

AC⁺erm Project

Systematic Literature Review:
Case Studies and Case Examples



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The AC*erm Project – Accelerating positive change in electronic records management' – is a research project carried out by the School of Computing, Engineering and Information Sciences in Northumbria University from 2007 to 2010. It aimed to investigate and critically explore issues and practical strategies to support accelerating the pace of positive change in managing electronic records.

The project focused on designing an organisation-centred architecture from three perspectives: (i) people, including vision, awareness, culture, drivers and barriers; (ii) working practices including processes, procedures, policies and standards; and (iii) technology in terms of the design principles for delivering effective recordkeeping.

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AC⁺erm Output

Systematic Literature Review Synthesis – Case Studies and Case Examples

Background *General*

We have carried out a systematic literature review (SLR) of journal literature on electronic records management (ERM) published from 1996 to February 2009. SLRs aim for a more objective, rigorous approach to reviewing the literature. The objectivity and rigour comes from establishing elements *a priori* and following a standard process, particularly for assessing the quality of the literature and extracting relevant data.

We searched for variants of the term 'electronic records management' in the following databases: LISA (covering information studies and technology, library science and publishing); EBSCO's Business Source Premier (including coverage of business, management, engineering, law, health and art); and Web of Science (covering the sciences, social sciences & the arts and the humanities). We have reviewed 1,189 from a total of 1,756 items and selected 536, to date, for detailed review.

Information from the reviewed items have been organised into an Access database. Components of the database include: tickboxes for subject focus and for coverage of specific topics (such as model for ERM, change management) and a textual summary. Assessing the quality of the item has been through the use of tickboxes for resource type, approach type and reviewer evaluation. The use of tickboxes means that we can choose items from the database that cover specific topics only. The items on a specific topic are then synthesised by identifying themes from the summary and organising the items under appropriate headings.

Selected outputs from the SLR have been used to inform the initial questions for our Delphi studies as well as to provide practical information to enable action by users of the outputs.

This Output

Contains items of literature where the approach type has been coded as a case study or a case example of RM / ICT developments / implementations. The items were chosen from the database on 2010/01/14. It aims to provide practical information.

Nature of Output Brief summaries of items from the literature, organised under headings with bibliographic details.

SYSTEMATIC LITERATURE REVIEW – SYNTHESIS OF CASE STUDIES AND CASE EXAMPLES - 2010/01/14

Articles where the approach type has been coded as being a case study or a case example of RM / ICT developments / implementations.

Total number of articles: 106

Example of item ID code: ##1345 2009 HHM

- Character: # case examples, ## case study, analytical, * research, £ individual expert opinion
- Number = ID number from EndNote bibliographic database
- Date
- Weighting: Resource H M L / Approach H M L / Reviewer's Evaluation H M L, where H = High, M = Medium, L = Low

Notes:

- Some items are duplicated under different headings.
- Under each heading, items are in reverse date order, except for articles on the same organisation which are grouped together.

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1. Development of RM/ERM

#829 2007 HMM

Clerk of Courts Office, Lake County Florida (US) - keeper of public records for the county. Florida's Open Government policy - Putting public documents online for public access. Case example looked specifically at the county's ERM systems, primarily a courts management system and an official records system. Particular issue was redacting personal information from files to be made public.

Parrish Jr JL, Courtney JF. Electronic Records Management in Local Government Agencies: The Case of the Clerk of Courts Office in Lake County Florida. Information Systems Management. 2007 Summer;24(3):223-9.

#291 2006 MMM

Metadata and taxonomy management tools. Puts the case for their importance as an adjunct to ECM systems' Google-type search solution for information retrieval in the context of information sharing across different government departments. Notes their analysis of metadata standards in 185 UK local authorities (in mid 2005).

Bentley J. E for evasion and efficiency and e-government. Information Management and Technology. 2006 Jan;39(1):21-2.

#333 2006 HML

The development of RM at the French National Library.

Dherent C. Document management at the French National Library. Records Management Journal. 2006;16(2):97-101.

#346 2006 MMM

NHS Pensions Agency (UK) use of EDM to improve customer service (Penserver EDMS). NHS Information Authority (UK) research project into issues of e-medical records.

EDRM in the NHS: delivering electronic medical records and improving service and access to information. Information Management and Technology. Jul 2006-Sep 2006;39(3):125-6.

##433 2006 HHM

Education and training needs in ERM. This research focuses on four classes of recordkeeper: administrators, records managers, archivists, IT staff [all at senior level] in 24 Malaysian Federal Ministries plus archivists in National Archives of Malaysia.

Johare R. Education and training needs in electronic records management: a case study of record keepers in the Malaysian federal ministries. Malaysian Journal of Library & Information Science. Jul 2006;11(1):1-21.

#488 2006 HML

Implementing a business classification scheme at the UK Sector Skills Development Agency. Used standard office software not an EDRMS.

Bedford D, Morelli J. Introducing information management into the workplace: A case study in the implementation of business classification file plans from the Sector Skills Development Agency. Records Management Journal. 2006;16(3):169-75.

#737 2006 MML

Developing a set of guidelines and toolkit for staff at Worcestershire County Council (UK) to make informed decisions about scanning.

