to better understand what our Peers are doing in the RM space. Responses were kindly collated (and kept anonymous) by John Davies of TFPL. This is a very useful exercise and has enabled us to identify trends/common practices.

We are all looking forward to an interesting and challenging year!

Conference Marketing Officer

James Beale · Conference Marketing Officer

My primary role on the IRMS Executive over the past year has been to plan, manage and execute the marketing strategies for the annual conference with the key objectives being to maximise awareness of the conference and thus maximise delegate attendance and exhibitor numbers.

The starting point to this was to redesign the dedicated conference website. As this is the IRMS' 'shop front' to the conference, it was felt that the aesthetics of the existing website needed updating and bringing in line with the rest of the IRMS marketing. A new design was conceived, which was more visually stimulating, utilising images from previous year conferences and bringing the overall feel up to date. All social media channels were also linked in to the new site in order to encourage users to stay up to date with the latest updates.

One of my aims was to engage with our audience online, and this has been successfully achieved through a variety of channels. The conference Twitter account, which was also redesigned, has been regularly updated and seen sustained interaction with many sponsors, exhibitors and delegates, including Iron Mountain Europe, Deltascheme, Dataspace UK and Tribal Group. This has provided great exposure for both the conference and the IRMS in general to a much wider audience base. A dedicated conference Facebook page and event was also set up and again branded in line with the new website. Details of the conference were also publicised across a range of industry groups on LinkedIn and on IRMSpace.

Online banner ads were placed on various industry websites, including

Information Age and the Law Society Online. This year saw the deployment of animated graphical banner ads, which were far more visually stimulating and engaging than the plain text ads used in previous years.

E-newsletters were sent on a regular basis to both IRMS members and non-members, announcing key features to the conference developments. These announcements were extended to cover the amplified 'value added' aspects of the 2012

One of my aims was to engage with our audience online, and this has been successfully achieved through a variety of channels.

conference, such as Sally Gunnell's appearance at the Gala Dinner event, the new conference mobile phone app and the interactive game. All of these were also re-distributed across the Jiscmail and Maitalk networks for further exposure.

Offline marketing saw the design of a hard copy flyer, which was sent out to 5000 potential delegates. The format had a similar structure to previous years, but again the aesthetical design was brought in line with the other conference marketing materials in order to unify the IRMS Conference branding and messages.

Print advertisements were placed within various industry print publications, including the Law Society Gazette, BCS Magazine and IRMS' own Bulletin publication, with QR codes linking through to the conference website to ensure ease of action by the audience.



Public Sector Group

Elizabeth Barber · Public Sector Group · public-sector@irms.org.uk

The Public Sector Group has met five times since the last Annual Report, twice in May and November 2011 (London and Nottingham) and once in March 2012 (London). The meetings were attended by 182 people from 108 different organisations.

Those who have attended the meetings are predominantly members of the IRMS although we have welcomed a number of non-members who have been interested in the presentations on offer. The organisations represented have ranged from The Royal Household and the Atomic Energy Authority to the Royal Commission for the Exhibition of 1851 as well as the usual range of local authorities and central government bodies. The group is usually an eclectic mix of practitioners, consultants and suppliers which leads to lively discussion and a productive exchange of ideas.

The Group has enjoyed presentations on MOREQ 2010 and Records Management for a Diverse Digital Landscape as well as addressing the issues of records management in SharePoint 2010. Speakers from The National Archives provided the keynote presentation for the theme of Digital Continuity followed by a presentation about the development of pdf/A. The last meeting covered the issues concerning records management in troubled times including how to choose an outsource records management provider and how to manage records in a changing, moving environment. The last presentation given by the TNA focussed on the collection of records relating to the London 2012 Olympics. I would like

to thank all the speakers who have volunteered their time and expertise freely to speak to the Group.

The Group could not function without sponsorship and this year the meetings have been sponsored by Automated Intelligence (AI), the

PDF/A Competence Agency and Oyster IMS.

I would like to express my thanks to Deborah Wilson (Driving Standards Agency) for all the work she has done in running the meeting in Nottingham.

