University of Huddersfield Repository

Wickham, Sarah

Developing a changing records culture

Original Citation

Wickham, Sarah (2008) Developing a changing records culture. In: CIMTECH/National archives future of electronic information and records management in the public sector conference, July 2008, Hatfield. (Unpublished)

This version is available at http://eprints.hud.ac.uk/9458/

The University Repository is a digital collection of the research output of the University, available on Open Access. Copyright and Moral Rights for the items on this site are retained by the individual author and/or other copyright owners. Users may access full items free of charge; copies of full text items generally can be reproduced, displayed or performed and given to third parties in any format or medium for personal research or study, educational or not-for-profit purposes without prior permission or charge, provided:

- The authors, title and full bibliographic details is credited in any copy;
- A hyperlink and/or URL is included for the original metadata page; and
- The content is not changed in any way.

For more information, including our policy and submission procedure, please contact the Repository Team at: E.mailbox@hud.ac.uk.

http://eprints.hud.ac.uk/

0

Developing a changing records culture

M Sarah Wickham
University Records Manager

1

Overview

- Implementation & change management
- Helpful models & guidance
- Putting the theory into practice

2

John Kotter

A force for change: how leadership differs from management (1990)

- Establish a sense of urgency
- Form a powerful guiding coalition
- Develop a clear vision
- Share the vision
- Empower others to act on the vision
- Secure quick wins
- Consoliate and keep moving
- Anchor the new approaches

3

Rosabeth May Kanter

The change masters – corporate entrepreneurs at work (1984)

1. Loss of control.
2. Excessive personal anxiety.
3. Avoid surprises.
4. The “difference effect”.
5. Loss of face.
6. Concerns about competence.
7. Ripples/chaos effect.
8. More work.
9. Past resentments.
10. Real threats.

4

Simmons & Dickinson

Readiness for change matrix

5

JISCinfoNet

Implementing an EDRMS: toolkit at http://www.jiscinfonet.ac.uk/InfoKits/edrm

1. Positioning.
2. Project management.
3. Information gathering & analysis.
4. Feasibility study/options review.
5. Making the business case.
6. Defining the statement of requirements.
7. Procuring the solution.
8. Managing the implementation
9. Measuring the results.
10. Project closure.

6

EDRMS project: phases directly affecting end users

- Planning
- Laying the foundations
- Piloting
- Rolling out
- Embedding

7

s.wickham@hud.ac.uk

☎ 01484 473 935