



Records Management Today

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Lots of different “stuff”, everywhere



- M365 increasingly the default record system
- Stuff – Finding the “records”
 - Electronic file content
 - Physical records
 - System data
 - Web content
 - Email, instant messaging and chat
 - Audio, video
- Most departments use 40-60 different applications *
- 56% of applications are shadow IT *
- Only 45% of applications used on regular basis *

* Productiv, 2021

Many interrelated disciplines / stakeholders



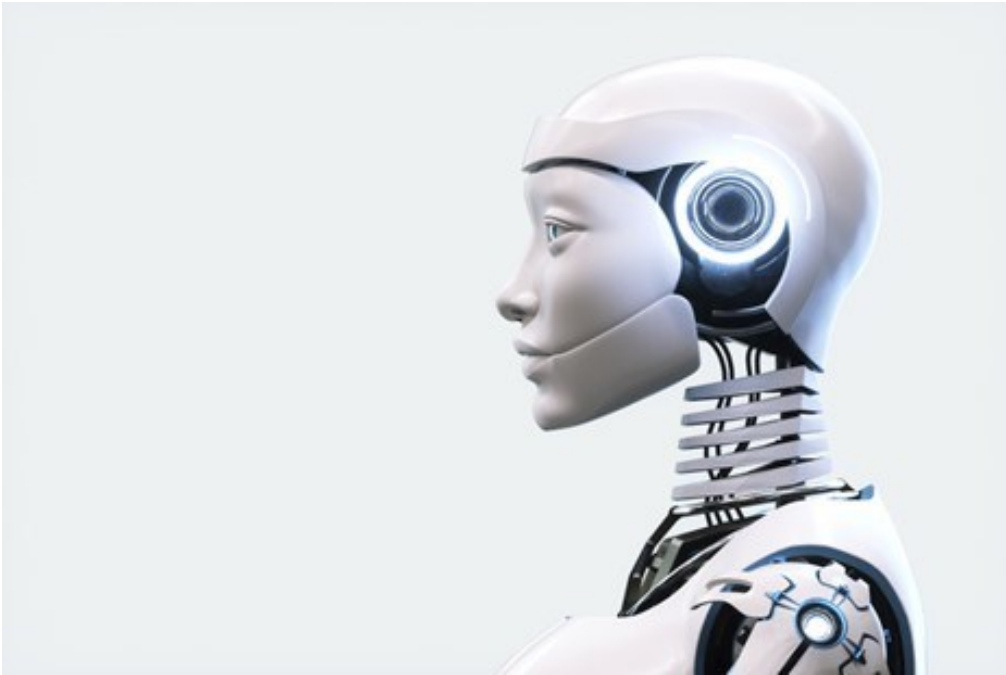
- Records Management
- Archiving
- Information Rights - Data Protection, Freedom of Information
- Digital Preservation
- Information Security
- Information Technology
- Facilities Management
- Legal & Compliance
- Internal Audit
- Corporate Risk Management
- Business Continuity

Concept of Information Asset Management



- Define governance and controls at asset level
- Information Asset Owners / Administrators
- Leveraging Information Asset Registers
- Integration with ROPAs and Retention Schedules

Technological change and evolution



- Artificial intelligence
 - Content generation
 - Classification and categorisation
 - Applying policies (security and retention)
 - Natural Language search
 - Data cleansing
 - Predictive analytics
- Robotic Process Automation
- New storage forms:
 - Blockchain
 - DNA storage, holographic storage, atomic memory
- Move from the file format to structured data?

The work of the IRMS



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- Skills Matrix
- Microsoft:
 - M365 Maturity Model
 - Customer Advisory Boards for RM and Privacy
 - Microsoft Summit
- User Community Forums with Google and OpenText
- New Artificial Intelligence Community
- Events and Training programmes
- Planned Supplier Directory
- Toolkits
- Campaign for Records – Democracy and Rights in the Digital Age

James Lappin: *"Records management/information governance will become a data science, overseeing algorithms that apply record classifications and/or record retention and access rules."*