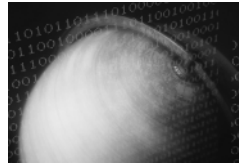


Records management

What future in the Web 2.0 world?

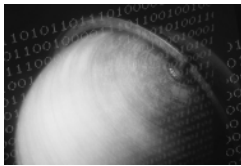
The Web 2.0 world...



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

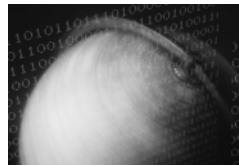
Andrew Keen
The cult of the amateur 2007

The Web 2.0 world...



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

... some challenges

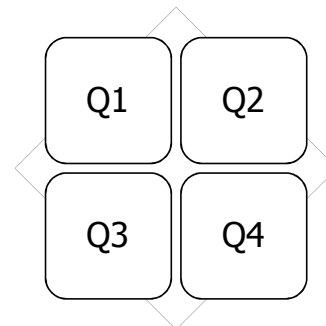


- volume
- nature
- attitudes
- technology

Questions

1. Does records management have a future?
2. Do Records Managers have a future?
3. Are the 4 characteristics of records still relevant, necessary?
(authenticity, reliability, integrity, usability)
4. Should we capture & keep everything forever?

Some 'answers'



Q1. Does RM have a future?

Records programs ...
"appear to be solving yesterday's
problems when management is
trying to find a solution to
tomorrow's challenge"

Emmerson, 2008



Q1. Does RM have a future?

*Managing the Crowd:
rethinking records management
for the Web 2.0 world*

Steve Bailey, 2008



10 principles of RM 2.0

Q1. Does RM have a future?

- Principles fundamentally sound – methods need modifying or replacing

"greater flexibility, less dogma and a greater integration with the reality of the business environment ... a switch in emphasis."



AC+erm
www.northumbria.ac.uk/acerm

Q2. Do RMs have a future?

- "if everyone is a records manager why am I a Records Manager?" (McLeod, 2008)
 - to steer
 - to engage and educate
- Google has cut out the middle man in sales and the traditional media; is moving into mobile phones, video via YouTube etc etc.

Q3. Records characteristics?

- everything is a record unless proved otherwise

Andy Carnahan, 2008

- when is good enough good enough?
 - is it a question of risk or balance?

Q4. Capture & keep everything?

Andy Carnahan, RMAA Conference 2008

- capture everything & keep it forever

Steve Dale & Steve Bailey, RM Today podcast 2009

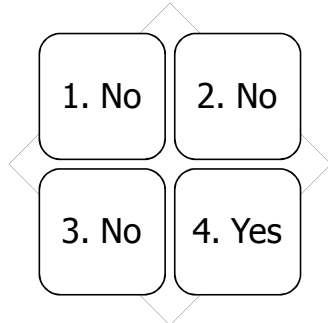
www.northumbria.ac.uk/records_management_today

- yes and no

Lawrence Serewicz, 2010 (Records Management Journal, *in press*)

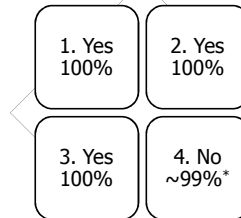
-

These 'Answers' summarised



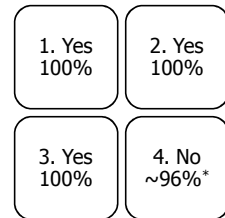
Your 'answers'?

Before the debate



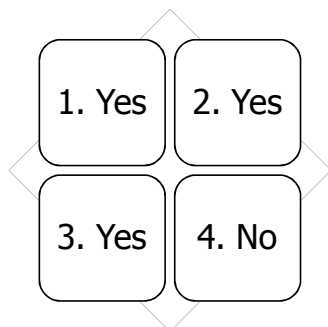
* 1 person said 'yes'

After the debate



* 4 people said 'maybe'

My 'answers'



Conclusion

Conviction
Confidence
Continued Change... to
Confront the challenges



Certain records management & records managers have a future!

Further information

- Mayor-Schoenberger, Viktor. *Useful void: the art of forgetting in the age of ubiquitous computing*
http://papers.ssrn.com/sol3/papers.cfm?abstract_id=976541
- AC^{erm} Project. Technology investigation.
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
www.northumbria.ac.uk/records_management_today