

ELECTRONIC RECORDS MANAGEMENT SYSTEMS AND PRACTICES

Challenges and opportunities in a rapidly evolving digital landscape

Khanh Nguyen

Senior Officer, Information Transformation

RMIT University

WHAT IS A RECORD

Records have existed for as long as humans have lived

Our skills and methods in capturing the stories have evolved over centuries becoming more sophisticated

3000 – 3200 BC

Ivory plaque of Menes



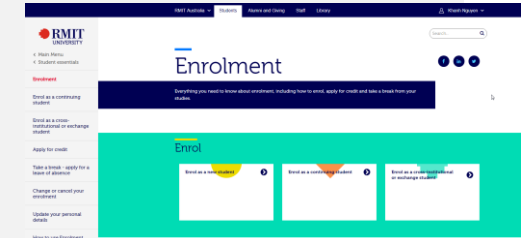
[This Photo](#) by is licensed under [CC BY-SA](#)

1866

Melbourne City Plan



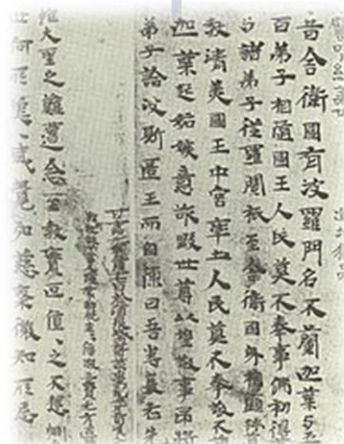
PROV, VPRS 8168/[P5](#) item MELBRL, record 14



400,000 BC

Cave paintings in Zimbabwe

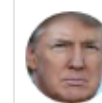
[This Photo](#) by is licensed under [CC BY](#)




250 AD

Oldest paper book

[This Photo](#) by is licensed under [CC BY-SA](#)



Donald J. Trump  [@realDonaldTrump](#) · Jun 26
BORING!

 64K  73K  299K

WHAT IS A PUBLIC RECORD?

The *Public Records Act 1973* defines

a *public record* as

- (a) any record made or received by a public officer in the course of his duties; and
- or her
- (b) any record made or received by a court or person acting judicially in Victoria



"Recordkeeping deals with the 'making and maintaining of complete, accurate and reliable evidence of business transactions in the form of recorded information'" *Public Record Office Victoria*

Retention and Disposal Authority (RDA)

PROS 07/01	PROS 16/07				
Retention and Disposal Authority for Records of Common Administrative Functions	Retention and Disposal Authority for Records of the Higher and Further Education Functions				

Other RDAs

HOW RECORDS ARE MANAGED IN THE 21ST CENTURY

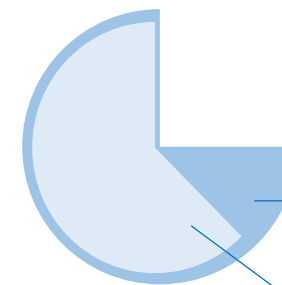
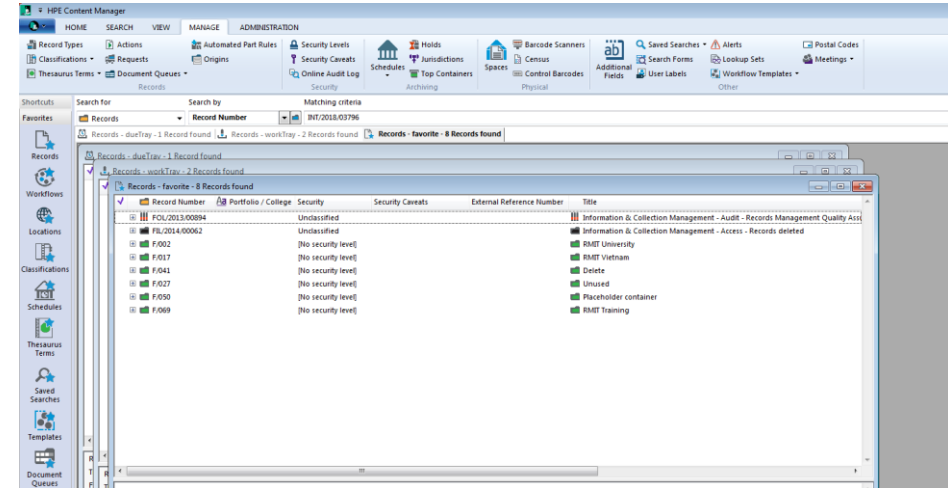
Electronic Document and Records Management Systems are widespread across sectors covered by the Public Records Act

