



ELECTRONIC DOCUMENT & RECORDS MANAGEMENT SYSTEMS & ADV. EDRMS TRAINING

Duration: 5 days
Course ID: ERM001/3

Introduction

The Electronic Document and Records Management Systems training is a must for anyone planning or about to embark on the implementation of an Electronic Document and Records Management Systems (EDRMS) or Enterprise Content Management System (ECM). The Adv. EDRMS course is designed as a workshop with lots of interaction and discussion, to assist delegates to determine the potential pitfalls of implementing EDRMS/ECM systems, and to avoid them, through a detailed understanding of all the implications. This course is designed to stretch the thinking of those who have been in the records management industry for some time. We discuss advanced concepts in a workshop environment and test traditional thinking. This programme is not suitable for new records managers or those just starting out in the industry.

Facilitators:

COR Concepts facilitators are all specialists in the field of Document, Records and Information Management. They all have extensive experience in the field of Document & Records Management and draw on best practice as developed by organizations such as ISO, AIRM and ARMA to ensure that course content is up to date and as practical as possible.

Who Should Attend:

- Records Managers
- IT Staff responsible for selecting and implementing EDRMS and ECM systems.
- Business unit representatives responsible for implementing DRMS systems.
- Business and systems analysts on the EDRMS project.
- Departmental managers responsible for Records Management.
- Information Governance professionals
- Departmental managers responsible for Records Management
- IT staff responsible for records management
- Representatives from National and Provincial Archives
- Representatives from watchdog organisations responsible for Industry Governance.

Objectives:

This programme is designed to equip delegates with the skills necessary to understand, plan for and implement an Electronic Document and Records Management System (EDRMS). The course is product-neutral and highlights the key issues required for successful implementations, and how to avoid the pitfalls commonly associated with EDRMS systems.

The Adv. EDRMS workshop will equip those with records management responsibilities to further their careers by being able to converse at a strategic level regarding current important topics in records and information management. The course is deliberately held at a high level and requires active participation from all delegates. In addition to the course content, delegates will benefit by interacting with other thought leaders in the information management field.

Outcomes:

At the end of this workshop, delegates will:

- Understand the legal environment surrounding electronic documents and records.
- Understand the policy and procedures which need to be created and implemented.
- Understand the core components that make up an EDRMS system and how to evaluate which components are required in their organisations.
- Be able to plan for and compose the team who are needed to conduct the implementation.
- Develop a classification scheme.
- Have a working knowledge of the applicability of digital signatures.
- Be able to implement a records retention schedule.
- Create an inventory of records in the organisation.
- Determine the current maturity and readiness of the organisation to implement EDRMS.
- Understand the implications of new legislation on records management and guide the organisation to becoming compliant
- Create a strategic plan for a records improvement process.
- Align the records management programme to the corporate goals and objectives.
- Provide input into the Enterprise Content Management initiatives of the organisation.
- Prepare the organisation for Information Governance, beyond IT Governance
- Assist the organisation in balancing the needs for Privacy versus Accessibility of records
- Lead the process for managing social media as records where appropriate.
- Make informed decisions as to whether the "Cloud" is a suitable repository for organisational records.
- Look beyond traditional "File Plan" thinking and start developing value-based records classification schemes.
- Inform the organisation of the pros and cons of SharePoint as a records management system.

COURSE OUTLINE

Outline:

The Document and Records Management (DRM) Legal Framework.

Current legislation governing the management of information in organisations:

- Electronic Communications and Transactions Act.
- National Archives and Records Service of SA Act.
- Protection of Personal Information Bill.
- Promotion of Access to Information Act.
- The new Companies Act.
- The King IV Code of Corporate Governance.
- Other relevant regulations and guidelines in the public and private sector.

Identifying the types and characteristics of information resources to which the legislation applies:

- Records
- Documents

Defining the steps for developing an EDRM policy in your organisation:

- Classification
- Appraisal
- Retention
- Disposal management

Examining and quantifying the potential benefits and business case for designing and implementing a records management framework:

- Accountability and transparency.
- Relevance of document retention and data integrity.
- Systems efficiency and cost reduction.
- Integration of data.
- Streamlined business processes for accessing and storing data.
- Current legislative impacts on records management:
- The Protection of Personal Information Act (POPIA)
- King IV and the implications for records management
- The New Companies Act

Development of Effective DRM Policies and Procedures:

Determine the essential elements of your DRM policies and procedures document:

- Scope and aims of the policy
- Records management principles and approach
- Responsibilities of record management
- Resources and systems
- Records retention and disposal
- Classification design
- Protection and access of data
- Disaster recovery
- Monitoring and measurement
- Standard procedures

Evaluate the management of different types of documents:

- Paper records
- "Born-digital Electronic documents
- Images

Determine the infrastructure and technology resources required to actively manage your records management system:

- Assess the needs of each department.
- Evaluate the appropriate technology to capture and preserve all electronic and business documents.
- Analyse your current Information systems and technology.

