

## Managing electronic records

Systems/technology approaches for your organisation

## Outline

- One technology approach – EDRMS
  - success or failure?
- Other technology approaches
- Discussion
  - approaches: desirability & likelihood of implementation

## EDRMS

### Success or Failure?

## EDRMS - successes

- PRONI (Public Record Office, Northern Ireland)
  - ✓ high user take-up
  - ✓ less duplication of information
- NWML, UK Government Agency
  - ✓ sharing culture
  - ✓ better RM work procedures
- Icelandic organisations
  - ✓ increased output/productivity

## EDRMS - failure?

"EDRMS have failed users, failed organisations and failed the profession"

Steve Bailey  
Bailey vs Bowen, RMS Conference 2008

## EDRMS - failure?

"The majority of EDRMS implementations I have seen to date are marvellous examples of tail wagging the dog – the creation of systems of control that service a few RM people in the organisation and ignore the business usability for everyone else – this is simply not sustainable."

AC<sup>+</sup>erm participant - Process Delphi

## EDRMS - future?

"In theory at least dedicated ERMS systems are the best approach. However in reality embedding RM functionality in line of business, office and mobile systems is the usual way that things progress. It's probably actually a better way of getting the culture change needed in the organisation too ...and the buy-in for any form of ERMS or RM."

AC+erm participant – Technology Delphi

## EDRMS - future?

"From the work we have been doing to prepare for eDRMS it is increasingly apparent that **line of business applications** often contain more significant business records than shared drives which contain massive quantities of "dross" records."

AC+erm participant – Process Delphi

## Technology Approaches

- 8 technology approaches
  - emerged from AC+erm results / project
- additional approaches
  - SharePoint
  - Web 2.0 systems/software

## Technology Approaches

1. Standalone EDRMS
2. EDRMS integrated with office systems
3. EDRMS integrated with LOB systems
4. EDRMS integrated with Web 2.0 technologies
5. Office systems' existing functionality
6. LOB systems' existing functionality
7. ECM systems
8. SharePoint
9. Web 2.0 technologies
10. A combination of the above

## Discussion

- 10 technology approaches
- In the context of your own organisation
    1. assess
      - desirability
      - likelihood
    2. which approaches have been tried
      - strengths/successes?
      - weaknesses/failures?
  - Then share your views with person next to you

## Discussion - Feedback

Note: Numbers below are based on a show of hands from delegates at 12/4/2010 event, Iceland; they may not be accurate counts of the responses from ~60 delegates

Approach	# Users	# Highly desirable	# Likely to happen
1. EDRMS standalone	14	1	13
2. EDRMS+office	28	46	35
3. EDRMS+LOB	5		
4. EDRMS+Web 2.0	0		
5. Office systems	6	0	4
6. LOB systems	9	5	8
7. ECM	5	2	1
8. SharePoint	8	5	4
9. Web 2.0	(1)	1	5
10. Combination	33	28	35

## Conclusion

- **standalone** EDRMS have a short term / no future

*"Integrating EDRM into other applications (and not only technically – policy, mindset being probably more important) - is an area that needs to grow"*

AC+erm participant – Technology Delphi

- part of the solution or ultimately a legacy?

## Further information

- Has EDRMS been a success? The case for the prosecution. RMS Conference, Edinburgh, 22nd April 2007  
<http://rmfuturewatch.blogspot.com/2008/04/edrms-case-against.html>  
[http://docs.google.com/Doc?id=dc52qj5m\\_1chn77zdw](http://docs.google.com/Doc?id=dc52qj5m_1chn77zdw)  
*NB date on Steve's source is incorrect; conference was 2008 not 2007*
- AC+erm Project. Technology investigation.  
[www.northumbria.ac.uk/acerm](http://www.northumbria.ac.uk/acerm)
- Records Management Today podcast, Northumbria University Episode 4, Feb 2010  
SharePoint 2010 and records management. With Cerys Hearsay  
[http://nuweb.northumbria.ac.uk/ceis\\_podcasts/2010/episode04.php](http://nuweb.northumbria.ac.uk/ceis_podcasts/2010/episode04.php)  
[www.northumbria.ac.uk/records\\_management\\_today](http://www.northumbria.ac.uk/records_management_today)