McIntosh H. Why don't we just scan everything? Records Management Bulletin. Aug 2006(133):3-4.

##774 2006 MHM

Collaborative project, funded by the US National Historical Publications and Records Commission and administered by the University of Minnesota's Charles Babbage Institute (CBI) Center for the History of Information Technology between 2003 and 2005. Planning for e-preservation at the CBI.

Akmon D, Kaplan E. Developing electronic records capacity in the small collecting repository: the Documenting Internet2 Project. RLG DigiNews. Aug 2006;10(4):np.

#795 2006 MML

Cheshire Police Constabulary (UK). E-learning training programme used in association with ERMS implementation. Atlas ERMS being introduced to help compliance with Management of Police Information (MOPI) requirements, as a replacement for existing mission-critical database. Cheshire bought Knowledge Solution's software-simulation authoring package to develop training materials.

Moseley N, Leteney F. A learning force. elearning age. Dec 2006/Jan 2007:20-2.

#481 2005 MML

Gloucester County Council (UK), RM practice 2000 to 2005 - move from paper to EDRM. Development of RM policies, procedures and capacity plus adoption of an EDRMS (name not given).

Kingsley N. The Gloucestershire experience of good records management practice: a personal reflection 2000-2005. Information Management and Technology. 2005 Jul;38(3):112-3, 21.

##502 2005 HHH

Full-scale overhaul of recordkeeping procedures culminating in implementation of EDRMS, working to ISO 15489 as standard. PRONI (Public Records Office Northern Ireland) started on one of three lead EDRM implementation projects in Northern Ireland Civil Service (NICS) in summer 2003, the first phase of a NICS-wide implementation. Final choice of system was Tower Software's TRIM Context.

Smyth ZA. Implementing EDRM: has it provided the benefits expected? Records Management Journal. 2005;15(3):141-9.

#521 2005 MML

UK police forces are lagging behind in implementing EDRMS. Particular needs of the police forces, and particular codes of practices, plus reasons for situation.

Gibney A. EDRM: Are the police on the case? Or have they lost the scent? Records Management Bulletin. 2005 Aug;(127):7-9.

#821 2005 LMM

Kimberly-Clark Co., tissue/nappy manufacturer, multinational. How the company prepared for Sarbanes-Oxley, specifically setting up internal access controls. Chose a Web-based document management application Risk Navigator.

Virzi AM. Cleaning Up. Baseline. 2005;(48):51-3.

#326 2004 HMM

Swedish International Development Cooperation Agency (Sida). Process of transition from paper to electronic based administration.

Alariksson S, Axelsson S, Granath P. Creating a system for public information: the Swedish aid agency's transformation to electronic administration. Records Management Journal. 2004;14(1):25-32.

#439 2004 HMM

Education and training for records management in the electronic environment. Case examples: RM training activities at School of Informatics, University of Northumbria (UK). PhD study evaluating international best practice in training record keepers, with the aim of developing a model for Malaysian government staff.

Hare C, Johare R, McLeod J. Education and training for records management in the electronic environment: the (re)search for an appropriate model. Information Research. 2004 Apr;9(3):No page numbers.

##616 2004 MHM

Data quality of e-patient records (EPRs). Context is implementation of a Greek national EHR (e-health record) system.

Bamidis PD, Eaglestone B, Orfanidis L. Data quality issues in electronic health records: an adaptation framework for the Greek health system. Health Informatics Journal. 2004 Mar;10(1):23-36.

##653 2004 MHM

Study of the role of the working record in a medical unit in a major metropolitan hospital, Australia.

Fitzpatrick G. Integrated care and the working record. Health Informatics Journal. 2004 Dec;10(4):291-302.

#119 2003 MLM

Development of process for managing e-records and digital preservation at the National Archives (UK).

Thomas D. Digital preservation at the National Archives. Information Management and Technology. 2003 Jul;36(3):116-9.

#526 2003 MML

UK Health and Safety Executive (HSE) in preparation for the required implementation of EDM by 2004 target is working on its records plan to manage both paper and e-records.

Haynes D. Managing records, function, cultural and technical change. Library + Information Update. 2003 Aug;2(8):44-5.

#588 2003 MMH

Planning stage before the implementation of an EDRMS at the Highways Agency (UK).

Ladd M. Electronic document and records management: 10 lessons learned before implementation in the Highways Agency. Records Management Bulletin. 2003 Dec;(117):11-4.

#1025 2003 HMH

Early stages (requirements and strategy) of the ERMS implementation at the US Environmental Protection Agency (EPA).

Fernandez L, Sphere JT. Integrating an ERDMS in an IT Environment. Information Management Journal. 2003;37(4):58.

#717 1999 HMM

US federal electronic records management. Looked at example of Environmental Protection Agency (EPA).

Van Wingen RS, Hathorn F, Sprehe JT. Principles for information technology investment in U. S. federal electronic records management. Journal of Government Information. 1999 Jan/Feb;26(1):33-42.

##1183 2003 HHL

Investigating the methodological basis used for comparing paper-based and electronic patient records. Study in a German hospital.

Stausberg J, Koch D, Ingenerf J, Betzler M. Comparing paper-based with electronic patient records: Lessons learned during a study on diagnosis and procedure codes. Journal of the American Medical Informatics Association. [Article]. 2003 Sep-Oct;10(5):470-7.

