

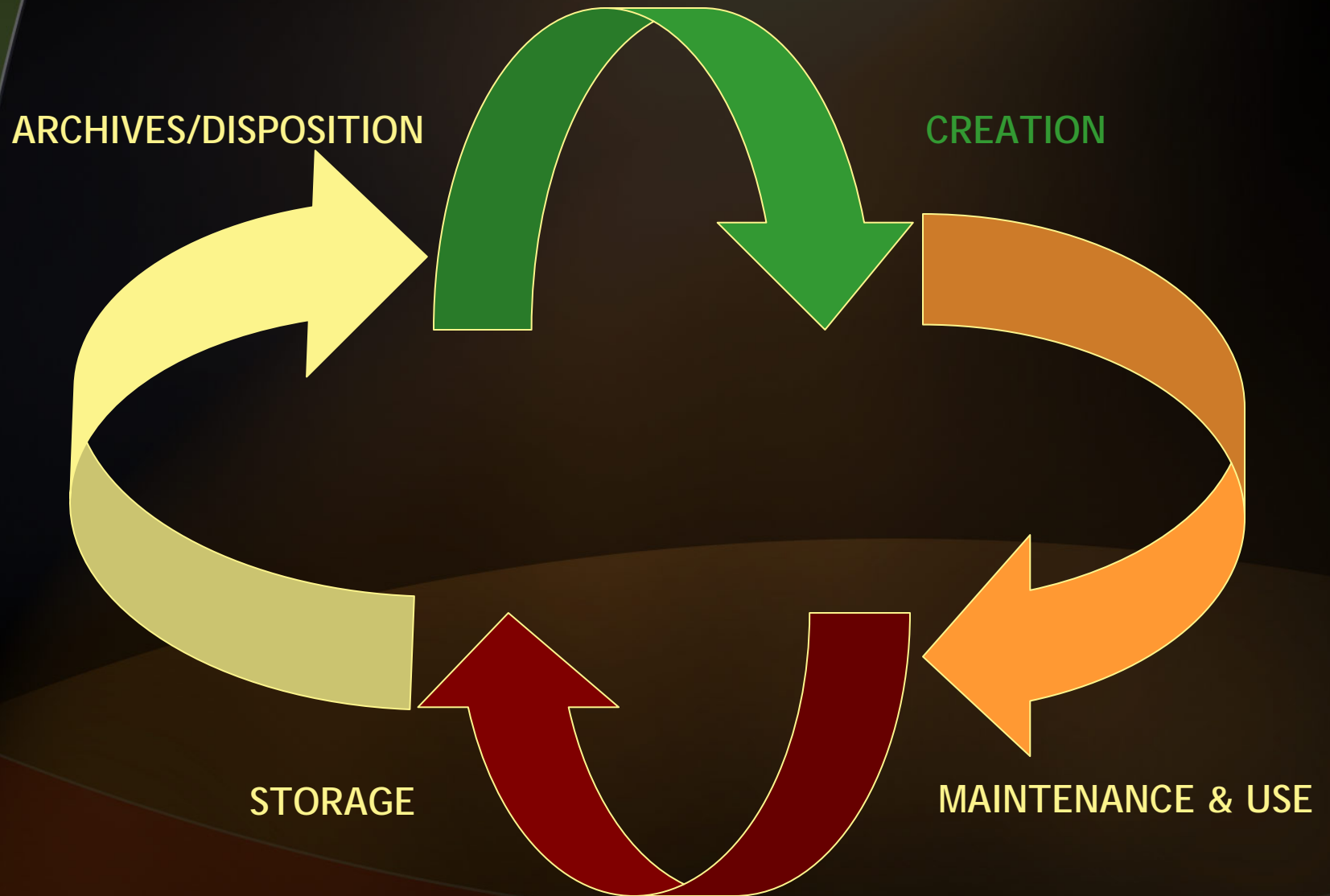
Records Coordinator Training

Mimi Dionne, MLIS, CA, CDIA+, CRM, PMP

Agenda

- Why is records & information management (RIM) important?
- The top five
- You: the new, power RIM advocate
- Project Management, RIM, & Records Coordinators
- Expectations & responsibilities
- Implementation tips & tricks

The Life Cycle of the Record



What is ILM?