Common EDRMS capabilities and implementations

- Manages both physical and electronic documents
- Centralised
- Compliant management of lifecycle of records
- Retention and disposal
- Approval workflows
- Sophisticated access controls
- Ability to integrate with various tools
- Support for long term preservation



HPE Content Manager
(a.k.a. TRIM/Records Manager)



75% of federal agencies use an EDRMS¹

70% of these agencies use TRIM

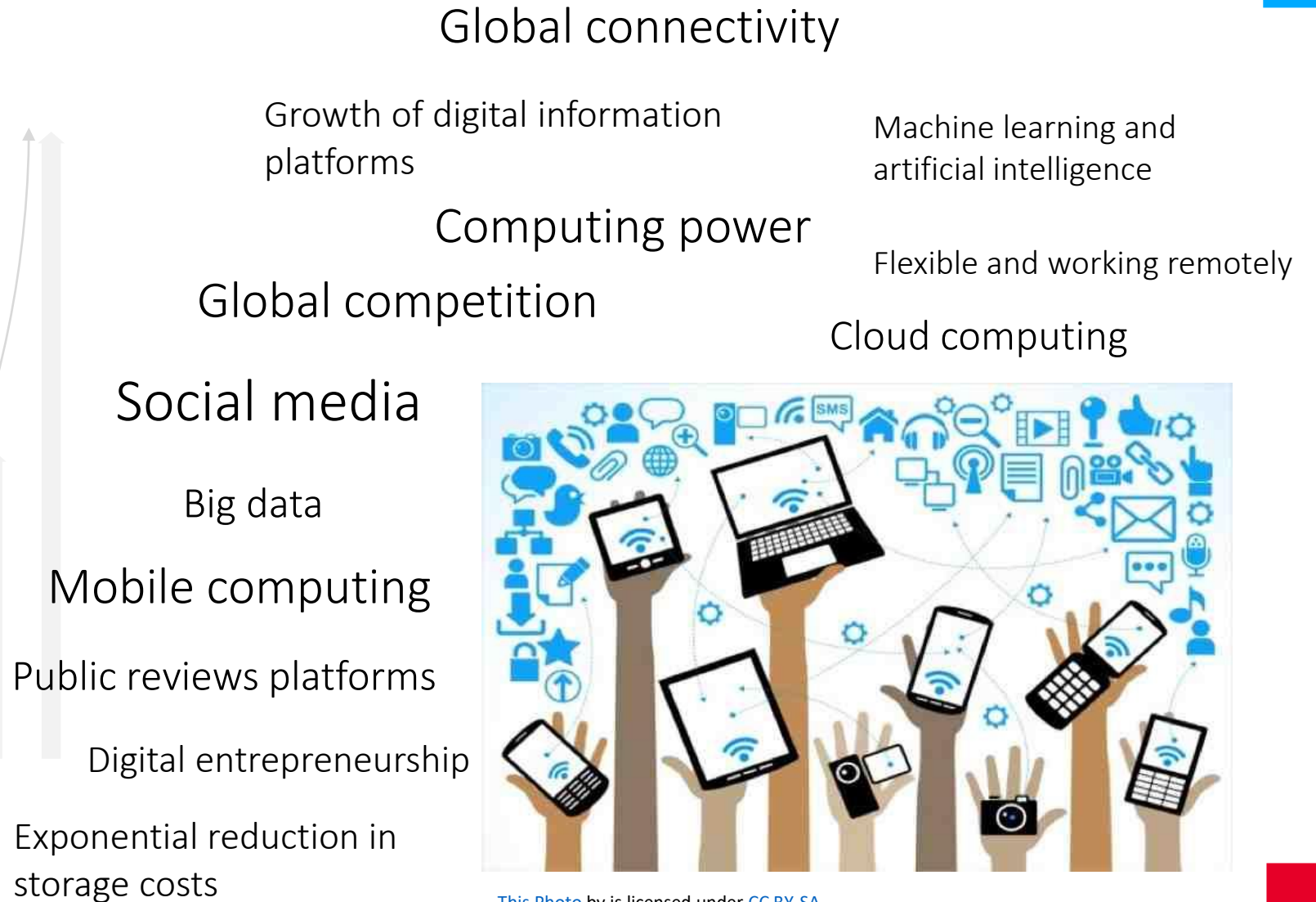
¹ <http://www.naa.gov.au/naaresources/documents/2016Survey-Findings.pdf>