#393 2002 MMH

Hybrid RM: discussion with reference to approach at Westminster City Council (UK). Used TRIM for e-records.

Howard S. Hybrid records management: a local government perspective. Records Management Bulletin. 2002 Oct;(110):3-7, 18.

#686 2002 HMM

UK Debt Management Office (UKDMO). P.94 "an approach to managing electronic records by integrating the development and implementation of a corporate records management programme based on ISO 15489 ... with the implementation of an electronic records management (ERM) software package [future aim]."

Benfell P. An integrated approach to managing electronic records. Records Management Journal. 2002;12(3):94-7.

#220 2000 HML

ERM project at Finland's Defence Forces.

Kikki J. A new model for electronic recordkeeping in the Finnish defence forces. Records Management Journal. 2000 Dec;10(3):150-60.

#261 2000 MML

Raising the profile of RM in the Historic Royal Palaces (UK).

Catford C. From basement to boardroom: Historic Royal Palaces: making records management matter. Records Management Bulletin. 2000 Dec;(100):17-9, 21.

#338 2000 MMM

Description of DOMEA (Document Management and Electronic Archiving) project and results of pilot. DOMEA run by Information Network Berlin-Bonn, for the German Federal administration.

Engel A, Wettengel M. Archiving the united Germany: II. Disposition and archiving of authentic electronic records in the new Germany's Information Network Berlin-Bonn. Records Management Bulletin. 2000 Apr;(96):20-5.

#582 2000 MMH

Problems of preservation when German reunified taking the East Germany archives of e-records into the West Germany Federal Archives.

Wettengel M. Archiving the united Germany: 1. German unification and electronic records: the example of East Germany's 'Kaderdatenspeicher'. Records Management Bulletin. 2000 Feb;(95):11-6.

##702 2000 HHL

The study sought to determine the key issues that underpin the management of administrative and personnel records in electronic form at Moi University, Kenya.

Kemoni H, Wamukoya J. Preparing for the management of electronic records at Moi University, Kenya: a case study. African Journal of Library, Archives and Information Science. 2000 Oct;10(2):125-38.

##137 1999 MHL

Survey of managing business records in Malaysia.

Yusof ZM, Chell RW. Managing business records in Malaysia: awareness and attitudes among business managers. Information Development. 1999 Dec;15(4):228-34.

#511 1998 HMM

Central Electronic Archive (CEA) at Pfizer Central Research, UK. Underpinned by same intellectual basis as hard copy Records Centre. Use of Matrix record classification schema.

Samuel J. The intellectual infrastructure underpinning records management within Pfizer Central Research. Records Management Journal. 1998 Apr;8(1):11-23.

##631 1997 MMM

Developing e-RK policy and strategy & standards for public sector in Australia. Case example is New South Wales government.

Moscato L. Australian approaches to policy development and resulting research issues. Archives and Museum Informatics. 1997;11(3/4):241-50.

##1331 1997 HHH

The ERM model of the National Archives of Canada.

McDonald J. Towards Automated Record Keeping, Interfaces for the Capture of Records of Business Processes. Archives and Museum Informatics. 1997;11(3):277-86.

#473 1996 MMM

Managing the change to ERM in the DTI (UK). Introduction of an office automation programme.

Wood S, MacLachlan L. Managing the change to electronic records management in the DTI. Records Management Bulletin. 1996 Apr;(73):3-6.

2. Implementation of an EDRMS

##163 2006 HHM

Use of EDMS to facilitate e-collaboration in project-based industry, e.g. construction. Based on a number of case studies in Scandinavia.

Bjork B-C. Electronic document management in temporary project organisations: Construction industry experiences. Online Information Review. 2006;30(6):644-55.

#288 2006 MMM

Cheapflights (USA) using Percussion's Rhythmyx ECM software to improve timing and delivery of travel price & resort information on the web.

Cheapflights turns to Percussion Software: to upgrade flight and resort information to global travellers. Information Management and Technology. Jul 2006-Sep 2006;39(3):120-1.

#290 2006 MML

Comino (software supplier) account of EDM (document image processing, contact management and workflow systems) in Wakefield Metropolitan District Council in context of meeting efficiency savings in light of UK government's Gershon review and FOIA.

Dransfield L. Fast Forward Vision at Wakefield. Information Management and Technology. 2006 Jan;39(1):19-20.

##319 2006 HHM

Installing an ERMS at the French Ministry of Justice, called MESSENGER. Merging of two projects: to manage files, to manage mail.

Loussouarn O. Records management: A case study from the French Ministry of Justice. Records Management Journal. 2006;16(2):91-6.

#346 2006 MMM

NHS Pensions Agency (UK) use of EDM to improve customer service (Penserver EDMS). NHS Information Authority (UK) research project into issues of e-medical records.

EDRM in the NHS: delivering electronic medical records and improving service and access to information. Information Management and Technology. Jul 2006-Sep 2006;39(3):125-6.

#472 2006 MMM

The Casey Group (UK) (construction & environmental services) - description of implementation of The Content Group's ECM solution based on Documentum and scanning software for tighter control of information about client projects.

