

# Why am I a Records Manager?

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## Overview

- records management
  - what, why, how
- players
  - stakeholders; roles & responsibilities
- challenges
  - key ones & how being addressed
- conclusions
  - moving forward

## A little piece of research...



## Records management

“what, if anything, is records management?”  
Chris Hurley, 2004

a very short history ....

...from Sumeria to cyberspace

ISO 15489

Why manage records?

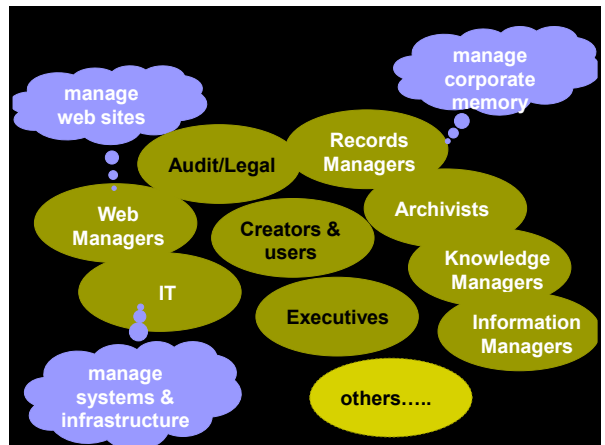
“Am I bovvered?”  
 Zoe Smyth, 2007 (after C...

“records... is a valuable  
 res... business asset... [an  
 RM... support subsequent activities  
 and business decisions, as well as ensuring  
 accountability to present and future  
 stakeholders”  
 ISO 15489, 2001

**No business case required!**

How?

- principles
  - authenticity, reliability, integrity, usability
- theory & models
  - lifecycle, continuum
  - appraisal, classification
  - functional requirements for e-RM
- tools/best practice
  - ISO 15489, DIRKS, LC's Code of Practice under FoI



## If everyone is a records manager...

... why am I a Records Manager?

"responsible for *all aspects* of records management, including the *design, implementation* and *maintenance* of records systems and their operations, and for *training* users on records management and records systems operations as they affect individual practices"

ISO 15489-1 (2001, 6.3)

## If everyone is a records manager...

... why am I a Records Manager?



## Today's & tomorrow's world



- connected
- complex
- constant change
- (de) centralised
- (non) custodial
- (un) controlled?

## Today's & tomorrow's world

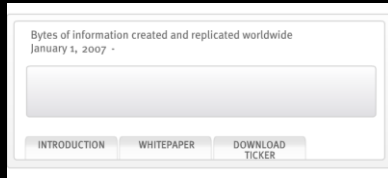


Web 2.0  
"the most 'awesomely'  
democratic  
consequence of the  
digital revolution"

Andrew Keen  
*The cult of the amateur* 2007

## Other consequences...

- volume of information



<http://www.emc.com/leadership/digital-universe/expanding-digital-universe.htm>

## Other consequences....



"careless clicks can –  
and do – sink corporate  
ships"

Nancy Flynn, 2003

Courtesy of Mike Flanagan  
[www.flantoons.btinternet.co.uk/  
business/security.html](http://www.flantoons.btinternet.co.uk/business/security.html)

## Some scenarios

- global business
- nuclear power industry
- electronic patient information
- personal/family context

## Challenge #1

- The virtual record
  - "The record, not the remix, is the anomaly today. The remix is the very nature of the digital." Keen (2007)
  - the "liquid version" of the record? after Kelly (2006)
- What is the record? Where is it?
  - blurred lines

## Challenge #2



- To keep or not to keep... that is the question

## Challenge #3

- A digital dark age?

"oceans of information get 'saved' on file servers, on personal hard drives, CD-ROMs and DVDs but none of these are true archives. We have no guarantee that these will be readable or even usable in 50 years time."