DIGITAL REVOLUTION - THE WORLD AROUND US

The digital age is rapidly constantly shaping how we **think, work** and **live**

90% of the data in the world today has been created in the last two years. ¹

Exponential growth of digital information



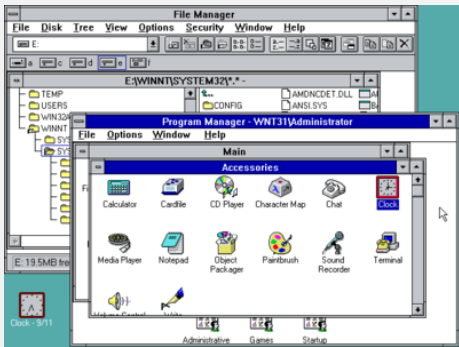
This Photo by is licensed under [CC BY-SA](#)

¹ Source <https://www.ibm.com/blogs/insights-on-business/consumer-products/2-5-quintillion-bytes-of-data-created-every-day-how-does-cpg-retail-manage-it/>

IMPACT ON CONSUMER EXPECTATIONS

Digital revolution has continually influenced and shifted consumer expectations

Windows 3.0 (1990)



[This Photo](#) is licensed under [CC BY-SA](#)

Windows 10 (2015)



[This Photo](#) is licensed under [CC BY-NC](#)

iPhone (2007)



[This Photo](#) by is licensed under [CC BY-NC-ND](#)

iPhone X (2017)



[This Photo](#) by is licensed under [CC BY-SA-NC](#)

Key drivers

Rapid technology advancement
Global competition and connectivity



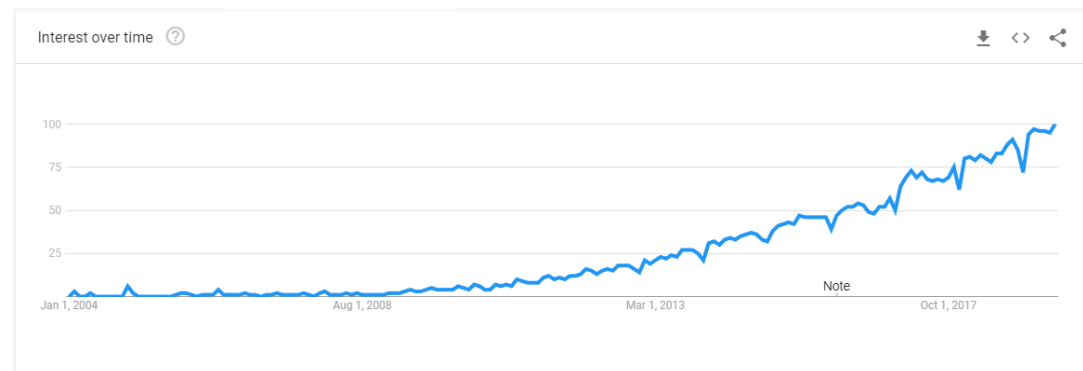
Expectations

- Intuitive
- Features
- Aesthetics
- Responsiveness

How important is user experience?

Google Trends

ux design
Search term



EMERGING CHALLENGES FOR RECORDS MANAGEMENT SYSTEMS

Rapid growth of data

"current records management practices are not sustainable due to the rapid growth of government data."

Department of Finance, Feasibility Study¹

Complexity of how information are captured

Changing consumer expectations

Growth and availability of simpler, more intuitive tools

Competition and tighter budgetary constraints

"The chains of habit are generally too small to be felt until they are too strong to be broken."