The Casey Group is safe as houses: with ECM from the Content Group. Information Management and Technology. 2006 Jan;39(1):34-5.

#503 2006 MMM

Newark & Sherwood District Council implementation of Hummingbirds' EDRMS in context of UK e-government 2005 target to improve customer/citizen services through IT.

There's more to Sherwood than Robin Hood. Information Management and Technology. 2006 Jan;39(1):25, 7.

#592 2006 MMM

Implementation of an ERMS (Tower Software's TRIM Context) at the UK Dept of Constitutional Affairs (DCA).

Lang N. e-RM at the Department for Constitutional Affairs (DCA). Records Management Bulletin. Jun 2006;(132):21-2.

#480 2005 MML

UK Department of Constitutional Affairs - setting up an EDRMS (Tower Software's TRIM Context).

Tower Software Ltd. Department of Constitutional Affairs succeeds with EDRM project on time and on budget. Records Management Bulletin. 2005 Apr;(125):37-8.

#795 2006 MML

Cheshire Police Constabulary (UK). E-learning training programme used in association with ERMS implementation. Atlas ERMS being introduced to help compliance with Management of Police Information (MOPI) requirements, as a replacement for existing mission-critical database. Cheshire bought Knowledge Solution's software-simulation authoring package to develop training materials.

Moseley N, Leteney F. A learning force. elearning age. Dec 2006/Jan 2007:20-2.

#888 2006 MML

Adidas. Solution = Global 360 Enterprise, an ERMS.

Adidas gets the competitive edge. Management Services. 2006 Spring;50(1):46-7.

#3 2005 HMM

Project (FESD) to look at implementation of an EDMS for Danish central and local government. 11 trial organisations to develop the framework contract. Agreement that framework contract will be offered by three consortia: Accenture with Traen Information Systems and Rambøll Informatics as subcontractors; system is Acadre: CSC with Scanjour and Rambøll Management as subcontractors; system is Scanjour Captia: Software Innovation with Rambøll Management as subcontractors; system is Public 360.

Steinmark C. EDM in the Danish public sector: the FESD project. Aslib Proceedings. 2005;57(4):369-77.

#240 2005 MML

Record keeping for the Greenwich Millennium Village (GMV) project in the UK via a DMS (Bentley Project Wise).

Fowler DSG. Records management in and engineering environment. Records Management Bulletin. 2005 Jun;(126):30-41.

#352 2001 MMM

Greenwich Millennium Village (GMV) development; new riverside development in London. Use of an EDMS. Comprised the Project Communication System (PCS) supplied by BT and the Project database and EDMS (ProjectWise).

Fowler DSG. Greenwich Millennium Village Web enabled electronic data management system. Records Management Bulletin. 2001 Jun;(103):21-2, 4.

#282 2005 MMM

Scottish Courage (UK) (division of Scottish & Newcastle) implementation of GDO's (Graphic Data Online) bureau service to scan invoices, filter problem ones and load into GDO's EDM and workflow system which Scottish Courage accesses via the web.

Monk B. Scottish Courage toasts success: new GDP purchase invoice processing solution maximises efficiency and reduces costs. Information Management and Technology. 2005 Jul;38(3):131-2.

#284 2005 MML

Havebury Housing Partnership, West Sussex, UK (not-for-profit but linked to local government). Use Easy Software (DMS) product for archiving invoices and managing personal files, backup and DPA compliance.

It's easy making documents work at Havebury Housing Partnership. Information Management and Technology. 2005 Oct;38(4):165-6.

#306 2005 MMM

John Joseph Financial Services (UK) (independent financial advisors), an SME. implementation of Invu's EDMS to move from paper to electronic files.

Buried under paper: Not any more. Information Management and Technology. 2005 Oct;38(4):173-4.

#431 2005 MML

London Borough of Lewisham (UK) Implementing an enterprise document and record management system (Meridio) with the management of electronic social care records (ESCR) as the driver and starting point.

Ward B, Kear K, Cronbach S. Record sharing means better catering: implementing electronic social care records at Lewisham delivers wide ranging benefits. Records Management Bulletin. 2005 Oct;(128):19-21.

#481 2005 MML

Gloucester County Council (UK), RM practice 2000 to 2005 - move from paper to EDRM. Development of RM policies, procedures and capacity plus adoption of an EDRMS (name not given).

Kingsley N. The Gloucestershire experience of good records management practice: a personal reflection 2000-2005. Information Management and Technology. 2005 Jul;38(3):112-3, 21.

#502 2005 HHH

Full-scale overhaul of recordkeeping procedures culminating in implementation of EDRMS, working to ISO 15489 as standard. PRONI (Public Records Office Northern Ireland) started on one of three lead EDRM implementation projects in Northern Ireland Civil Service (NICS) in summer 2003, the first phase of a NICS-wide implementation. Final choice of system was Tower Software's TRIM Context.

Smyth ZA. Implementing EDRM: has it provided the benefits expected? Records Management Journal. 2005;15(3):141-9.

#516 2005 MMM

Stirling Council's (UK) implementation of Valid's R/KYV EDRMS for better service provision and meeting FoIA and UK's e-government e-service delivery target of 2005.