IRMS Midlands

Mark Goddard · midland@irms.org.uk

The Midlands IRMS group has met twice during the past year. In June 2011 Iron Mountain kindly hosted an event based on the theme of 'Working in Partnership', exploring the opportunities, pitfalls and best practices of public/private co-operation. In a lively and well-received discussion representatives from Clarity Information Solutions and Leicester City Council, as well as Iron Mountain and Solihull Primary care Trust, shared their experiences with the group in this area. This was followed by the Chair's impressions on the (then) new Bribery Act legislation for records and information managers, as well as a tour of the Iron Mountain facility. In the following October, and inspired by the sights at Iron Mountain, British Transport Police generously hosted an event around the storage of records of historical significance. The group was delighted to play host to expert speakers from both Birmingham City Council and the British Geological Survey and members with an interest in this area are encouraged to access the

presentations on the main IRMS website. This was followed up by an interesting and informative presentation from Automated Intelligence on the integration of email and Microsoft Sharepoint.

Outside of the meeting, the group Vice-Chair (Matt Smith, Barclays Bank) was published in July 2011's edition of the IRMS 'Bulletin' (*'The 21st Century Records Manager'*) and the Chair continued to blog on a wide range information assurance topics. The Chair was also asked to speak at a Socitm (membership association for all ICT professionals working in Local Authorities and the Public and Third Sectors) where he took the opportunity to ruthlessly plug the work of the IRMS and succeeded in raising as much interest as smiles!

The Chair and officers of the Midlands IRMS group would like to take this opportunity to thank the hosts, speakers and members of the Midlands group for their help and support during the past year and we look forward to our first meeting for the next year in April 2012 in Birmingham.

IRMS Scotland

Claire Johnson · scotland@irms.org.uk



In January 2011 Jayne Tierney announced her resignation as Chair and thanks to the support of the Executive Claire Johnson stepped in as Acting Chair.

The Group held a successful joint meeting with the ARA-Scotland in March, exploring “*Managing, preserving and protecting your digital assets: the ‘why’ and the current state of play in Scotland*”. This included contributions from Glasgow University, the Digital Preservation Coalition and a

The most exciting news in the region has been the launch of the Public Records (Scotland) Act, now awaiting confirmation by the Scottish parliament.

practitioner's take on negotiating the labyrinth of selecting which digital assets to preserve. The event was held at the Mitchell Library, Glasgow and we are grateful to Dr Irene O'Brien of Glasgow City Archives and her staff for their hospitality.

The next meeting and AGM is planned for October and will continue the theme of managing the digital by looking at the issue of risk assessment in relation to information assets.

We will approach Socitm (the membership association for all ICT

professionals working in Local Authorities and the Public and Third Sectors and suppliers to those sectors) in the next few months to establish channels of information exchange looking at how IRM and ICT could and should support one another and work together.

The most exciting news in the region has been the launch of the Public Records (Scotland) Act, now awaiting confirmation by the Scottish parliament (<http://www.nas.gov.uk/recordKeeping/publicRecordsBillNews.asp>). No doubt more details will follow about how public sector bodies will be charged with responsibilities for record-keeping over the coming life of the Parliament.

In April the National Archives of Scotland announced its merger with the General Registers of Scotland to form a new body known as the “National Records of Scotland” (NRS).

This month sees the launch of the beta versions of a Scottish Council on Archives (SCA) funded project (SCARRS phase 2) to provide generic retention schedules for Scottish local authorities. Phase 1 schedules were opened for comment in June 2010 and are available from the SCA website (<http://www.scoarch.org.uk>)

Special thanks are due to both the member of the Scottish Group Exec. For their diligent work and those group members who offered the venues for future events, Historic Scotland (Edinburgh), Bank of Scotland and the Scottish Parliament.

IRMS London

James Lappin
london@irms.org.uk



In 2011 the IRMS London Group heard Mark Field talk about the SharePoint implementation at the Department for Education, James Lappin give a horrible history of records management functionality in SharePoint, and Richard Jeffrey-Cook spoke about the new MoReq 2010 specification.

At the first meeting in 2012 there were 27 attendees who heard Alan Pelz-Sharpe of The Real Story give an overview of the Enterprise Content Management and EDRM market.

IRMS London Group meetings are held in the evening - they usually start at 5:30 for

James Lappin give a horrible history of records management functionality in SharePoint.

networking, tea, coffee and sandwiches, with the meeting proper starting at 6:30 and finishing at 8pm.

Thank you to Jenny Godfrey for organising all the 2011 meetings (and hosting our first meeting of 2012).

James Lappin and Nicolas Cooper are looking to organise the next group of meetings. James and Nick are interested in any offers of a room to host a meeting, of sponsorship, or of people wishing to speak at meetings.

