

IMPLEMENTING EDRMS – KEY CONSIDERATION

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ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM (EDRMS)

An EDRMS is a software application that manages a range of digital information, including word-processed documents, spread sheets, emails, images and scanned documents.

An EDRMS can combine both document management and records management functionality.

KEY CONSIDERATION 1 - RESOURCE COMMITMENT

- Obtain and secure senior management commitment for the required resources
 - time
 - money (cost and budget)
 - staff

KEY CONSIDERATION 2 – REQUIRED SKILLS

- ▣ An EDRMS implementation is not just an IT project. It involves both rolling out new software, and improving records and information management practices. Close collaboration between records management and IT stakeholders is essential to ensure the broadest understanding of requirements and to maximize the implementation's benefits.
 - skills
 - knowledge
 - expertise

KEY CONSIDERATION 3 – KNOW YOUR AGENCY'S REQUIREMENTS

- ▣ A commercial-off-the shelf application with some configuration will meet most or all business requirements.
 - current and future business requirements
 - whole-of-government standards and requirements
 - EDRMS specifications
 - legislations or Acts
 - stakeholder and end user needs

KEY CONSIDERATION 4 – CHANGE MANAGEMENT

- ▣ An essential change management activity will be end user trust in the system – this will maximize buy-in and acceptance.
 - building trust in the system
 - change management strategy
 - communication strategy

KEY CONSIDERATION 5 – GET THE INFORMATION MANAGEMENT FRAMEWORK RIGHT

- understand the current state of information management.
- develop and update business rules and procedures to support the EDRMS.
- consider how information will be retrieved.
- consider how long information needs to be kept.
- User permissions.

KEY CONSIDERATION 6 – INTEGRATION WITH OTHER SYSTEMS

- ▣ Conduct a risk assessment to make decisions about integration with other line of business systems.

- use range of dedicated systems to capture and store business information.
 - consider the extent to which your agency requires an EDRMS to integrate with other systems.

KEY CONSIDERATION 7 – MIGRATION FROM SHARED DRIVES AND LEGACY SYSTEMS

- ▣ The migration of records, data and information from legacy systems can be costly, time consuming and technically challenging. You should approach this issue based on business needs and risks.
 - what to do if you are not going to migrate.

KEY CONSIDERATION 7 – FUTURE AND EXISTING PAPER RECORDS

- ▣ An EDRMS will reduce your agency's reliance on paper records by enabling records to be managed digitally. However, an EDRMS may not completely eliminate the need for paper records, and your agency should consider this as part of the planning process.
 - future paper records.
 - existing (or legacy) paper records.

KEY CONSIDERATION 8 – SECURITY

- ▣ Work with your agency security adviser and IT section to implement the requirements of the legislation, regulatory, etc.

- you cannot store records that are more highly classified than your network.
- you will need to develop a security model for your EDRMS to govern how security is applied to control access.

KEY CONSIDERATION 9 – BUSINESS CONTINUITY PLANNING

- ▣ Agencies should cover all their digital records, information and system in a business continuity plan.
 - identify vital digital records.
 - carried out risk analysis.
 - work with IT section.

KEY CONSIDERATION 10 – PLANNING FOR LONG TERM RETENTION OF DIGITAL RECORDS

- ▣ Agencies should transfer digital records identified as ‘retain as national archives’ to the Archives as soon as they are no longer required for business for business needs. Retention periods for digital records should be consider to issue such as;
 - inevitable hardware and software obsolescence over time.
 - the need to upgrade systems on a regular basis.
 - vendors no longer supporting superseded version of EDRMS software.
 - processes for identifying and retaining longer term, and records that are identified for eventual transfer to the archives.

KEY CONSIDERATION 11 – SYSTEM CONFIGURATION

- ▣ To maximise system uptake and acceptance, configure your EDRMS to ensure end users find it easy to use without having to understand the underlying architecture.
 - streamline processes for end users

KEY CONSIDERATION 12 – TRAINING

- ▣ Staff may need to take more personal responsibility for managing records once an EDRMS is implemented – they will need to know basic things such as what to keep, how to name it, and when security and access controls should be applied.
 - records management training
 - EDRMS training
 - on going training and support

KEY CONSIDERATION 13 – PILOT BEFORE ROLLOUT

- ▣ Conducting one or more pilots before rolling out the system enable to:
 - test functionality on individual platforms and in real life situations.
 - iron out any technical bugs that emerge and make necessary changes.
 - test the readiness of your agency for an EDRMS, and identify areas needing improvement.
 - decide on the most appropriate rollout option.

KEY CONSIDERATION 14 – CHOOSING THE RIGHT ROLLOUT OPTION

- ▣ Three main options for rolling out EDRMS:
 - a big bang approach
 - a phased approach
 - a combine approach

KEY CONSIDERATION 15 – ON GOING SYSTEM OPERATION AND MAINTENANCE

- ▣ EDRMS implementation will need to make an on going resource commitment to support the operation and maintenance , including:
 - system administration.
 - quality assurance.
 - software upgrades.
 - reconfiguration and enhancement (over time).
 - user training and support.

REFERENCE

- ▣ IMPLEMENTING AN EDRMS – KEY CONSIDERATION, INITIATING AND IMPLEMENTING EDRMS, National Archives of Australia, 2011.

THANK YOU

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