Valid's EDRMs gives Stirling service. Meeting e-government targets using SCC procurement. Information Management and Technology. 2005 Jan;38(1):41-2.

#534 2005 MMM

About business benefits of ERM, and use of ERMS, in ECM context moving from defensive, risk management justification/rationale for records management to offensive, positive benefits rationale for RM. Gives three USA case examples: DARPA (Defense Advanced Research Projects Agency) using an ERMS; Nuclear Regulatory Commission's (NRC) using ADAMS (Agency-wide Document Access & Management System); NRC's public key infrastructure e-signature capability added to ADAMS.

Sprehe JT. The positive benefits of electronic records management in the context of enterprise content management. Government Information Quarterly. 2005;22(2):297-303.

#576 2005 MMM

Cadbury Bourneville Village Trust (UK) manages accommodation and village. Implemented Invus' EDM to better manage information on properties and tenants by moving from paper to electronic form.

Cadbury's Bourneville isn't just chocolate: Invu's EDM system keeps track of Bourneville Village Trust's tenants and residents. Information Management and Technology. 2005 Apr;38(2):75-6.

#591 2005 MMM

Implementing an ERMS (Tower Software TRIM Context; Audata to carry out the implementation) at the Royal Parks Agency (UK).

Records management for field based staff at the Royal Parks Agency. Records Management Bulletin. 2005 Apr;(125):33-5.

#661 2005 MMM

Experiences of implementing an ERMS (TRIM; Audata) at the Royal Parks Agency (UK).

Hipwell G, Johnston G. Records management for field based staff at the Royal Parks Agency. Records Management Bulletin. 2005 Jun;(126):25-6, 36.

#662 2005 HMM

UK NHS Purchasing and Supply Agency implementing an ERMS.

Gregory K. Implementing an electronic records management system: a public sector case study. Records Management Journal. 2005;15(2):80-5.

#732 2005 MMM

UK Competition Commission. EDRM implementation. Use of Bramble.cc consultants.

Kibby P. The Competition Commission's story: a case study in EDRM delivery. Records Management Bulletin. 2005 Apr;(125):41-3.

#755 2005 HMM

Implementation of EDRMS (TRIM Captura) in the Estates Department of the British Library (UK).

Maguire R. Lessons learned from implementing an electronic records management system. Records Management Journal. 2005;15(3):150-7.

#570 2004 MML

Implementing an EDRMS (TRIM Captura) at the British Library Estates Directorate (UK).

A tower of strength in the British Library Estates Directorate keeps everything neat and trim. Information Management and Technology. 2004 Jan;37(1):19-20.

#821 2005 LMM

Kimberly-Clark Co., tissue/nappy manufacturer, multinational. How the company prepared for Sarbanes-Oxley, specifically setting up internal access controls. Chose a Web-based document management application Risk Navigator.

Virzi AM. Cleaning Up. Baseline. 2005;(48):51-3.

£#768 2005 HML

Review of published/unpublished case studies showing benefits of implementing an ERMS/EDMS.

Johnston GP, Bowen DV. The benefits of electronic records management systems: a general review of published and some unpublished cases. Records Management Journal. 2005;15(3):131-140.

#214 2004 MML

Royal Roads University (RRU) in British Columbia. RM project established June 1999. Opted for OTS numeric classification system. Further software (Foremost Enterprise – subsequently re-named 'Records Manager' – from Documentum).

Barr D, Bedi S. First and foremost records management at Royal Roads University. Feliciter. 2004;50(3):93-5.

#440 2004 MML

Discussion of use of ERMS for managing the ESCR (e-social care record) in the UK.

Johnston G. Managing electronic social care records. Records Management Bulletin. 2004 Apr;(119):23-8.

#471 2004 MMM

Bayer Healthcare AG's use of Documentum (ECM) for managing research & development documents to meet compliance regulations and standards of FDA (Food and Drug Administration), USA.

Bayer HealthCare standardises ECM platform. Information Management and Technology. 2004 Jul;37(3):131-2.

#572 2004 MMM

Staffordshire County Council's (UK) implementation of Tower's TRIM EDRMS for social care records.

Managing Staffordshire's social care records. Information Management and Technology. 2004 Oct;37(4):174.

#786 2004 MMM

DTI's (UK) EDRMS project using TRIM software.

EDRM with TRIM benefits the DTI. Information Management and Technology. 2004 Jan;37(1):40.

#1013 2003 HMH

Account of a failed ERMS pilot at The State Archives of Michigan and the state's Records Management Services (US). System was ForeMost Enterprise.

Wojcik C, Gouin D, Dionne M. Managing Electronic Records in the 21st Century. Information Management Journal. 2003;37(6):44-50.

#1025 2003 HMH

Early stages (requirements and strategy) of the ERMS implementation at the US Environmental Protection Agency (EPA).

Fernandez L, Sphere JT. Integrating an ERDMS in an IT Environment. Information Management Journal. 2003;37(4):58.

#166 2002 HMM

US Department of Education. Use of neural network software ((Hummingbird's Knowledge Manager Workstation) to categorize records according to retention period.

Schewe DB. Classifying electronic documents: a new paradigm. Information Management Journal. 2002 Mar/Apr;36(2):54, 6-9.

