RECORDS MANAGEMENT
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Chapter 2

The RIM Environment

Electronic Business Activities

- The Internet is a worldwide network of computers used to send, store, and receive electronic information

- The World Wide Web (www) is a network of computers that can read documents containing hyperlinks

- Locations, called *websites*, can be accessed by anyone who has an Internet connection

E-Commerce

- E-commerce is used to communicate and transact business using networks and computers

- E-commerce systems use a combination of technology
  - The organization's databases
  - Server applications and browser software

- Management of e-commerce involves the company's information technology, records management, and legal departments

Electronic Fund Transfer and Data Interchange

- Electronic fund transfer (EFT) provides for electronic payments and collections

- EFT is safe, secure, and efficient

- Electronic data interchange (EDI) allows the exchange of standardized documents through computers

- Information managers should ensure that the records transmitted are authentic, correct, and usable

Programs for Managing Records

- Records management is not new

- Tragedies and corporate scandals in recent years have affected the profession of records and information management

- Events have forced managers to reconsider how information and records management processes should be updated and improved

Information Governance

- Information governance (IG) is the overarching framework within which the records and information management program resides

- Measures or standards are used to assure compliance in the creation, use, retention, and disposition of organizational information

- Standards are set for managing all records

Generally Accepted Recordkeeping Principles

- The Principles® were developed and published through ARMA International

  - The Principles foster general awareness of information governance standards and principles

  - They are comprehensive in scope but general in nature

  - They are intended to set forth the characteristics of an effective information governance program

Records Program Management Guidelines

- Records and information management (RIM) programs should have common features
  - Adherence to the ARMA Principles
  - A legally defensible retention schedule to reduce risk and legal liability
  - Efficient procedures for managing each stage in the records life cycle
  - A well-trained staff
- The RIM system may be centralized or decentralized

Electronic Records Management Tools

- Several terms relate to processes, policies, and procedures for managing electronic records
  - Enterprise content management (ECM)
  - Electronic document records management (EDRMS)
  - Association for Information and Image Management (AIIM)
- The value of ECM includes technology and the activities that involve people and processes

Common Records System Problems and Challenges

- A records system is a group of interrelated resources (people, equipment, supplies, space, procedures, and information)

- These resources act together according to a plan to accomplish the goals of the RIM program

- Anything that interferes with the operation of these resources creates a problem in the records system

Common Records System Problems and Challenges

- Examples of common problems in records systems include

    - No overall plan for managing records problems

    - Hoarding of records

    - Insufficient filing procedures

    - Poor use of equipment

    - Inefficient use of space

    - Excessive records costs

RIM Systems Problems

- As new technologies are developed, more documents are created that may or may not be records

- RIM professionals must be able to clearly differentiate between records and nonrecords as they manage information being generated

- Privacy and security concerns and legal risks give rise to new laws and regulations

- Records managers must be continually willing to adapt and meet these challenges

Legal Considerations
for Records Management

- Legislation seeks to balance and protect
  - An individual's right to privacy
  - The public's right to access information
  - The quest for national security

- Managers must be certain that their companies' recordkeeping systems are legally acceptable

- E-discovery is the process of identifying and providing all relevant electronically stored information for a case

Careers in Records Management

- Opportunities to work with records exist in every type and size of office

- Larger organizations with specialized staff often employ workers in various levels
  - Operating level
  - Advanced operating level
  - Supervisory level
  - Managerial/executive level

Career Resources and Professional Organizations

- Institute of Certified Records Managers (ICRM)

- ARMA International

- *Occupational Outlook Handbook*

- O*NET, the Occupational Information Network

- Association for Information and Image Management (AIIM)

- American Health Information Management Association (AHIMA)