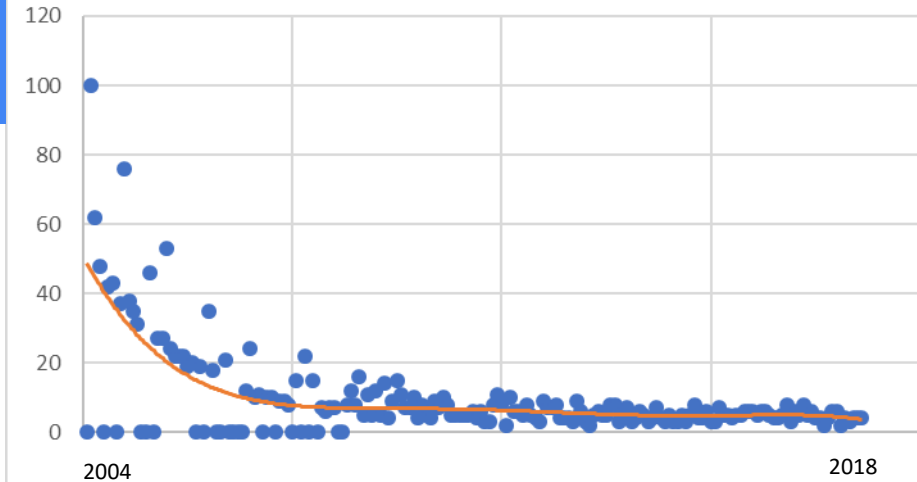
Tom Brokaw

Television journalist and author
(Former managing editor and anchor NBC Nightly News)

¹ [Source](#): Finance wants one cloud-based digital document system for the entire APS

Google Trends

electronic records management systems



What does this look like in a digital world?



[This Photo](#) by is licensed under [CC BY-SA](#)

OPPORTUNITIES – USER EXPERIENCE AND AUTOMATION

“... successful records management initiative is to use automation to minimize users' involvement in classification activities. Relying on humans to classify content and records is not optimal...”¹

Three Principles

Records Management Programs¹ (Gartner 2017)

1. **Simplify** the user experience

2. **Automate** capability, where possible

3. **Motivate** affected employees

(Department of) Finance declares **end of TRIM era**, wants a new way forward for government records

“...Finance is specifically keen to explore a solution that will automate the capture and classification of records.”
IDM 2017²

Whole-of-Government Digital Records Platform (the Platform)³

“In May 2017 the government announced a decision to implement ‘the Platform’ ... (to) automate the records management function...”



Australian Government
Department of Finance

¹ Source: Follow Three Principles to Improve User Adoption of Records Management Tools, Gartner 2017

² Source: Finance declares end of TRIM era, wants a new way forward for government records" IDM 2017, [link](#)

³ Source: Digital Continuity 2020, Australian Government, National Archives of Australia, [link](#)

OPPORTUNITIES – RETHINKING RETENTION AND DISPOSAL

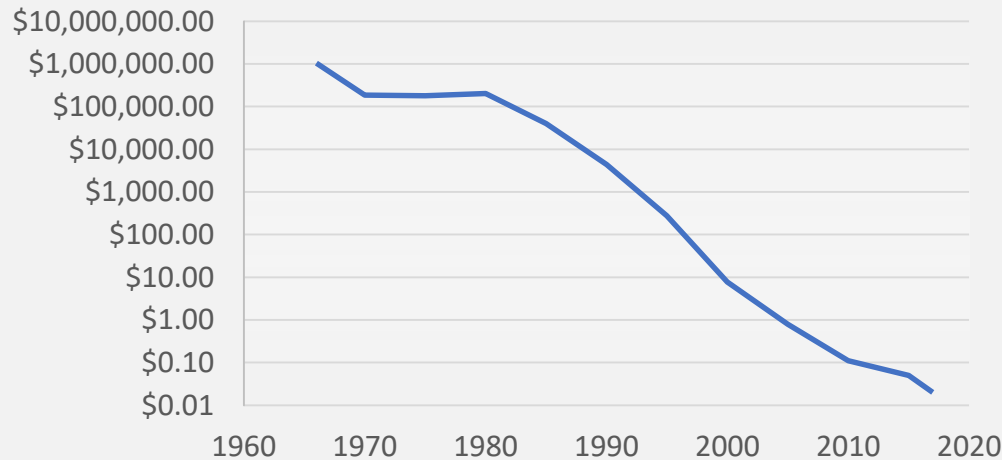
Exponential reduction in storage costs opens up possibilities of rethinking our approach to retention and disposal – an option that was not available to paper records

