Documents & Records Management

Date	Venues	($)Fees	Book your seat
07 Dec -11 Dec 2025	Kuala Lumpur	3300	

In recent years both corporations and government organizations have become more aware of the importance of information management. It is not just considered as 'archiving' old information.

Objectives:

Corporate document and record management is not easy and now special focus is needed on:

- How to file your information – strategic filing
- Data quality control
- Class metadata folders – what do you scan and store
- What do you preserve – authentic records
- Determining validity and usage
- Audit security
- Audit trail – retention/disposition
- Data analysis, software analysis
- Procedures, specifications, etc.

It is being identified that in larger organizations like banks, the oil and gas industry, government organizations where workflow is recorded on a daily basis, data gathering and data management is seen almost as a knowledge garden with a trend analysis stemming from classifications of information.

This course will help you understand what electronic document and record management systems can do to improve organizational efficiency and profitability.

Who should attend?

All secretarial staff and electronic archiving.

Course Outline:

Module 1 -   Introduction to Information Management

Elements of Information Management:

- Document management
- Record management
- Content management
- Knowledge management

Business Drivers for Information Management:

- Compliance
- Governance
- Efficiency

Standards for Information Management:

- ISO 15489 – records management standard
- TNA and MoReq – functional standards for EDRMS (Electronic Document And Record Management Systems)
- Legal admissibility – BIP0008 example for English jurisdiction
- ISO 17799 – information security standard and overlap with information management

Module 2 -   Document and Record Management

Document Capture:

- Scanning
- Indexing and metadata
- Integration with applications

Storage, Search and Retrieval:

- Types of storage, corporate, personal, temporary, backups
- Controlled lists and thesauri
- References and unique identifiers
- Naming conventions
- Version control
- Redaction

Migrating Documents and Records:

- What migration is
- Why migrate documents and records
- When to migrate
- Data cleansing
- Responsibilities for and planning migrations

Distinction Between Document And Record Management:

- Long-term instead of short-term
- Role in compliance
- Software certification schemes – TNA, DOD 5015.2, etc.

The Role of the Classification Scheme:

- Types of classification
- Reasons for a classification scheme
- Standards and guidelines for classification
- Distinction between classification scheme and fileplan
- Examples of classification schemes

Access Controls:

- Access control concepts
- Security classifications
- Digital rights management

Retention and Disposal:

- Retention and disposal policies
- Retention and disposal guidelines
- The role of classification
- Destruction and transfer

Administration and Management Of EDRMS:

- User administration
- Fileplan maintenance
- Security administration
- Storage requirements

Module 3 -   Compliance

Global Compliance:

- Basel II
- IFRS
- Sarbanes-Oxley

Legal Admissibility:

- Authenticity, integrity and availability
- Importance of policies
- Duty of care
- Procedures and processes
- Enabling technologies
- Audit trails

Digital Preservation:

- Different media
- File formats

Discovery and Disclosure:

- Events that trigger discovery and disclosure
- Steps required to respond
- Impact on the organisation
- Consequences of non-compliance

Module 4 -   Implementing EDRM Systems

Different Streams to Implementation:

- Business requirements
- User requirements
- Technical requirements
- Policies and processes
- Project management requirements

Produce A Successful Business Case:

- Types of business benefit – tangible, intangible, strategic
- Categories of benefit
- Elements of a business case
- Approaches to making a business case

Business Requirements:

- Business process analysis
- Link to information

System Requirements:

- Functional requirements
- Non-functional requirements

Information Surveys:

- Identifying the purpose of an information survey
- Techniques for gathering information
- Documenting the findings of an information survey

Users and User Involvement:

- User interface
- Cultural impact of EDRMS
- Training requirements

IT Infrastructure:

- Components of an EDRMS solution
- Architecture of an EDRMS solution
- IT security and business continuity
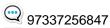- Testing strategies

Pilots and Model Offices:

- Distinction between pilot and model office
- Benefits, advantages and disadvantages
- Planning considerations

Roll Out and Execution:

- Pre-conditions necessary for a roll out
- Outline plan
- Nature of activities involved
- Fall-back position

WORKSHOP STYLE:

A mixture of short presentations, interactive discussion, individual exercises and group work. The emphasis throughout is on a practical approach using case material and examples.

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