



The ABC's of a Records Management Program

Building Blocks of a Solid Program



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ARMA Houston Chapter 2018 -2019

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Session Take-a-ways

- ✓ Fundamental building blocks of a records management program
- ✓ Basic knowledge of what is required to start a records management program from the beginning
- ✓ Solid information to begin a RIM program and build it based on best practices in the industry
- ✓ Creating a sustainable program



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Assessment or Appraisal

the action or an instance of making a judgment about something

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Benchmarking

- ❖ a point of reference from which measurements may be made
- ❖ a standardized problem or test that serves as a basis for evaluation or comparison (as of computer system performance)

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Change Management

the discipline that guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational change and behaviors

Charisma

personal magic of leadership arousing special popular loyalty or enthusiasm



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Development

the act, process or result of developing



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Enthusiasm

strong excitement or feeling; inspire zeal or fervor

Energy

dynamic quality a positive force – effort and transformation



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Flexibility

- ❖ serving as a basis supporting existence or determining essential structure or function
- ❖ yielding to influence; ready and capable of adapting to new, different or changing requirements



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GANTT CHART

a type of bar chart that illustrates a project schedule



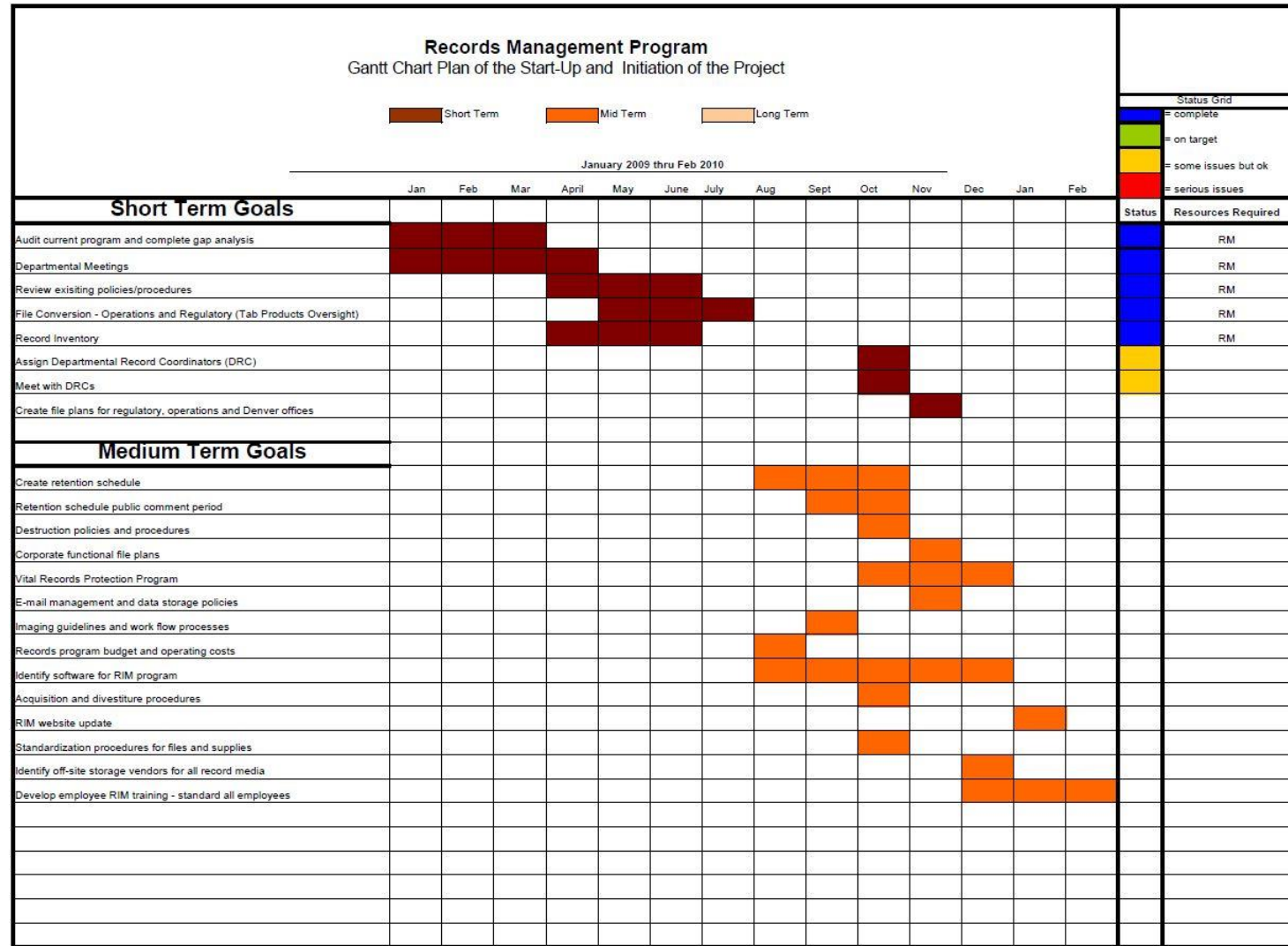
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Harmony

