



CAPACITY BUILDING IN ELECTRONIC RECORDS

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**National Archives
of Malaysia**



ISSUES IN MANAGING ELECTRONIC RECORDS

- Lack of awareness about the importance of e-records and the danger associated with their loss;
- Lack of accountability for the management of e-records;
- Complex, fragmented and incompatible systems and standards;
- Fragile, quickly changing record media, format and storage (e-preservation challenge);



ISSUES IN MANAGING ELECTRONIC RECORDS

- Unconnected or poorly integrated paper and electronic records and duplicated e-records (where is the complete files, the right version);
- Lack of e-records skills (both user and information managers)
- Limited collaboration among information professions (records managers, archivists, librarians, IT specialists, web content managers, etc.)



CAPACITY

- Is defined as the **ability** of individuals, organisations or system to perform appropriate functions effectively, efficiently and sustainably



CAPACITY BUILDING

- Is the **process** of strengthening the ability of individuals, groups, organisations and systems to:
 - Perform core functions, solve problem, define and achieve objectives;
 - Continue to improve and develop over time



WHAT DOES CAPACITY BUILDING INVOLVE?

- Human resource development;
- Organizational development
- Institutional and legal framework development



SUGGESTED FRAMEWORKS

1. Assess and evaluation on existing capacity needs
2. Identify requirements;
3. Identify strategies;
4. Formulate a capacity development program;
5. Implement;
6. Monitoring and evaluating.



Records Management Capacity Assessment System (RMCAS) - IRMT

Based upon:

- ISO 15489 (2001);
- The EU “Model Requirements for the Management of Electronic Records (MoReq); and
- Information Management Capacity Check (National Archives of Canada)
- <http://irmt.org/portfolio/records-management-capacity-assessment-system-2002-2004>



Records Management Capacity Assessment System (RMCAS) - IRMT

- Organizational Environment Elements
- Records Management Process Elements



Records Management Capacity Assessment System (RMCAS) - IRMT

Organizational Environment Elements

- Laws, policies and procedures
- ICT – RM integration
- Business function – RM integration
- Resources and training
- Records management program management
- Awareness and ownership



Records Management Capacity Assessment System (RMCAS) - IRMT

Records Management Process Elements

- Records capture and registration
- Records classification
- Records storage and preservation
- Records access
- Records tracking
- Records disposition



Capacity Building in NAM

Goals/Focus:

- The focus of capacity building will be on shifting abilities for implementation and management of e-records programs in government departments



Capacity Building in NAM

Activities:

- Awareness
- Training
- Appointment of Records Manager
- Cadre post in every Ministries



Capacity Building in NAM

Activities: Training

- Incorporation in the organisation's employee orientation program
- Classroom training
- On-the-job training
- Briefing sessions
- Seminars
- Leaflet/booklets/guides
- Computer-based presentations



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THANK YOU