Groups



IRMS Ireland

Dorothy Quinn · ireland@irms.org.uk

Following another exciting and successful year for the IRMS Ireland Group with record number of attendees and expert speakers, we are already looking forward to 2013. The Ireland Group is committed to working in partnership with sister organisations to provide a forum where all involved in information and records management can meet to share ideas, experience and best practice. This approach has proved to be particularly valuable in the current economic climate and has contributed greatly to the success of the events organised by the Group in 2012. Without sponsorship we would be unable to bring these successful informative events to our members. We would like to thank our sponsors throughout the year and welcome sponsorship for our next event.

The venues in which we hosted the events were also provided at either a nominal cost or free, so thank you to

The Ireland Group is committed to working in partnership with sister organisations to provide a forum where all involved in information and records management can meet to share ideas, experience and best practice.

the National Library of Ireland, Irish Architectural Archives and the Public Record Office in Northern Ireland (PRONI). In addition to the above our hard working and dedicated IRMS Ireland Committee members need to be commended in voluntarily giving up their time to co-ordinate and facilitate our events. Our committee members

who were elected at our Annual General Meeting 1st December 2012 are as follows;

Chairperson;	Dorothy Quinn
Secretary;	Claire Graham
Treasurer;	Pat Reidy
Membership Officer;	Fiona Kearney
Training Officer;	Iain Fleming
Event and Lobbying Co-coordinator;	Brendan Murphy
Social Media and Website Editor;	Sarah Hayes

Members without portfolio;

Robert Corbett
Amanda Latimer
Lynda McAree
Chris Manson

Our most recent event was a records management seminar organised by the Public Record Office of Northern Ireland (PRONI) and supported by the IRMS Ireland Group, held on 22nd March 2012 in Belfast Castle. The 250+ delegates heard informative and

namely David Huddleston Head of Records Management, Cataloguing and Access and Gillian Doherty organised high quality and informative speakers such as Marie Anderson, the deputy Ombudsman for Northern Ireland; James Lappin, independent SharePoint commentator; Dr Thomas Jackson, Email management; the Information Commissioner's Office, and PRONI. We also were delighted that Tom Devenish from the IRMS Executive joined us for this event.

A full venue with 45 attendees comprising delegates, committee members and speakers gathered in the beautiful surrounds of the National Library of Ireland in Dublin on Thursday 1st December 2011 to listen to and discuss "Challenges and Opportunities" in managing information in this technological era. Once again speakers from both the public and private sectors gave generously of their time and experience to share their knowledge of the challenges facing practitioners while offering practical solutions based on best practice. IRMS Ireland wishes to acknowledge the generous sponsorship of this meeting provided by the Irish Computer Society and Kainos, and the kind cooperation of our hosts, the National Library of Ireland. We held our Annual General Meeting after this event.

The Ireland Group continued to work in close partnership with the Archives and Records Association, Ireland. A very successful fifth annual joint meeting was held in the Public Record Office of Northern Ireland, Titanic Quarter, Belfast on Thursday 9 June

thought-provoking presentations from leading practitioners from Great Britain and Ireland. 'Records and Information Management: theory and practice' was the theme of this event. The programme covered a wide variety of topics from 'Email Management' to 'SharePoint'. Aileen McClintock Director and Deputy Keeper of the Records and her staff

IRMS Wales

Stuart Martinson · wales@irms.org.uk

2011. The theme of this meeting was "Building a Transparent Society". We had maximum attendance at this event with 60+ attendees. The meeting was a platform for professionals who are applying the principles and standards of records management to speak about their activities and their approach in ensuring future access to the records in their care. The present and on-going challenges facing Archivists and Records Managers operating in Ireland was addressed. The meeting included presentations by the Information Commissioner, Ireland and the Assistant

Commissioner, Scotland and Northern Ireland. Delegates had the opportunity to learn from leading experts in the field, take part in formal and informal discussions and renew old acquaintances and make new contacts.

IRMS Ireland Group is looking forward to our next event with ARA. Details will be circulated shortly.

2011/12 has been a good year in the Wales region; almost uniquely for us we've been able to arrange two all-Wales meetings, both well-attended.