Work in agreement with ideas, actions and arrangements



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ISO 15489

Begin with a blue print of a basic structure or requirement for any solid records management program and adapt the ideas into what will work for your organization



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ISO 15489-1:2016(E)

Introduction

This part of ISO 15489 establishes the core concepts and principles for the creation, capture and management of records. It sits at the heart of a number of International Standards and Technical Reports that provide further guidance and instruction on the concepts, techniques and practices for creating, capturing and managing records.

About records and managing records

Records are both evidence of business activity and information assets. They can be distinguished from other information assets by their role as evidence in the transaction of business and by their reliance on metadata. Metadata for records is used to indicate and preserve context and apply appropriate rules for managing records.

Managing records encompasses the following:

- a) creating and capturing records to meet requirements for evidence of business activity;
- b) taking appropriate action to protect their authenticity, reliability, integrity and useability as their business context and requirements for their management change over time.

NOTE 1 Reference to "business activity" or "business activities" in this part of ISO 15489 is interpreted broadly to mean those activities that support the purposes of the organization's existence. Functions, activities, transactions and work processes are representations of particular forms of "business activity" and are defined in [Clause 3](#).

Increasingly, records are made and kept in digital environments, offering a range of opportunities for new kinds of use and reuse. Digital environments also allow greater flexibility in the implementation of records controls, within and between systems that manage records.

Changing models of business are extending responsibilities for records beyond traditional organizational and jurisdictional boundaries. This requires records professionals to understand and meet a diverse range of internal and external stakeholder needs. These can include increased expectations of transparency of decision-making from business and government, the general public, customers, users of services, records' subjects, and others with an interest in how records are created, captured and managed.

NOTE 2 In this International Standard (all parts), the phrase "creation, capture and management" is used to summarize the management of records as a whole. It is inclusive of the act of receipt of a record and of the range of records processes described in this part of ISO 15489.

With these environmental factors in mind, this part of ISO 15489 has been developed with an acknowledgement of the following:

- a) the roles of records as enablers of business activity and information assets;
- b) increased opportunities for records use and reuse in the digital environment;
- c) systems and rules for the creation, capture and management of records that need to extend beyond traditional organizational boundaries, such as in collaborative and multi-jurisdictional work environments;
- d) records controls that can be independent of other components of records systems;
- e) the importance of recurrent analysis of business activity and context to identify what records need to be created and captured, and how they should be managed over time;
- f) the importance of risk management in devising strategies for managing records and the management of records as a risk management strategy in itself.

While the concepts and principles of this part of ISO 15489 apply across varied business and technological environments, these environments can require different approaches to the



Joyful

experiencing causing or showing joy; feeling, causing, or showing great happiness



