



RECORDS MANAGEMENT

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Chapter 1

Records and Information Management

Information and Records Are Essential for Business

- Business records are created in many different ways
- Every time you buy a product or service, you are creating a record of that transaction
- Records meet regulatory compliance requirements
- Organizations and individuals need records

Information and Records Are Essential for Business

- Association of Record Managers and Administrators (ARMA) International is an association for information management professionals
- ARMA definition of *record*
 - Stored information, regardless of media or characteristics
 - Made or received by an organization
 - Provides evidence of operations
 - Has value requiring its retention for a specific period of time

Information and Records Are Essential for Business

- The International Organization for Standardization (ISO) is a worldwide federation of national standards organizations
- ISO 15489 definition of *record*
 - Information created, received, and maintained as evidence and information
 - By an organization or person
 - In pursuance of legal obligations or in the transaction of business

Records Types and Values

- E-mail messages, reports, forms, books, and other records can be stored on
 - Paper
 - Remote servers
 - Optical or digital storage media
 - Intranet pages
 - Video

Records Types and Values

- An internal document contains information for operation of the organization
- An external document contains information for use outside the organization
- A transaction document is used in an organization's day-to-day operations
- A reference document is needed to carry on the long-term operations of an organization

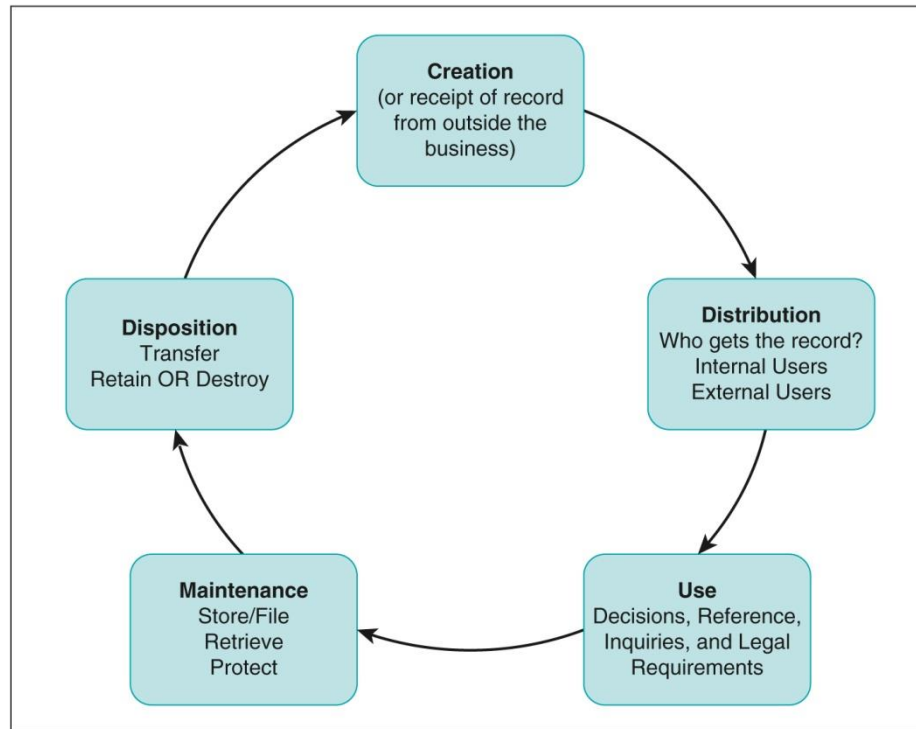
Records Types and Values

- Records fall into one of four categories for purposes of retention and protection
 - Vital records
 - Important records
 - Useful records
 - Nonessential records
- Records normally have administrative, legal, or historical values to a firm

Records and Information Life Cycle

- The records and information life cycle is the life span of a record as expressed in five phases
 - Creation
 - Distribution
 - Use
 - Maintenance
 - Disposition
- The phases in the life cycle often overlap

Records and Information Life Cycle



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Records Formats

- A record can be physical or electronic
- Physical records are popular because they are more personal and individual
 - Paper requires no additional equipment for viewing
 - People can write on and annotate physical documents
 - Paper is easily transportable

Electronic Records Formats

- An electronic record is a record stored on electronic media
- A piece of equipment is required to view and read or listen to electronic records
- Electronic mail (e-mail) enables users to compose, transmit, receive, and manage electronic documents
- E-mail is the primary mode of communication among employees in many organizations

Electronic Records Formats

- Other electronic records may be created using
 - Wikis, blogs, and online forums
 - Podcasts and webinars
 - Tweets and social media sites
- Recorded information on these media can be official records
 - They can also be unstructured and not considered to be records

Electronic Records Formats

- Document imaging is an automated system for electronic images of physical records
- It includes scanning, storing, retrieving, and managing records
- Textual data can be converted electronically using optical character recognition (OCR) software