#393 2002 MMH

Hybrid RM: discussion with reference to approach at Westminster City Council (UK). Used TRIM for e-records.

Howard S. Hybrid records management: a local government perspective. Records Management Bulletin. 2002 Oct;(110):3-7, 18.

#686 2002 HMM

UK Debt Management Office (UKDMO). P.94 "an approach to managing electronic records by integrating the development and implementation of a corporate records management programme based on ISO 15489 ... with the implementation of an electronic records management (ERM) software package [future aim]."

Benfell P. An integrated approach to managing electronic records. Records Management Journal. 2002;12(3):94-7.

#607 2000 HML

Rollout of an electronic records system (ERS) at South Africa's National Electricity Regulator (NER). Chose Oculus - scanning system and an integrated record and management workflow solution.

de Wet SD, du Toit A. The challenge of implementing a records management system at the National Electricity Regulator in South Africa. Records Management Journal. 2000 Aug;10(2):73-86.

#1089 1998 HML

Merrill Lynch setting up a Web-based information system (WIS). Looked for a document management system to integrate with the WIS. Chose Documentum.

Balasubramanian V, Bashian A. Document Management and Web Technologies: Alice Marries the Mad Hatter. Communications of the ACM. 1998;41(7):107-15.

#82 1997 MMM

Workflow & document management in Wealden District Council's housing & benefits areas (UK) using EDMS (Graphic Data systems).

Lovell B. Workflow at Wealden District Council: document management paves the way to efficiency gains. Information Management and Technology. 1997 Mar;30(2):76-7.

3. Implementation of RM Software System (Other than EDRMS)

#1347 2008 MHH

Project at University Hospital of North Norway to implement a system from a vendor HealthSys which offers a complete package for e-patient records (EPR) patient admin (PAS) lab work etc.

Ellingsen G, Monteiro E. The organising vision of integrated health information systems. Health Informatics. 2008;14(3):223-36.

#1383 2008 HHH

Paediatric hospital system in US using a commercial electronic health record (HER) system (name not given). Study of usability.

Edwards PJ, Moloney KP, Jacko JA, Sainfort F. Evaluating Usability of a Commercial Electronic Health Record: A Case Study. International Journal of Human Computer Studies. 2008;66(10):718-28.

#1115 2007 HMM

This article surveys electronic information management in blood donation and transfusion service, and explores the rationale and archetype of blood bank information systems, then exemplifies a successful in-running system—Sistema Integrado de Bancos de Sangue (SIBAS), which is developed by the Institute of Systems and Computer Engineering of Macau (INESC-Macau) in cooperation with the Macau Blood Transfusion Center (CTS-Macau).

Li BN, Chao S, Dong MC. SIBAS: A blood bank information system and its 5-year implementation at Macau. Computers in Biology and Medicine. [Article]. 2007 May;37(5):588-97.

#1339 2007 HMM

Case study at the Geneva University Hospitals (Switzerland), a consortium of hospitals in 4 campuses and 30 ambulatory facilities. Looking at computerised patient records (CPR) (in-house developed system).

Louis C, Spahni S, Cassoni N, Geissbuhler A. Comprehensive management of the access to the electronic patient record. International Journal of Medical Informatics. 2007;76(5/6):466-70.

##1348 2007 MHH

Integrated healthcare services depend on integration of information, founded on the electronic patient record (EPR). Case studied at a 2-hospital NHS hospital trust (in UK, name not given), currently in phase 2 of 3-phase #8.3m EPR project, involving “core administrative system and connected reporting system, A&E, theatres, order communications, and pathology systems, and is designed to be integrated with existing legacy systems” [p48]. Using customisable-off-the-shelf (COTS) systems (name not given).

Martin D, Mariani J, Rouncefield M. Managing integration work in an NHS electronic patient record (EPR) project. Health Informatics Journal. 2007;13(1):47-56.

#195 2006 MMM

Salford City Council's use of Open Text's Livelink web content management to support it meeting UK e-government 2005 target (e-enabled services) and 24hour service delivery via the web.

Hyland D. Being "better connected" at Salford: e-enabling public services. Information Management and Technology. 2006 Jan;39(1):23-4.

##273 2006 HHL

Looked at 3 construction projects in UK - New road surface, PFI hospital, insurance company office refurbishment - and their use of a specific information management system (IMS) Sysdox, a Lotus Notes IT-based application.

Craig N, Sommerville J. Information management systems on construction projects: case reviews. Records Management Journal. 2006;16(3):131-48.

#332 2006 HML

International Committee of the Red Cross (ICRC). International organisation based in Geneva with delegations in 80 countries. ICRC bases its RMS on its email system. An official email system (separate email system for exchanging informal messages at HQ and between HQ and non-ICRC correspondents). Use Lotus Notes (a bespoke application) to: asynchronous communication between HQ and other ICRC sites.

Willemin G. The International Committee of the Red Cross (ICRC) official e-mail system: An example of records management. Records Management Journal. 2006;16(2):82-90.

#565 2006 MMM

Lufthansa's (Germany) use of Metastore's business process management software for handling documents from its frequent flyer programme (enrolments and claims processing).

Flying with Lufthansa is miles better: thanks to a little help from Metastorm. Information Management and Technology. Oct 2006-Dec 2006;39(4):168-9.