On the 14th September 2011 we held a meeting in our usual stamping ground of Powys County Council Headquarters at Llandrindod Wells (Llandod to the initiated). We had a good range of speakers that filled the day out well. Edwin Phak from Lazerfiche gave an interesting talk on Information Governance and Assurance in the present climate. He had recently attended a symposium in San Francisco on Cloud Technologies and commented on the decidedly 'luke-warm' reception for the technology now that most had thought about the security (or lack of it) of the technology. As a pre-lunch event we held an Information Assurance quiz that kept all amused. We had prizes galore – bags of Haribo – with the grand prize of the day going to Andrea Hughson from

Powys CC. David Bridge (IRMS Vice Chair) also won a special prize, a packet of 'Sour Mix' that somehow seemed fitting. In the afternoon Carla Taylor (DVLA Accreditation and Tiger Team Manager) gave an engaging talk on the DVLA process of security 'Tiger Team' searches. The following Q and A session lasted almost as long as the talk which gives an indication of the interest the topic generated. Carla has since had requests for follow-up talks from attendees.

The 13th March 2012 found us at Aberystwyth University hosted by the Department of Information Studies which is led by Kirsten Ferguson-Boucher. We try to hold one of our meetings at Aberystwyth each year so we can involve the records course students. Steve Towndrow from Autonomy gave an interesting talk on the facilities of the

**The 13th March
2012 found us at
Aberystwyth
University.**

Autonomy product, concentrating on the 'forensic' capture and disclosure of data by search argument. Given the potential for challenge of IT data in courts the concept of 'forensic disclosure' was a very relevant one. John Sweeney from the ICO Wales who agreed to talk to us at very short notice gave a detailed and very useful presentation on the effective management of personal data with special attention to Section 46. Over a buffet lunch we had an excellent networking session which spilled over to our afternoon session where Kirsten hosted a round-table session Cloud, security and disclosure.

IRMS South West England

Leanne Bridges · southwest@irms.org.uk

After a hiatus the South West Group will be having its re-launch meeting in June at a location in Bristol. Please keep an eye on IRMSpace group and the South West JISCmail for more details. If you would like to be part of the development of this group or participate in any of our events please contact Leanne Bridges.

International Groups

IRMS Czech Republic Group

Tomas Bezouska · czech@irms.org.uk

Introduction

2011 was the first year of IRMS CRG operations. Our main goal was to establish ourselves as a new professional organization promoting the benefits of Information & Records Management methods, standards and procedures.

In order to achieve our goal we attended key conferences and workshops around Czech Republic and initiated many other activities.

In order to achieve our goal we attended key conferences and workshops around Czech Republic and initiated many other activities, such as collaboration with the Ministry of Interior, translation of ISO 15489 into Czech and many others.

This report provides details of our activities in these events and also defines the main course of our strategy for 2012.

I look forward to meeting you in person at the annual IRMS conference in Brighton.

Key Events

Below is a table providing the attendance of IRMS CRG representatives at main events covering Records Management in the Czech Republic. For each event IRMS CRG had a presentation focused either on the introduction of the organization, goals, training and audit activities or any other Records Management related topic.

IRMS members

On 31.12.2011 the membership structure of IRMS Czech Republic was as follows:

- Number of corporate members: 8 (the list of members is available on our website www.irms.cz)
- Number of individual members: 4 (the list of members is available on our website www.irms.cz)

Plan of Operations Evaluation

Within the Brighton Agreement there was the Plan of Operations and particular goals set for the 2011. Following table provides overview of achievements together with comments and notes.

Objective

Register the Organization

Build an "How to implement" guide and case studies for one process

Build the initial training courses on RM

Create and maintain website in Czech language

Start a local monthly newsletter

Organize successful events

Establish partnership with relevant professional media and start information exchange

Event name	Event date	Event location	Number of attendees
Internet in government and public offices (ISSS)	04/2011	Hradec Králové, CZ	500
Municipal informatics annual conference	06/2011	Kladno, CZ	150
e-government 20:10	09/2011	Mikulov, CZ	350
Workshop IRMS – Czech Ministry of Interior	09/2011	Mikulov, CZ	15
Data storage workshop	09/2011	Prague, CZ	50
Docuride	10/2011	Jihlava, CZ	150
CNZ @ National archive	10/2011	Prague, CZ	250
DRMS forum	10/2011	Prague, CZ	350
Workshop IRMS – Czech Ministry of Interior	12/2011	Prague, CZ	25

Key notes of our presentations can be found at slideshare.net/irms-crg (Czech only).

Within the Brighton Agreement there was the Plan of Operations and particular goals set.