Examine the criteria for identifying and selecting an appropriate DRM system:

- Functionality of the system.
- Alignment with your organisation's infrastructure.
- Upgrading current systems.
- Analyse effective roll-out methods and adoption for efficient application by all users:
- Deployment of policies.
- Security considerations.
- Communication policy to promote your policies.
- Maintain effective, efficient and economic utilisation of all resources to ensure sound records management.
- Safeguard business records against loss and damage.
- Promote the effective capture and storage of all records
- Understanding the general responsibilities of the Chief Information Officer (CIO) and IT department in assessing potential risks and achieving efficient records management practice.
- Evaluating the appropriate training and support programmes for all stakeholders in optimising the effective functionality of your DRM system.
- Obtaining buy-in from all staff and overcoming communication barriers to ensure an efficient DRM system.
- Ensuring that your DRM policies are aligned to your organisational policies and procedures.
- Creating a culture of ownership and compliance with your DRM policies among your personnel.

Classification Process and Plans:

Determining the classification and role of various records and documents as prescribed by the relevant legislation and regulations:

- File plan
- Paper-based records
- Electronic records
- Audio-visual records

Assessing the characteristics of a classification system:

- Index requirements
- Naming conventions
- Metadata
- Categories of documents

COURSE OUTLINE

Project Planning for Electronic DRM Systems (EDRM):

- Mapping out a pilot phase for designing your EDRM system.
- Identifying the potential obstacles, challenges and pitfalls that you can avoid in ensuring that your implementation process is on track.
- Setting up your EDRM project team and developing a project management approach for creating your EDRM system and internal controls are executed responsibly.

Disaster Recovery and Business Continuity Planning

- Understand and plan for vital records.
- Understand the benefits of implementing best practice information disaster recovery plans for ensuring continuity of business operations in the event of a disaster.
- Analyse the effectiveness of your business continuity infrastructure to reduce the risks of a disaster in your EDRM process.
- Implement strict monitoring and tracking systems for improving the corrective and prevention action in order to detect failures quickly and efficiently within your EDRM programme.
- Assess the appropriate technologies for ensuring an uninterrupted flow of business operation and data retrieval.
- Identify the critical records that are required to continue business operations in the event of a disaster.
- Create a disaster recovery team who is well prepared in implementing and managing your disaster recovery programme.

Change Management Requirements and Planning:

Identifying what needs to change in your organisation in order to ensure the highest level of success in managing your business documents and records:

- People
- Processes
- Systems
- Planning your change management strategy:
- Consulting the Customer and Employee
- Stakeholder analysis
- Regular information sessions
- Promoting participation in the process
- Gather feedback to ensure continuous improvement

Defining the appropriate mechanisms for driving forward a change management process that will overcome the fears of implementing a records management programme and systems and get buy-in at all levels by using a:

- Top-down approach to create a culture of leadership and ownership of the process.
- Regulations governing disposal of records and documents.
- Bottom-up approach to sustain the readiness and capacity for the change in adopting your DRM initiative.

Aligning the goals of each business unit with your overall business objectives in order to drive your DRM and business performance.

Promoting an awareness among your internal and external users by effectively communicating the benefits of your DRM system.

Creating and communicating a shared vision, mission and core values to drive forward your DRM process and improve overall information and records management compliance and performance.

Successfully overcoming the internal resistance obstacles to your DRM policy by cascading your DRM system down to all your business units.

Applying the appropriate reporting processes for effectively implementing and maintaining your DRM system.

Roles and Responsibilities:

Analysing the capabilities, functions and responsibilities of your managers and users who are required to plan, implement and manage your DRM system:

- Ensure that the DRM policies and procedures .
- Determining the external and internal resources required to successfully implement your EDRM.
- Setting targets and objectives for achieving a successful roll-out of your EDRM system
- Pinpointing the appropriate methods for tracking and measuring the success of your EDRM process.
- The role and implementation of electronic (digital signatures).