90% of the data in the world today has been created in the last two years.¹

Growth of digital information



Storage costs per Gigabyte (in USD)¹



TEXT BOOK MODEL

Rigid retention and disposal regime (100% compliance) (*a.k.a. mission impossible*)

CURRENT APPROACH

Driven by budget and available resource allocation

VALUE DRIVEN APPROACH

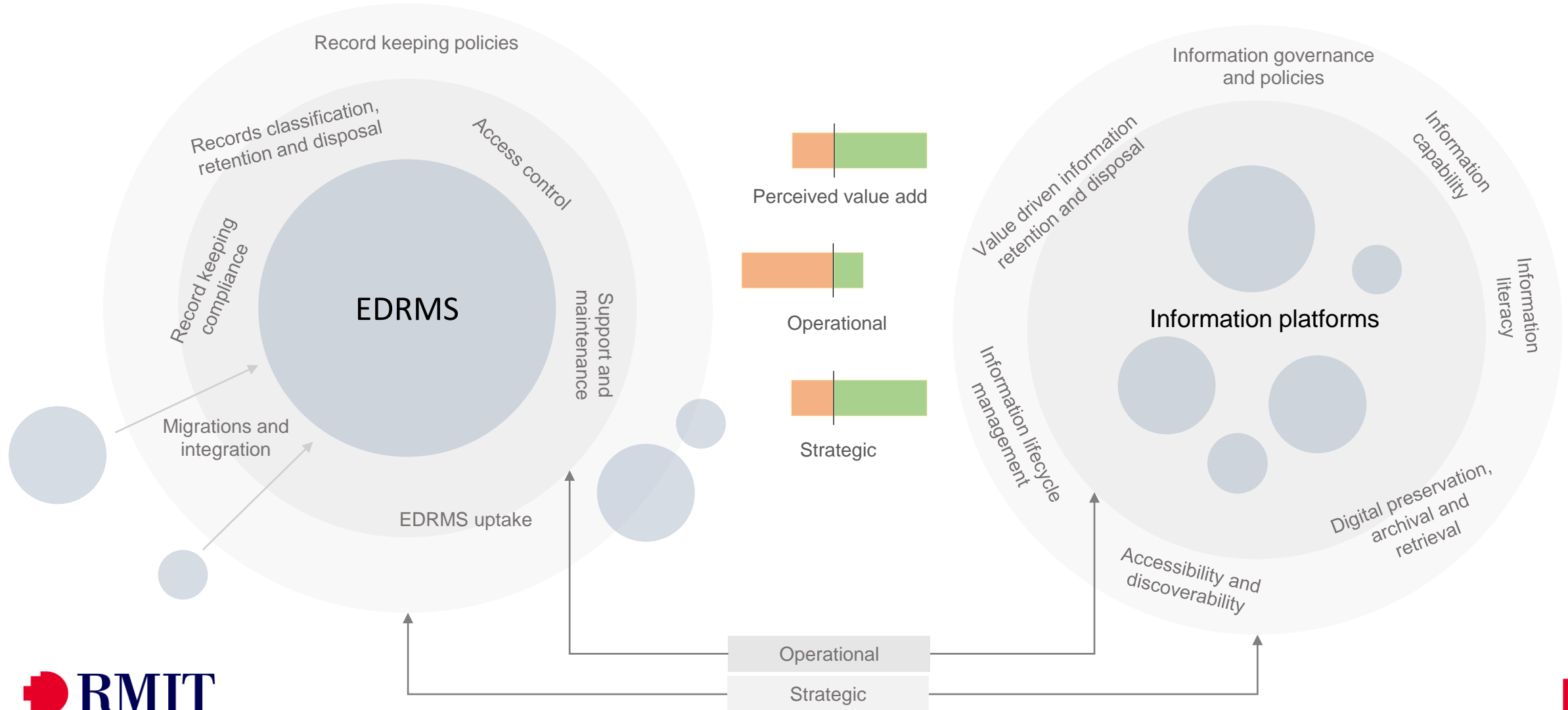
Greater focus on access and discovery of medium/high value records