Strategy of IRMS Czech republic for year 2012

The current year is dedicated to the following goals:

1. Increase dramatically the number of IRMS CRG members
2. Promote the offer of training and audit services based on ISO 15489 standard

Status	Note
Done	
Pending	This goal was temporarily abandoned since most of our focus was dedicated to translating the ISO 15489 standard to Czech and creating a Records Management Thesaurus (there are many ambiguities in using terms related to Records Management in different contexts and the need to consolidate them aroused during our work on the ISO 15489 translation).
Done	Courses are designed and several training sessions were successfully completed
Done	www.irms.cz
Pending	We have not been able to start a newsletter so far but its preparation is underway.
Done	Based on the analysis of annual events related to Records Management we have decided to participate on existing events rather than organize our own until our member base is large enough to support a dedicated event.
In progress	There were published several press releases and news in professional magazines. Regular cooperation with press is yet to be started.

Those goals will be achieved by following actions:

Goal	Measure
Increase dramatically the number of IRMS CRG members	<p>Decreasing membership fees. The year 2011 showed that the membership fees were too high to get a significant number of new members. The new membership fee pricelist has been defined for 2012 corresponding with membership fees in IRMS UK.</p> <p>Promote IRMS CRG membership benefits. Attendance of IRMS CRG representatives at key events is not enough and we need to rely on the existing members to promote the benefits of IRMS CRG to new members.</p> <p>Develop a marketing strategy. Analyze the market and its particular segments (e.g. public, finance, telco, etc.) and define a strategy to address those particular segments with relevant offer.</p>
Promote the offer of training and audit services	<p>Sign partnership agreements with Registered Certification Bodies and Accredited Training Organizations to add the training and audit services into their standard offer.</p>
Decrease the level of voluntary work	<p>Create solid and reliable revenue streams (membership fees, training and audit fees) enabling to move from voluntary to paid work at least on key projects.</p>

IRMS Isle of Man Group

Meic Pierce Owen · iom@irms.org.uk

2011 marked IRMS Isle Of Man's first full year in existence - and it was a year that saw the Group both stage a successful high profile event and lay sound foundations for 2012. The event was a lecture by the Chair of Society on the theme of Information Asset Management, hosted jointly with the Isle of Man Government, staged in the National Lecture Theatre and attended by an enthusiastic and vocal audience of over 50 of the Island's Information Community.

Building on this success, and now under the leadership of incoming Chair Bernard Toontas, the Group is hosting a further series of events in 2012. In a small community such as the Isle of Man, the Group believes that beneficial partnership and co-operation is the pragmatic way forward. To that end, the Group is co-hosting a major event with the Island's Branch of the BCS over the Summer before staging a further event purely in its own right in the Autumn (the details of which are currently under wraps).

International Groups

IRMS Ghana

Frank Boris-Hemans · ghana@irms.org.uk

Main issues being addressed by the Ghana Group are:

1. Reviving the meetings and making our voice heard more in our Community
2. Pooling our technical experience to organise training programmes for potential clients
3. RMS Ghana is now fully registered by the Government of Ghana to operate as a local chapter of the IRMS of Great Britain, giving the opportunity to expand our activities.
4. Establishing membership fees and charges for local group in order to build a financial base for RMS Ghana
5. Actively discussing and exploring opportunities for generating revenue for the Ghana Group
6. Formulating a process to make attendance at the IRMS Conference and gaining the appropriate visas simpler for our delegates and the Society.

On the 25th November 2011 a meeting was held at the Ghana Health Service.

Members deliberated on how to revive the old local Society of the Records Management. Mr. Daniela Tetteh used to be a member of the NALMAK and he gave us a brief history of the former club, in conclusion he believed it best to continue with the establishment of RMS-GHANA, since the mother organization is in the UK and the with the passage of the Information Bill in process he (Mr. Tetteh) thinks that the group can push their agenda for our voices to be heard and create the awareness of proper Records Management in the various institutions.

The Acting Chair, Mr. Frank Herman told members that the Society is fully registered and the certificate has been issued, the mother organization that is

Members deliberated on how to revive the old local Society of the Records Management.

IRMS in the UK has agreed that we should run our accounts here in Ghana. After membership dues were settled, Mr. Tetteh raised questions on how the monies should be disbursed; an agreed amount will be used to run the Society locally. We deliberated on how the information should be communicated to the mother society. Frank said it is their responsibility to let them know how RMS-Ghana was intending to use the money.