Appraisal, Retention and Disposal:

Define the meaning and various features of a sound document appraisal system:

- Primary documents
- End value of the document

Determine the characteristics of a solid document retention process:

- Reasons for retaining records
- Legislation governing the retention of documents and records and penalties for non-compliance
- Types of records to be retained
- Retention schedules
- Accurate access of documents with effective searching tools
- Evidentiary considerations
- Disposal schedules
- Authority to dispose of documents
- Other considerations for disposing of records

Identify the appropriate systems for storage and disposal of your organisations records and documents:

- Scanning and Imaging
- On-site versus off-site storage
- Back-up strategy

COURSE OUTLINE

Assess the tried and tested steps for migrating documents to storage without losing critical information:

- File plan
- Control mechanisms
- Which documents remain live and which records are archived
- Document life-cycle management
- Long term preservation issues

Quality, Integrity and Security Measures:

- Determining the reliability and quality of your EDRM infrastructure and system.
- Defining the link between various business units to support the efficiency of your records management process.
- Establish the various elements of a document disposal management system.
- Examining the various South African National (SANS) and international (ISO) standards to achieve best practice in reliability, integrity and authenticity of electronically stored information.
- Creating internal versus external benchmarks as effective measurement mechanisms to accurately track the progress of your records management system.
- Identifying where the potential risks exist in your EDRM system.
- Undertaking the appropriate steps to preserving the integrity and protection of all documents.
- Adopting compliance monitoring and inspections for effectively managing the lifecycle of your documents.
- Conducting regular policy reviews and assessments of your EDRM system to establish the effectiveness of the process in line with changes in legislation or business processes.

Strategic Planning and Management for Records and Archive Services

- Identify the Corporate Drivers facing the organisation.
- Determine the key management issues facing document and records management.
- Conducting an audit/maturity assessment
- Creating a roadmap based on the audit findings.
- Implement a Records Management programme.
- Create a change and communications management plan.



Beyond basic Electronic Records – critical issues to consider.

- Long-term preservation
- Metadata
- File naming
- File formats
- Storage facilities and procedures
- Digital media
- Evaluation of records management systems
- Digital imaging
- E-mail management
- Web content management
- Electronic and advanced electronic signatures

Information Governance (Beyond Records management, Risk and Security)

- Information Governance and Generally Accepted Recordkeeping Principles (GARP)
- Records management in relation to other enterprise initiatives:
 - Conversion of paper documents and records to electronic files
 - Records Management
 - Content / Knowledge Management
 - Collaboration / Work-flow engines
 - Version control
 - Electronic forms management

Transparency and Records Management

- Transparency implications for records and information management
- Records Management as a tool for establishing transparency and accountability
- Records Management maturity levels

Managing Social Media Records

- Introduction
- Understanding Social Media
- Social Media as a record.
- Retention of Social Media communications
- Social media as a records management tool
- Managing Social media records using GARP principles

COURSE OUTLINE

Managing Documents & Records in the Cloud

- Understanding “The Cloud”
- Different “Cloud” and deployment models
- Advantages and disadvantages of cloud storage
- Discussing the implications for records management
- Determining whether the cloud is right for your organisation's records
- Key action steps

Business Classification Schemes

- What is a business classification scheme
- Integrating paper, electronic and e-mail classification schemes
- Extended file plan and metadata models
- Naming Conventions

SharePoint and Office 365 E-Records Management

- Reviewing the capabilities and features of SharePoint Records Management
- Configuration options
- Planning considerations
- Managing physical records with SharePoint



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TERMS AND CONDITIONS

Delegate Cancellations

All delegate cancellations must be received in writing and are subject to the following conditions:

- For any cancellations received 20 working days before the start of the training course, COR Concepts will issue 100% credit for the value paid to be used for up to one year from the date of issue for any further COR Concepts training course;
- For any cancellation received less than 20 working days before the date of the training course, the full fee will be payable and no refunds or credit notes will be given;
- If a registered delegate does not cancel and fails to attend the training course, this will be treated as a cancellation and no refund or credit note will be issued;
- Delegate substitutions are welcome. Please notify us 5 days before the event.

Payment Method : Direct Deposit

An invoice will be generated once the registration form is received.

Confirmation

Your registration will only be confirmed once payment is received and may be subject to cancellation.

Right of Admission

COR Concepts reserves the right to refuse admission to the training course where evidence of full payment cannot be shown.

Delegate Substitutions

Application for Registration & Acceptance of Terms & Conditions

I acknowledge that I have read and understood all of the Payment Methods, Policies and Terms and Conditions (including payment terms) and hereby apply for registration on behalf of myself (if a single delegate) or on behalf of the under mentioned organization which I am duly authorised to represent.

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