Bruce Sterling, The Telegraph 14/3/05

## Challenge #3

"digital information lasts forever - or five years, whichever comes first"

Jeff Rothenberg, 1995

## Challenge #3

"we do not have the first email message, and no knowledge of its contents other than is was in upper case. Contrast this with how much we know about the first telegram (now digitised and on the web) or telephone message.."

Lloyd Grossman, 2002

## Challenge #3

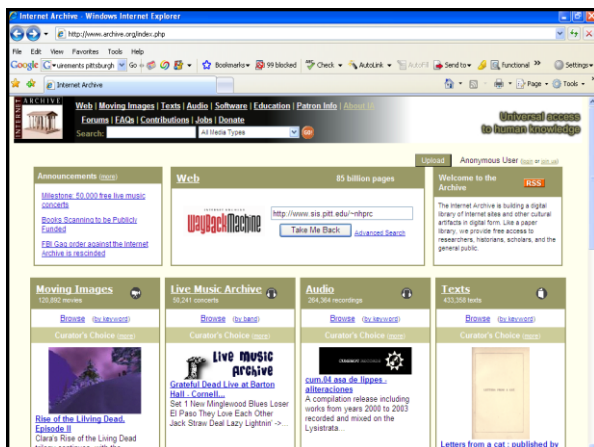
"Digital Domesday book lasts 15 years not 1000"  
The Observer, 3 March 2002

## In search of solutions

"Knowing is not enough;  
we must apply.

Being willing is not  
enough; we must do."

Leonardo da Vinci



## Preservation & curation

- Conversion
  - move to another medium
- Migration
  - transfer from one hardware/software generation to the next
- Encapsulation
  - group record with whatever need to maintain access
- Emulation
  - 'mimic' original hardware and software environment

## Retention management



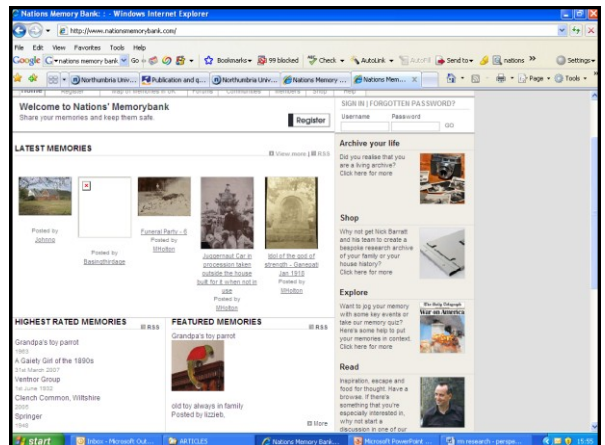
- review
- granular retention schedules
- keep everything?
- big buckets
- risk assessment

## Exploit technology

- for better records creation & capture
  - embed requirements
  - capture metadata
  - make systems work for us
  - hidden but not forgotten
- PhD – ‘continued communication’

## Engage & educate people

- about records creation & capture
  - locating RMs with employees
- what will we pass on to the next generation?
  - “evidence of me” (McKemmish, 1996)
  - evidence of us
- The Nations' Memorybank
  - Nick Barrett [www.nationsmemorybank.com](http://www.nationsmemorybank.com)



## AC+erm



[www.northumbria.ac.uk/  
acerm](http://www.northumbria.ac.uk/acerm)  
Funded by AHRC

- accelerating positive change in ERM
- explore issues & practical strategies
  - designing the architecture
  - people, processes, technology
- approach
- PhD - risk & erm

## Conclusions



"the autonomy of the individual reigns supreme"  
McDonald, 1995

"that genie is out of the bottle"  
AC+erm project participant, 2008



## Moving forward

- "what is past is prologue"  
Cook, 1997
  - new mindset, models & methods
  - new partnerships & relationships
  - evolution or revolution?
- "Simplicity is the ultimate sophistication"  
Leonardo da Vinci

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Acknowledgements

To *everyone* who has helped  
make this happen - in any  
way and at any stage of the  
journey – my sincere thanks

In memory of my father  
5 Aug 1933 - 3 Jul 1985