(necessarily) Proportion not Perfection
progressing practice for positive progress

Prof Julie McLeod
School of Computing, Engineering & Information Sciences
Northumbria University

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Coming up
• Context
• AC*erm project
  – headline findings
  – two strategic findings
• Tactics for moving forward
• Conclusions

ACcelerating the pace of positive change in erm (AC*erm)

www.northumbria.ac.uk/acerm
Few organisations &/or individuals have articulated a vision for ERM.

Tactics and solutions for ERM are contextualised and complex.

The success &/or failure of ERM implementations can be contingent on the presence/absence of small or accidental factors.

RM principles appear to be applicable for ERM, however practice needs to be adapted.

Proportionate and risk based approaches are needed.

People issues are predominant, fundamental and challenging.
Records professionals may be part of the problem as well as part of the solution

McLeod J, Childs S & Hardiman R (2011) Accelerating positive change in electronic records management: headline findings from a major research project. 
http://nrl.northumbria.ac.uk/5604/

Establishing a vision of successful ERM

“a situation whereby most organisations have cost-effective and user-friendly capture, management of and access to authentic electronic evidence of their decisions and activities for as long as that evidence is required” (AC+erm participant)

Few organisations &/or individuals have articulated a vision for ERM, however practice needs to be adapted

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Is the quasi-principle that ‘records’ must be held in ‘recordkeeping systems’ still appropriate?

“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)

Post AC’erm Tactics for moving forward on
• applying principles, adapting practice
• proportionate approach
• being part of the solution not the problem
• people issues

Applying RM principles, adapting practice

Big buckets (formerly known as “flexible scheduling”)
Applying RM principles, adapting practice

Applying RM principles, adapting practice

Applying RM principles, adapting practice

Applying RM principles, adapting practice
Applying RM principles, adapting practice

Big buckets
(formerly known as ‘flexible scheduling’)

Proportionate & risk based approach

“A good battle plan that you act on today can be better than a perfect one tomorrow”
General George S. Patton

“Le mieux est l’ennemi du bien”
Voltaire, La Bégueule, 1772

Proportionate & risk based approach

Less than perfect ‘RK systems’

“achieving the minimum necessary information outcomes (compliance, data quality, retrieval) at the right price... ‘average’ [C+] rather than excellent [A+] may be sufficient or simply necessary” (Anon, 2011)
Being part of the solution not the problem

The DATUM projects
www.northumbria.ac.uk/datum

Embedding RM into high risk processes
Vicki Wilkinson, Group Records Management
Royal Bank of Scotland
IRMS Northern Branch meeting, 20 Oct 2011

People issues

“...are predominant, fundamental & challenging

“The digital transition took out the information middlemen – librarians – a process called disintermediation. This is very much the elephant in the room.”

‘Disintermediated, decoupled and down’
Nicholas, CILIP Update, Apr 2012
People issues

"It's hard to be sure you are doing the right thing"

(AC+erm participant)

Conclusions

- Strategy
  - envisioning successful IRM
  - applying IRM principles
- Tactics
  - adapting practice
  - proportionate approach, fit-for-purpose solutions
  - being part of the solution not the problem
  - people issues
  - Risk essentiality rather than extinction

Links
AC+erm headline findings article http://nrl.northumbria.ac.uk/5604/
AC+erm project site www.northumbria.ac.uk/acerm & http://acerm.blogspot.com

Image credits (all accessed 20 May 2012)
CILIP for 'Disintermediated, decoupled and down', CILIP Update, Apr 2012
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