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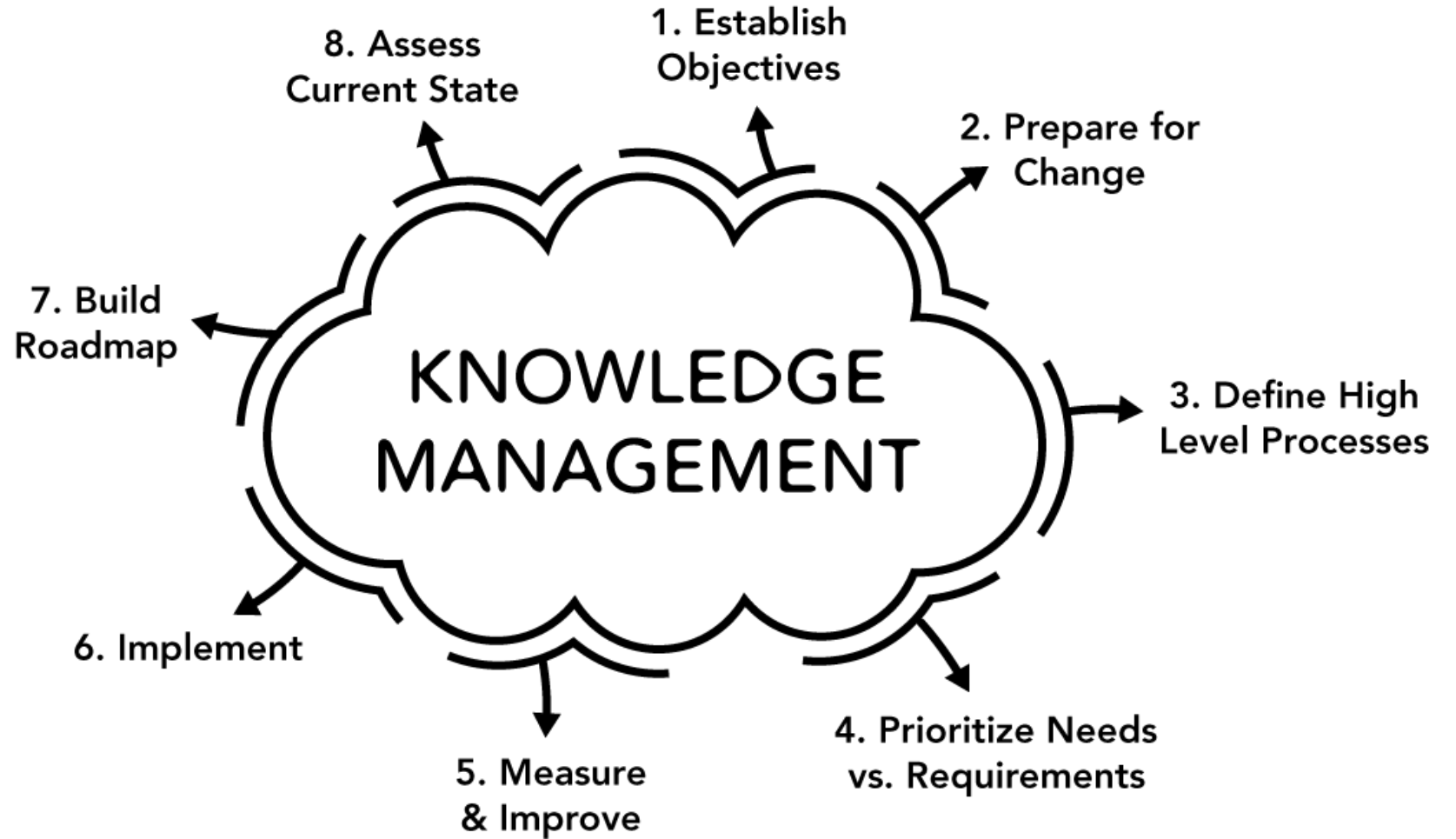
Knowledge Management

- ❖ Efficient handling of information and resources within a commercial organization
- ❖ The fact or condition of knowing something with familiarity gained through experience
- ❖ The range of one's information or understanding



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Low Hanging Fruit

Quick Wins and Easy Success



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Maturity Model

The maturity model aims to give an accurate, reliable and honest summary of the current level of maturity of the records management measures within your institution – identifying and providing evidence of good practice in records management