Mr. Tetteh added that openness was the best approach in gaining support from the IRMS in the running and growing of the organization, particularly in presenting to bigger platforms.

Mr. George Asamoah suggested that it is a sole responsibility of the executives to raise seed capital for the running of other businesses of the society. Members proposed on how payments should be made. Members concluded that dues should be paid within the first three months.

Frank said that for members to be in good standing or committed members, they should pay their dues in order to enjoy the opportunities the organization has for members.

Mr. Tetteh suggested that there should be other sources of income in addition to the dues to assist the group and offered to create a training in order to raise funds for the organization.

George proposed there should be membership profiles, to know the capabilities of each individual in the organization. Frank said that an organization like GLO can sponsor any activity we wish to embark to demonstrate the groups' scope and activities.

The group came to conclusion that they meet at least once each month, since it's a re-birth of the society we decided to meet every last Thursday of every month commencing January, 2012.

The group was advised that the Records Management Society of Great Britain (RMS) had changed to the Information Records Management Society (IRMS) and all documents containing the former name were still legal.

Next year IRMS will hold its annual conference which is discounted for members. Frank encouraged members to take part in the conference and embrace new opportunities. Frank would look to gain help from the IRMS in the acquisition of visas for the conference.

Killian raised the alarming situation in PRAAD. Following discussion the society offered assistance in:

- Capacity Building
- Chain of commands
- Administrative issues
- Decongestion of the National Archives

Members plan to visit PRAAD to provide advocacy and support.

Accounts

For The Year Ended 31st December 2011

Information and Records Management Society

Income and Expenditure Account for the Year Ended 31st December 2011

	2011	2010	2009	2008	2007
	£	£	£	£	£
INCOME					
Subscriptions	117,046	90,317	112,288	134,732	113,489
Sponsorship, advertising and meetings	175,551	198,320	192,746	262,669	197,203
Local Government retention scheme	5,000	-	-	-	-
Interest received	52	40	131	2,128	1,428
Other income	1,577	2,859	2,042	290	-
	299,226	291,536	307,207	399,819	312,120
EXPENDITURE					
Administration and office equipment	33,705	49,092	51,833	35,815	56,414
Bulletins and newsletters	53,080	53,246	64,423	51,274	61,683
Mailshots	350	450	2,753	3,233	7,520
Local Government retention scheme	2,500	-	-	-	-
Postage	6,178	3,518	5,922	5,687	13,044
Stationery	1,346	1,620	1,863	789	872
Other publications	-	-	-	-	3,473
Officers expenses	9,203	4,559	648	692	-
IMC Ltd Consultant / Projects	-	-	-	-	1,749
Accountancy fee	1,200	1,200	1,440	1,113	1,150
Bank charges	1,952	1,079	868	1,769	1,779
Subscriptions	-	-	-	-	18
Meetings	-	1,743	1,369	497	1,405
Annual conference	192,036	217,588	191,876	194,744	164,451
Exhibitions	-	-	-	737	738
Advertisements	-	-	-	1,366	459
Website	8,499	10,843	11,698	7,529	17,728
Travelling and accommodation costs	-	-	-	-	-
Insurance	1,306	34	1,658	5,745	2,359
Legal fees	35	35	90	3,840	70
Accreditation Scheme	-	-	-	-	3,000
Bad debts	6,716	-	-	-	-
Miscellaneous expenses	585	3,026	988	222	-
	318,691	348,033	337,429	315,052	337,912
(DEFICIT)/SURPLUS BEFORE TAXATION	(19,465)	(56,497)	(30,222)	84,767	(25,792)
Taxation	11	8	27	442	280
(DEFICIT)/SURPLUS FOR THE YEAR	(19,476)	(56,505)	(30,249)	84,325	(26,072)

It is anticipated that the Society will be liable to Corporation Tax on bank interest received and provision has been made.

Information and Records Management Society

Balance Sheet as at 31st December 2011

	2011 £	2010 £	2009 £	2008 £	2007 £
CURRENT ASSETS					
Total invoices owing	27,233	66,664	161,302	107,208	47,326
VAT repayable	-	8,018	5,351	-	-
Prepayments	23,275	9,777	59,673	460	15,490
Cash at Bank and on Deposit	144,755	64,475	84,497	164,369	84,151
	195,263	148,934	310,823	272,037	146,967
CURRENT LIABILITIES					
Creditors and Accruals	126,032	63,754	168,394	94,638	54,525
VAT payable	3,524	-	-	4,748	4,323
Taxation	11	8	752	725	519
	129,567	63,762	169,146	100,111	59,366
NET ASSETS					
	£65,696	£85,172	£141,677	£171,926	£87,601
GENERAL FUND					
At 1st January 2011	85,172	141,677	171,926	87,601	113,673
(Deficit)/Surplus in the year	(19,476)	(56,505)	(30,249)	84,325	(26,073)
As at 31st December 2011	£65,696	£85,172	£141,677	£171,926	£87,601

I approve these accounts and confirm that all relevant records and information for their preparation have been made available via Benchmark Communications Limited.

