

## Information and Records Management Society Conference 2014

Hilton Metropole Hotel, Brighton 19-20<sup>th</sup> May 2014

### About the event

The Information and Records Management Society invited WK to present at their annual 2 day conference. The conference had around 250 delegates and had the theme 'Records Management: Luxury or Necessity'

These notes are intended to provide an informal briefing for members of the DPC not able to attend in person. They only represent the sessions that WK was able to attend was able to make notes. For an authoritative and comprehensive report, readers are encouraged to contact the organisers or speakers directly. Various other DPC members were present Melody Allsbrook, Angie Chapman and Neil Reeves (RCUK/BBSRC), Sarah Arnold (University of Portsmouth), Lynda Bennett (English Heritage), Lauren Biddulph, Billy Burnett, Christopher French and Neil Wilson-Perkin (Lloyds Banking Group), Pauline Blake (University of Cambridge), Emma Dakin (Houses of Parliament), Robert Fotheringham, Hugh Hagan and John Simmons (NRS), Jonathan Fryer (British Library), Stacey Harper (University of Glasgow), Graham Jackson (PRONI), Rachel Maguire (LSE), Jaspreet Oberai and Wilf Weston (BBC), Jennifer Shaw (Wellcome Trust), Julia Stocken (TNA).

### Presentations

#### **Stephen Bonner (KPMG) – Luxury or Necessity: Information and Records Management in the world of governance, risk and compliance**

- Capability for cyber-warfare and cyber-security are increasing both in scales and distribution. Cyber is the buzzword but records management is the critical function. Good records management makes for a greater resilience to cyber-security threats.
- 3<sup>rd</sup> parties can't steal what doesn't exist. One simple response to cyber-attack is to have only very little amounts of data. So organisations are going on data diets to reduce the amount of data and therefore the scale of the target.
- Internet blackout of at least 3 days in the next 5 years. The internet is business critical for infrastructure, governance and the economy but the governance is very poor. It has very few outages relative to other large scale infrastructure but outages are coming.
- Ransomware: cryptolocker has been a real feature of the last year. The vast majority of victims have been individuals in their own homes but it is coming to the corporate world too. The lack of back up plans and the way that it operates is surprisingly robust. It can attack any drive it finds. Given the ease in which it has grown and the success with which it has extorted money means it looks like a wonderful business opportunity for the bad guys. Good backups are the obvious solution, but they also have to be invisible to the ransomware.
- Authority has gone: twitter and social media mean that the mob is now more influential than ever before. Misinformation is a real issue for automated systems like high volume market systems – such as a hack on the Associated Press which posited a terrorist attack on

the US president which in turn caused a temporary but major drop in Stock markets and currencies.

- All of us own a printing press (via twitter) and the small guy is no longer exploited so easily by major corporations. Social is more powerful when its mobile and connected to real world events like news.
- Big data processing and global access to infrastructure is unprecedented
- There are behaviours and responses from records managers. When disaster strikes it's going to be records managers that will save the day. At a time of crisis, especially when records and information infrastructure will be under attack, then records management functions will be critical. Start small: where are the most important records that keep an organisation functioning and which are needed day-to-day? Recovery when the lights go out will show the real value of records management and will make a real difference to the survival of organisation.

#### **Compliance and Governance without breaking the bank (Simon Ellis, Boxit, and Alan Shipman, Group 5 training)**

Standards – there's good news and bad news. Compliance means a range of things depending on context – freedom of information act, data protection act business needs, companies act, regulatory requirement legislation and so forth. Business need is the most important of these. The question is how to help without costing money – or more accurately doing records management in a way that is sustainable, auditable, demonstrating benefits all at minimum cost. How to demonstrate compliance? Is it simply avoiding fines, or is it also about the identity of the company and whether our customers like us. 'Good' should be defined by the organisation not just the legal requirements: and good policy needs good implementation. Good practice comes from a range of sources, such as the community. Professional networks can help, official and unofficial training, standards and so forth all exist to help – and if they get in the way then they are either failing or being misunderstood. Standards come from the community and so if the standards are a bit odd or unattainable then it's because the community has failed in some way. ISO 15489 is changing and is now under ballot for some significant revisions. (ISO 17068 digital preservation)

#### **Cheryl McKinnon (Forrester Research) Key trends in Information and Records Management: findings of the Forrester-IRMS 2014 online survey**