##504 2006 MMM

A virtual case study of a local council. A document / workflow management system can lead to long term benefits (better decision making, better project management, customer service etc).

Phillips J. Long-term benefits at low cost: a virtual case study for the public sector. Information Management and Technology. 2006;39(1):39-41.

#282 2005 MMM

Scottish Courage (UK) (division of Scottish & Newcastle) implementation of GDO's (Graphic Data Online) bureau service to scan invoices, filter problem ones and load into GDO's EDM and workflow system which Scottish Courage accesses via the web.

Monk B. Scottish Courage toasts success: new GDP purchase invoice processing solution maximises efficiency and reduces costs. Information Management and Technology. 2005 Jul;38(3):131-2.

#328 2005 MMM

Wigan Metropolitan Borough Council (UK). Implementing a new ERP system and EDM solution. Graphic Data Online (GDO) - automation of paper invoice processing. Using GDO as a bureau for scanning paper invoices and making available to WMBC via the Web.

Monk B. Wigan Council's invoice processing: GDO helps meet requirements and standards. Information Management and Technology. 2005 Jul;38(3):116-7.

#367 2005 HML

Archives de Paris. Use of EAD DTD (Encoded Archival Description Document Type Definition) to transfer archival information from the Paris building permits system (City's Planning Department) to the archives. City's own GERCO software.

d'Arcier LF. Managing building permits files at the archives de Paris, France. Journal of Archival Organization. 2005;3(2/3):111-23.

#748 2005 HMM

Focused on low-cost, low-tech solutions rather than big-budget ERMS implementations. Cases all come from the US government sector. Case 1: Digitizing bank examiner work papers in federal banking agency. Case 2: Implementing ERM in a small federal agency. Case 3: Presenting the case for ERM to management. Law librarian of federal agency legal division.

Young J. Electronic records management on a shoestring: three case studies. Information Management Journal. 2005 Jan;39(1):58-60.

#252 2004 MML

Managing records for XVII Commonwealth Games, Manchester (UK), 2002. Mostly paper. E-records simple ones such as emails and office applications.

Bodman N, Carvath M, Dobinson J, Duller P, Gallagher D, Gouldin M, et al. Manchester 2002: the 17th Commonwealth Games. Records Management Bulletin. 2004 Apr;(119):3-5.

#1001 2004 MML

Florida Hospital, a multi campus, acute care hospital system headquartered in Orlando (US) and implementation of an electronic healthcare record system. Clinical applications from Siemens Medical Solutions Health Services Corporation. Impact assessed.

Hamilton C, Jacob JM, Koch S, Quammen RL. Automate best practices with electronic healthcare records. Nursing Management. 2004;35(2 [suppl]):40E-F.

#1174 2004 HML

Describes electronic clinical record system at Touchstone Innovaré, a Grand Rapids, Michigan (US) based agency providing treatment and rehabilitation for adults with serious mental illness. Own system, Innovaré, developed by an external company.

Blakely TJ, Smith K, Swenson M. The electronic record as infrastructure. Psychiatric Rehabilitation Journal. 2004 Winter;27(3):271-4.

#335 2002 HML

A series of case examples illustrating the advance of electronic documents and use of IT in the courtroom setting in the US.

Turner JC. Changes in the courthouse - electronic records, filings and court dockets: goals, issues and the road ahead. Legal Reference Services Quarterly. 2002;21(4):275-99.

#407 2001 MML

Establishing an Internet-based electronic medical records system. Article illustrated with a number of brief descriptions of actual situations in the US.

Zablocki E. On the road to computerization. Establishing an Internet-based electronic medical records system. Medicine on the Net. 2001 Nov;7(11):1-7.

#541 2001 HMM

VERS (Victorian Electronic Records Strategy) implementation project at the Department of Infrastructure, State Government of Victoria, Melbourne, Australia.

Quenault H. VERS implementation project at the Department of Infrastructure: Melbourne, Australia. Records Management Journal. 2001 Aug;11(2):71-82.

#89 2000 MML

E-forms in the UK. Brief mention of organisations using e-forms.

Roberts J. Electronic forms industry: where are we now? Information Management and Technology. 2000 May/Jun;33(3):125-7.

#1250 2000 HMM

Managing data & information in the pharmaceutical sector by connecting individual 'component-based information systems' and combining it with workflow to effectively share, exchange and proactively manage information for competitive advantage.

Gomeni R. Emerging technologies and business pressure: The driving forces for an information management reengineering strategy. Drug Information Journal. 2000 Apr-Jun;34(2):645-55.

##268 1998 HHH

Ethnographic study of use of Lotus NOTES in a small semi-autonomous section of the Irish civil service.

Komito L. Paper work and electronic files: defending professional practice. Journal of Information Technology. 1998 Dec;13(4):235-46.

#511 1998 HMM

Central Electronic Archive (CEA) at Pfizer Central Research, UK. Underpinned by same intellectual basis as hard copy Records Centre. Use of Matrix record classification schema.

Samuel J. The intellectual infrastructure underpinning records management within Pfizer Central Research. Records Management Journal. 1998 Apr;8(1):11-23.

