

Imagination
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Realization



Emerging Trends in Records Management

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Agenda

- What's driving records management today?
- Key challenges
- Emerging trends in records management
- Additional resources

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**What's driving records
management today?**

What's driving records management today?

- Compliance, compliance, compliance
- Cost containment
- Continuity

Compliance, compliance, compliance

- The \$1,000,000 question: compliance with what?
 - Federal and state statutes
 - Regulatory regimes
 - International requirements in some cases
- Demonstrated compliance vs. assumed
 - Not enough to have the policy...
 - ...and users won't always do it
- But the CFO doesn't want to hear about compliance!

Cost containment

- Cost to store so much information
 - Email: \$100,000 to manage 1 TB for 1 year
 - Average organization has 2.7 copies of each electronic document
- Cost to organization to access and retrieve
 - ...Or not
- Cost to comply with audits and discovery
 - Fortune 500: \$750,000 per e-discovery incident
 - 75% of costs relate to email production
- Cost to re-invent the wheel

Continuity

- Disaster recovery
 - Information has value
 - Different information has different value!
 - Organizations that know what they have can prepare more effectively and at lower cost
- Risk avoidance
- Risk mitigation

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Key challenges in records management

Key Challenges in RM Today

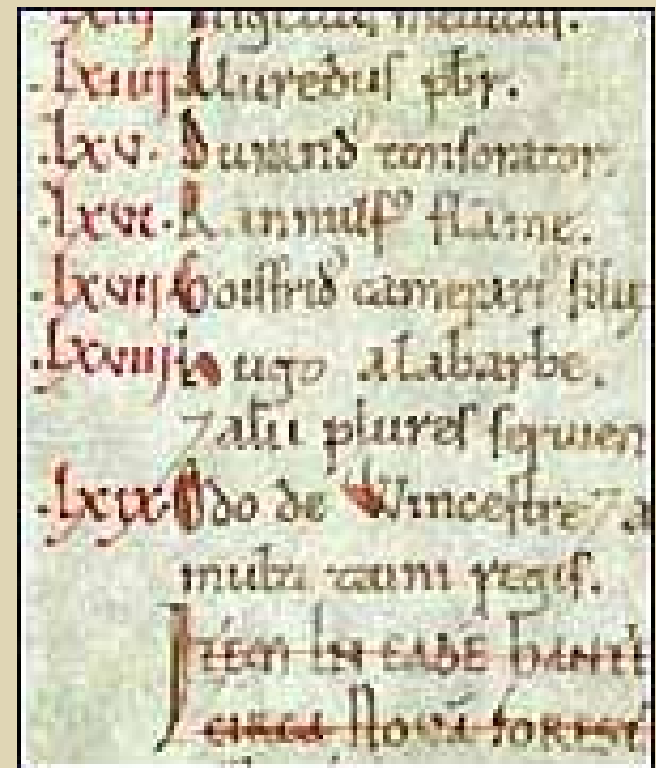
- Too much information
- Electronic records are complex and fragile
- Need to keep more stuff longer
- IT owns the systems...but RM owns the information in them?
- Ease of use (or lack thereof)

Too much information

- 5 exabytes created in 2004
- More in 2005 (and 2006, and 2007....)
- 93% born digital
- More types of information
 - Collaborative tools
 - Content management & e-learning
- Easy for users to create information today

Electronic records are fragile!

- Technology lifecycle is under 10 years today...
 - ...and getting shorter
- Digital preservation a problem
 - Media lifespan
 - Hardware obsolescence
 - Software compatibility
- The Domesday project



Manage this!

- HTML
- CSS
- Javascript
- 40 links
- 7 images



Need to keep more stuff longer (and better)

- Corporate governance in all areas and at all levels
- Courts expect organizations to be able to produce
 - And to reproduce if necessary

RM vs. IT

- IT and RM speak different languages
- IT: RM historically considered a storage problem
 - Buy more
 - Store less
- RM: historically focused on paper
 - Not as technology savvy
- Storage proliferating at the user level

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Emerging trends in records management

SUNGARD SUMMIT 2006

April 2-5 Orlando, Florida



Emerging Trends in RM

- Electronic records included in RM program
- Radical decentralization of information management
- RM becoming part of ECM suites
- The big guys focus on CM and RM technologies
- Pragmatic records management (PRM)

Electronic records management

- Many organizations have good RM programs
- Most of them just starting to apply RM principles to electronic information objects
 - “Manage by content, not by media”
 - Significant loss of functionality with “print & file”
- Some tools available to assist
- IT and RM playing more nicely....
- Imaging

Decentralization of records management

- Organizations devolving responsibility for records management to users...
 - Subject matter experts
 - Volume
- ...while users are deploying their own information management capabilities
 - Personal files and archives
 - Sharepoint deployments
- Both can cause issues for the organization – need to consider this carefully

Adding RM to the ECM suite

- RM, ECM technologies moving from point solutions to suites
 - Acquisition vs. build-in
 - Consolidation continues!
- Addressing all the content and repositories
 - Repositories vs. file systems
 - Specialized applications for e.g. email, IM
- Federated records management
 - Across repositories, content types

Basic/enterprise content infrastructure

- Oracle Tsunami, MS Sharepoint
 - Lightweight today....
 - Sharepoint 2007: Records Management edition
- Even large ECM vendors on the block
- RM and CM becoming a key piece of the enterprise infrastructure
- Includes applications, repository and/or database, and even hardware

Pragmatic records management

- Simplification of records management instruments
- Incorporation of RM processes into existing IT tools & applications
- Use of automatic classification tools
 - But note the limits here
- “Retentioning” vs. full-bore records management

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Conclusion

Summary

- The industry is making progress
- So are organizations
- But there's still a long way to go for most of them
- Tone at the top
- Keep it simple
- Process before technology

Strategies for YOUR organization

- Start by looking at existing processes
- Get RM, IT, business, legal, other stakeholders involved
- Determine your specific regulatory landscape
- Determine what tools you already have in place
 - Leverage what you have
 - Acquire the functionality you need
 - Push your vendor(s) for what's missing

Questions & Answers



Additional resources

- ARMA International
<http://www.arma.org>
- AIIM International
<http://www.aiim.org>
- AIIM EDOC Magazine
<http://www.edocmagazine.com>
- doingITbetter – Alan Pelz-Sharpe’s blog
<http://doingitbetter.blogspot.com/>

Additional resources cont'd

- CMSWatch
<http://www.cmswatch.com>
- Gartner
<http://www.gartner.com>
- Council on Law and Higher Education
<http://www.clhe.org>
- JISC (UK)
<http://www.jisc.ac.uk>
- Educause
<http://www.educause.edu>

Thank You!

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