This presentation looks at key trends in the UK for records management in the UK, which overlaps with electronic content management, information governance and archiving. There are some interesting developments and recommendations to note. As James McQuivey has noted, digital disruption is here: in every industry digital competitors are taking advantage of new platforms tools and relationships to disrupt markets: the only way to compete is to adopt their methods. The status quo is not sustainable: the pace of change is greater than the current capacity of many first generation information management tools. Most records managers report only lukewarm satisfaction with current tools: so while the tools are certainly getting better, satisfaction with them is going down. By way of background, in a modern economy systems of engagement connect to systems of record and vice versa: so back office and front office functions are merged. If the system

of engagement gets de-coupled from systems of record then satisfaction goes down. Five major trends: information governance is becoming increasingly important to organisations and increasingly the governance of information goes beyond the record to include a range of business processes. The framework of first generation tools are about paper processes which are not designed for digital first processes: this needs to change. Information and records managers only exist to help the information worker succeed: better sharing and better search are critical drivers. The 'Age of the Customer' has come. Second trend: the file and declare approach to records management is not well adapted to the cloud and records managers are resistant to adopting cloud and social platforms. New content types are by and large overlooked by records managers – such as public facing websites, social media, mobile messaging and the like. So these contents are simply not being presented to records management systems. If these content types are overlooked then we will get into a jam in the future: it's similar to the way that email was introduced. Third trend – digital preservation is forcing itself onto the agenda. Preservation issues MUST be addressed. Few records managers are confident that their records can be accessed and retrieved in the future. IT renewal processes put retention and accessibility of legacy content on the agenda. Trend 4: Open standards are changing the landscape. They are being introduced by the public sector to reduce the risks and by commercial vendors to speed up innovation and give them competitive advantage. This is most obvious from the compliance standards. Fifth trend: automated classification is becoming viable. Technology maturity and new software acquisition models mean there are more use cases and content analytics and sophisticated search can now automate and enforce consistent and defensible approaches to retention and disposal. This is a major step forward. Some other trends: Microsoft / Sharepoint dominates the market. It's like a juggernaut and any changes in Sharepoint will have a profound (perhaps disruptive) impact on the sector, such as their imminent move to the Cloud. Privacy and security inhibit cloud adoption.

### **Harvey nnnn and Attar Naderi (Tower Hamlets) Less paper for more productivity: How the London Borough of Tower Hamlets Digitised**

The London Borough of Tower Hamlets engaged Laserfiche to manage a digitisation and content management project. In general employees spend 20% of their time searching for documents. Information volumes are growing, and 80% of this data growth is in unstructured data. The more data, the harder to find things – which is the premise for Enterprise Content Management. It shorten the search and retrieval problem, it improves the clarity of business processes, it ensures improved records management and it helps with the production of public facing roles. It reduces duplication, enhances standardisation, automates repetitive processes and in this way provides for greater efficiencies in information retrieval and improves compliance. Enterprise Content management needs to be deployed across an organisation for it to be most effective. Middle ware to integrate IT systems and composite applications solve multiple processes on one single platform.

London Borough of Tower Hamlets invited Laserfiche to manage a digitisation and electronic records management process. 2.2km of shelving and some very large numbers from the building and planning control files. A major store has since been de-commissioned and the paper has been disposed of. Improved geospatial referencing for records, annual saving of about 100K per year, reduced turn around for land change requests and virtually eradicated physical printing. Building

control officers are now free from their desks so can work more effectively on site, which is a huge benefit for planning processes. Images, documents, drawings, correspondence and mapping, are handled in one system. This means they are considerably more responsive and they interact with their clients electronically. Digitisation was not the only benefit – on an on-going basis they have integrated digitised material with a records management system. Success of this project means that they are beginning to roll out a similar set of projects in other departments. 7 years from start to finish.

Key lessons – bringing their staff on-board, consideration of legal admissibility and QA, need for a DP policy before the process started.

### **Jones Lukose (International Criminal Court) The Changing Role of the Digital Archivist in International Justice**

International Criminal Court is a new institution which was created in the digital age. This means it started on the assumption that records and archives would only be digital. Evidence is presented electronically and there may be hundreds of thousands of documents for each trial. This technology means the court can move more quickly and in many cases more cheaply. Images and video can be presented from the field and data is carefully encrypted to ensure that they are not tampered with. Chains of custody of data are vitally important when transferring documents to court. The court is required to provide access to evidence for a minimum of 100 years. Transactions in the court are transcribed electronically and are available immediately, and remotely controlled video cameras means that court proceedings can be watched by anyone. The scalability of the court is vital to its mission and it has high thresholds for its operational integrity in order to underline its credibility. 122 states are parties to the court. Experience in the court underlines the interdependence and correlation of incredibly diverse data types. This might be called big data. 60% of the documents it deals with are born digital. For ICC archive to remain relevant it needs to hold its value for the public: but nor can it filter the kinds of things that are presented as evidence. Significant issues of trust and authenticity. Traditional methods in archives and records management are tested by this high level of expectation and the focus on digital objects. Issues – value, accountability, archivists being directly involved in the data and in the daily functions of the court. In this sense the archivist is not neutral or independent of the court: observer and observed interact with each other. For example digital evidence always needs to be rendered and the rendering is problematic. Data is unpredictable: the fact that ICC has gathered data from public sources means that the public sources are themselves subject to tampering. In this context, the archivist has the job of orchestrating digital content – and this is the role that will be true of all people working in digital preservation in the future.

#### **About this document**

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