##1328 1997 HHM

Describes & evaluates the electronic archive developed by Pfizer Central Research (pharmaceutical company). Files are copied between a VAX/VMS environment and the Electronic Archive, which is a UNIX SUN/SPARC server running a Hierarchical Storage Management (HSM) system called EPOCH.

Binns SE, Bowen DV, Murdock A. Migration Strategies within an Electronic Archive: Practical Experience and Future Research. Archives and Museum Informatics. 1997;11(3):301-7.

#1092 1998 HMM

Implementation of an electronic imaging system at Pacific Northwest National Laboratory (US).

Berndt VL. Reality check--Lessons learned after implementation of an. Records Management Quarterly. 1998;32(2):3.

#313 1997 MMM

World Bank. P.25 "evolution of an electronic document management system that includes recordkeeping components and how the Pittsburgh requirements were used to evaluate it at one crucial point in its development." For document imaging adopted Electronic Filing System (EFS) from Excalibur Technologies. Now adopting Lotus Notes for email system. Long term activity, evolving system.

Smith CD. Implementation of imaging technology for recordkeeping at the World Bank. Bulletin of the American Society for Information Science. 1997 Jun/Jul;23(5):25-9.

##744 1996 HHL

Use of a browsing and encoding utility to improve coded data entry for an electronic patient record system. System at University of Munich, Germany.

Hohnloser JH, Puerner F, Soltanian H. Improving coded data entry by an electronic patient record system. Methods of Information in Medicine. 1996;35(2):108-11.

4. Development of Other Systems/Software

##1393 2007 HHH

Discusses the use of service-oriented architecture (SOA) as one of the key elements supporting business transformation at IBM. It describes the internal SOA strategy, SOA governance, organizational impacts, and several IBM internal SOA case studies.

Walker L. IBM business transformation enabled by service-oriented architecture. IBM Systems Journal. 2007;46(4):651-67.

#44 2004 MML

Bar-Ilan University, Israel - Research Authority (admin unit for administration of research grants) set up a messaging system to target e-mail messages to faculty members on their topic of interest.

Cohen D, Mackler Y, Zimmerman E. New system improves management of grant information. Information Outlook. 2004 Jul;8(7):25-8.

##422 2004 HHM

A tool (The ArchiMed Form Designer) for the development of clinical forms, which supports the integration of end-users in the design process of the forms. Application has been successfully used at the University of Vienna and Graz medical schools (Austria) since 1997 and 1999, respectively.

Duftschnid G, Wrba T. A tool for the design of clinical forms supporting end-user integration. Medical Informatics and The Internet in Medicine. 2004 Mar;29(1):29-41.

##550 2004 HHH

Explores national strategy for health care and information management in New Zealand which aims to p.125 "integrate the health sector, facilitate electronic health records and information portability and give patients greater information access."

Gauld R. One step forward, one step back? Restructuring, evolving policy, and information management and technology in the New Zealand health sector. Government Information Quarterly. 2004;21(2):125-42.

#731 2004 MMM

Salford Royal NHS Trust (largest trust in the UK) & national strategic programme to deliver 21st century IT support for the NHS, providing IT infrastructure for NHS.

A "single patient view" at Salford Royal Hospital: SeeBeyond integration solution takes an NHS Trust into the twenty first century. Information Management and Technology. 2004 Oct;37(4):180-1.

5. Use of IT Systems

##1345 2009 HHM

Case study of the use of computer-based information kiosks in e-government, Taiwan.

Wang Y-S, Shih Y-W. Why do people use information kiosks? A validation of the unified theory of acceptance and use of technology. Government Information Quarterly. 2009;26(1):158-65.

##1344 2008 HHM

Evaluation of effectiveness of web-based systems in e-Government, Taiwan.

Wang Y-S, Liao Y-W. Assessing eGovernment systems success: A validation of the DeLone and McLean model of information systems success. Government Information Quarterly. 2008;25(4):717-33.

##65 2005 MHL

Survey of two Nigerian commercial banks. Use of information management systems.

Abubakar T. Assessment of the use of information management systems in the banking industry: a case study of Nigerian commercial banking system. African Research and Documentation. 2005;(98):61-8.

##63 2003 HHH

Effect on business process of government handled via ICTs. Looked at 13 cases of Dutch governmental organisations in four institutions (National Ombudsman, Administrative Judges, National Audit Office, Parliamentary Committees).

Meijer AJ. Transparent government: parliamentary and legal accountability in an information age. Information Polity. 2003;8(1, 2):67-78.

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Buried under paper: Not any more. Information Management and Technology. 2005 Oct;38(4):173-4.

Cadbury's Bourneville isn't just chocolate: Invu's EDM system keeps track of Bourneville Village Trust's tenants and residents. Information Management and Technology. 2005 Apr;38(2):75-6.

The Casey Group is safe as houses: with ECM from the Content Group. Information Management and Technology. 2006 Jan;39(1):34-5.

Catford C (2000). From basement to boardroom: Historic Royal Palaces: making records management matter. Records Management Bulletin. Dec; (100):17-9, 21.

Cheapflights turns to Percussion Software: to upgrade flight and resort information to global travellers. Information Management and Technology. Jul-Sep 2006;39(3):120-1.

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