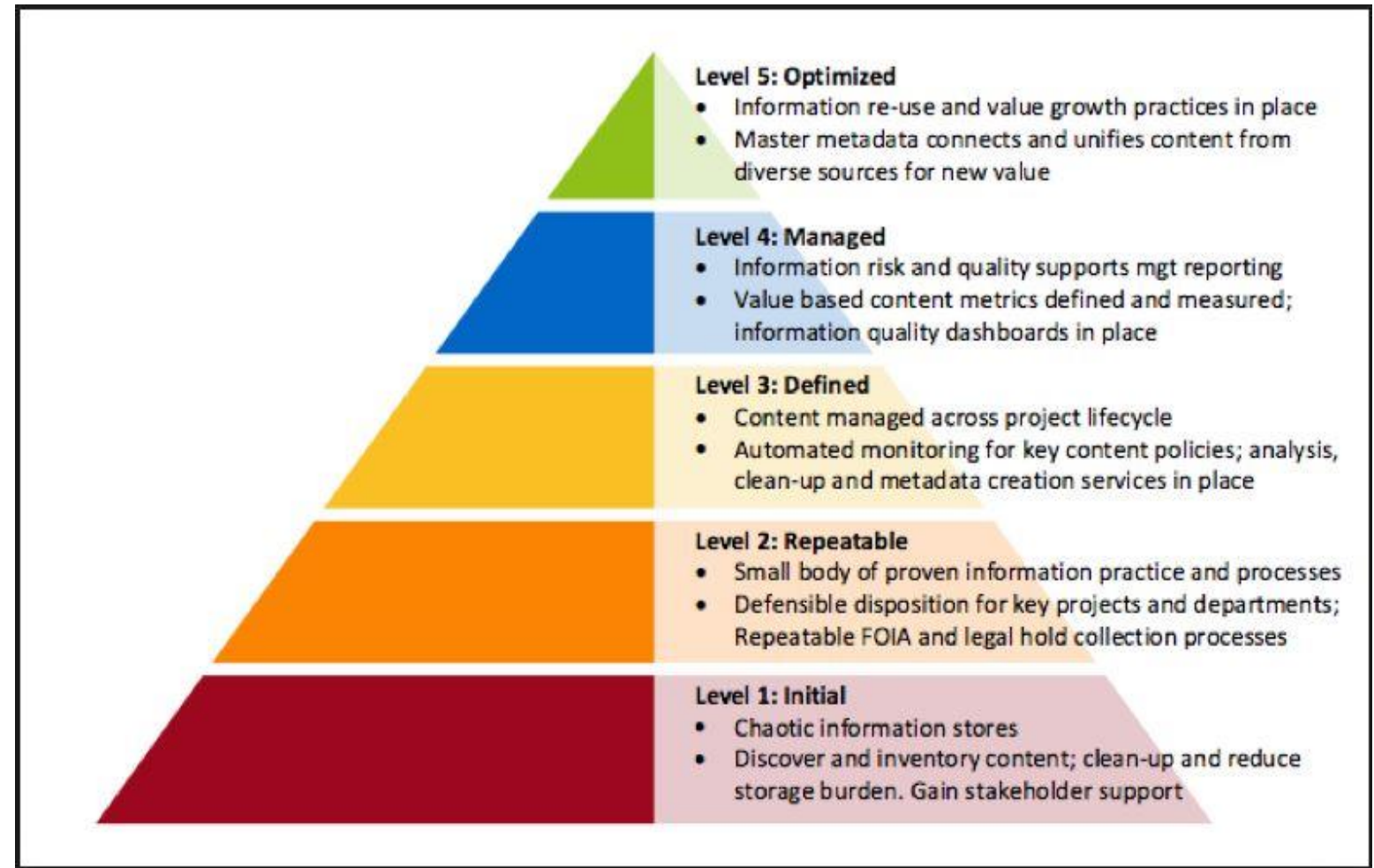
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Networking

- ❖ the cultivation of productive relationships for to gain trust and move your program forward
- ❖ Networking is critical inside and outside your organization



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Organization

Knowing your culture is critical



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Purposeful

having or showing determination or resolve



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Quality

- ❖ Degree of Excellence
- ❖ An intelligible feature by which a thing may be identified
- ❖ Autograph your work with quality and excellence everyday



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Relationships

Build these each and everyday inside and outside your organization



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Stamina

You are in this for the long haul

Support

Build this with individuals at every level of your organization



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Time Line

a graphic representation of the passage of time as a line.



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Uber

Denoting an outstanding or supreme example of a particular kind of person or thing



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Vendors

These are some of the most important relationships you will have



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Willingness

Inclined or favorably disposed to act; prompt to act or respond



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Xenagogy

(zeno gogy)

Guidebook



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You

You are the most essential building block of your program



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Zealous

Eagerness and ardent interest in pursuit of something



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Good Luck!

Questions



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