

HSBC Digital Archives Project

Reflections on Implementation

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Reflections on implementing a digital archives solution

Don't expect to do everything...but plan to do so!

- No solution is final, future development will happen
- Aim beyond current project resources
- Detailed initial requirements lay firm foundations for planning subsequent enhancements – it is all useful work!

Compromise

- Design and implementation phases do not follow what you envisage on paper!
- Compromise or risk delay or even project stasis
- Your compromises can cause you to think again and lead to positive change
 - HSBC federated searching tool was a compromise that resulted in us challenging our conventions of separate digital and physical collections, shaping our ideas on managing a single hybrid collection.

Reflections on implementing a digital archives solution

Project scheduling

- Schedules are prone to lapsing for a variety of reasons
 - Ensure you are informed why
- Be aware of the other commitments of stakeholders
- Keep the schedule up-to-date
 - This ensures that stakeholders are well informed of potential delays
 - A project schedule can be a useful document to use when defending against excessive delays
- Clear schedule allows for effective time management
 - Shows dependencies and unaffected work areas that can still be progressed

Reflections on implementing a digital archives solution

The technical solution is only part of the answer

- It is wrong to assume that a digital archives project is providing merely a technical solution to handling and preserving digital records. It does this and more!
- Approach the project as an opportunity to either form or revisit archiving strategy.
 - We found this project required many changes in policies, processes and procedures
- Expect to raise previously unconsidered areas of policy within your organisation

Peer support

- Make use of it!
- Generous community that can be consulted for demonstrations, frank openness and advice as well as guidance on formulating digital workflow processes.