M. Pierce Owen

Meic Pierce Owen

Date:

ACCOUNTANTS REPORT

We have prepared the accounts for the year ended 31st December 2011 from the records supplied to us. A review of the accounts has been undertaken but no formal audit procedure has been applied.

Abacus 449 Limited, 19 Briar Mews, Blackhill, Consett, County Durham DH8 0AT

IRMS Executive Committee



Matthew Stephenson, Chairman, is Head of Information Governance at the University of Salford. A former Chair of the HE and FE Records Management and Information Compliance Group, Matthew lives Yorkshire and enjoys the odd pint, socialising and taking part in (and preferably winning) quizzes.



David Bridge, Vice Chairman, works as Records Manager at Flintshire County Council and has worked with WERIM, the Welsh regional group for 4 years.



Nicholas Cooper, Secretary. Nicholas is an Information Management consultant and founder of Project & Information Management Strategies. He has worked as an Information Management professional for 26 years, the last 12 have been focused on Governance, Risk and Records Management. He is married and enjoys food and wine in good company, walking with the dog, and playing golf when time allows.



Meic Pierce Owen, Treasurer, works at present, for the Isle of Man Government, for whom he is currently developing information and records management policy documentation. Meic enjoys socialising with friends, old and new, travelling, studying history and the simple "joy of being Welsh".



Rob Hutton, Conference Director, is the Principal Information & Records Officer for the newly created Central Bedfordshire Council. He has responsibility for Information & Records Management and Access to Information and plays a key role in driving forward the Council's Information Governance agenda. He has worked in information and records management since 1998.



Paul Duller, Training & Development Director is Tribal's Information Consultancy Director. He is an international records management specialist, a chartered geologist, chartered scientist and production editor of the IRMS Bulletin. Paul enjoys international travel and has undertaken projects in Algeria, Bangladesh, Bolivia, Borneo, Brazil, Canada, Denmark, France, Germany, Jersey, India, Indonesia, Malaysia, Norway, Oman, South Africa, Thailand, Tunisia and Trinidad, USA.



Phil Greenwood, Marketing Director. Phil has worked within information and records management for 10 years and have been involved with the IRMS for most of that time. He currently works for Iron Mountain. He is married with one daughter, and lives in Meriden in the midlands. His hobbies include family life, and, when possible, playing golf and being a spectator of most sports.



Shona Dunning, Editorial Director, is the Records Manager at Bristol City Council. Shona is ultimately responsible for all of the Societies publications, website and collaboration zones. She has worked in information and records management since 2001.



Tom Devenish, Membership Development Director, is an experienced information professional, currently working for Camden Council. With a background in systems development, Tom attained his Masters in Records Management in 2006, since which time he has gone to study Information Rights Law. Tom is an active member of the profession.



Karen Bullen, Groups Director, is a Team Manager within the Property Group of Nottinghamshire County Council where she has worked for 10 years. As well as being responsible for the Estates Management and Business Support Teams she is also responsible for the management of all Property information and supports the Corporate Information Manager.



Emily Overton, Groups Officer. Emily is an Information Governance Officer at Lincolnshire County Council where she has worked for 8 years. Emily is also the proprietor of a photography firm offering services from capturing family's precious milestones or get striking images to market a product.



James Beale, Conference Marketing Officer. James is the Marketing Manager of The Invicta Group. Having gained BSc(Hons) in Computer Science at the University of Kent, he specialised in digital marketing and applying online technologies as a catalyst to driving sales and brand awareness. He manages all aspects of Invicta's sales and marketing strategies across its Europe, Middle East and North America territories.

IRMS Officers

Information and Records Management Society®

Benchmark Communications, 14 Blandford Square

Newcastle Upon Tyne · NE1 4HZ

Tel: 0191 244 2839

Email: info@irms.org.uk

Web: www.irms.org.uk