Classification and disposal efforts focused on non-negotiables (leveraging on automation capabilities)

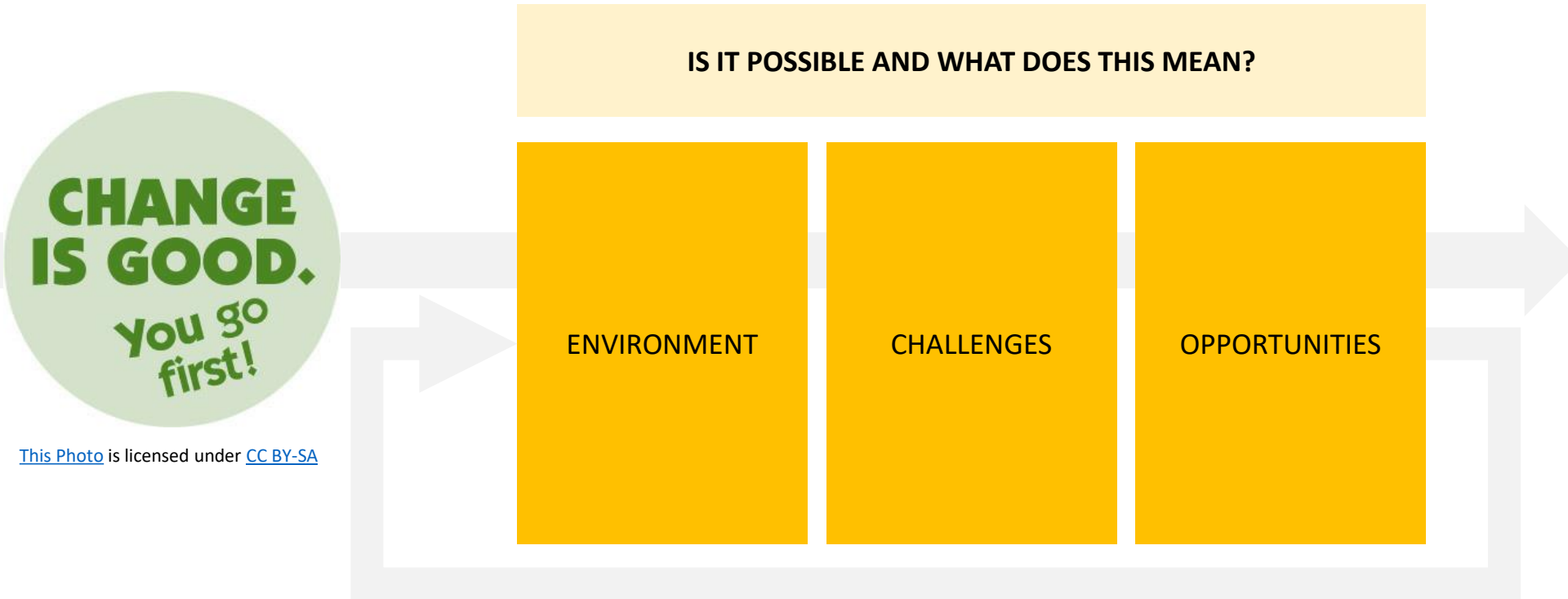
RETAIN EVERYTHING

Uncharted territory
Risks not fully understood
Legal constraints


OPPORTUNITIES – REDEFINING THE BOUNDARIES



THRIVING ~~SURVIVING~~ IN A DIGITAL WORLD



[This Photo](#) by is licensed under [CC BY-SA-NC](#)



*“It is not the strongest of the species that survives,
nor the most intelligent that survives.*

It is the one that is the most adaptable to change”

Charles Darwin