- A comprehensive approach to managing the flow of data and associated metadata from creation and initial storage to the destruction of the information
- Involves all aspects of dealing with data, starting with user practices
- Creates consistencies for the storage and management of information
- How your current records system(s) in place address all of the above

Best Practices

- Keep right amount of information for right length of time
- Meet all legal requirements
- Control costs
- Demonstrate good faith through consistent implementation
- Protect vital/historical records
- Produce information quickly and efficiently
- Integrate policies/procedures organization wide
- Establish ownership and accountability
- Ongoing organization-wide training
- Compliance controls
 - Audit against ISO 15489

Speaking of ISO 15489

- Mapping business processes
- Report card
 - Policies & procedures
 - Overall program structure
 - Classification plan effectiveness
 - Records security & protection
 - Active program effectiveness
 - Inactive program effectiveness
 - Auditing for compliance
- Linked to performance evaluations

The Top Five You Should Know

- US Public Company Accounting Reform & Investor Protection Act of 2002 (Sarbanes-Oxley)
- U.S. Health Insurance Portability & Accountability Act (HIPAA)
- European Union Data Protection Act of 1998
- DOD 5015.2 & DOMEA
- Model Requirements for the Management of Electronic Records (MoReq)

All That We Can't Leave Behind

- Evolution of the Records Coordinator
- The responsibilities & expectations
- The reality
 - Can your organization or department find the time to manage records?
 - The Records department is responsible

The Cultural Implications of Fear and Risk

It is not a question of if your company is sued...it is a question of when...

- Talk to everyone. Everyone.
 - Remember names, remember faces, remember positions
 - Your ally: the organization charts
- Communicate the message
 - Meet with colleagues
 - Discuss records and space
 - Hint: you never know where the "nuggets" come from
- Hint: three is the magic number
 - Talk up the issue three times. By the fourth time, it's old hat

The (Power) RIM Advocates

- Casual versus Super Users
- How do you find 'em?
 - Statistics
 - Conversations
 - Training
- How do you keep 'em? Through empowerment
- The Records Manager is obliged to you

Project Management

- RIM & PM establishes credibility & empowers you
- Amend the PMBOK exoskeleton to your preferences
- Hint: utilize IT's project management documentation if they have a PM forms library
- Each Records Coordinator should have access to this

Records Coordinator Expectations

- Coordinators work with RIMgr.
 - Highlight changes to erecords file plan
 - Monthly activity report submitted via SharePoint website
- Coordinators hold two one-on-one training sessions per year per employee in their department
 - Can be as simple as five minutes on ERMS or email management
 - If there are over 35 employees, RIM department should help
- Support program
 - Market it to their group, through the company
 - Report issues to RIMgr
 - Issues, if any, escalated to Director of Records, Administration
- Thorough involvement in erecords implementation
 - Moving records from network, personal drives
 - File structure development
 - Co-author policies, procedures

Records Coordinator Responsibilities

- Serve as departmental contact for records management
- Work with RIM to update retention schedule
- Document file plan for department
- Train staff on records management responsibilities
- Attend regular training
- Manage records disposition for office

In The Beginning

- Program calendar
 - Kick off meeting
 - One monthly meeting (10 out of 12)
 - One-on-one meeting (10 out of 12)
 - Training sessions (10 out of 12)
 - Hint: keep running lists of attendance
- Department website
 - SharePoint is effective

How You Help the ERMS Implementation

- Policies

- Weekly PM team meetings
- Project plan captured
- Individual stakeholder meetings
- Stakeholder sign off
- Review/finalize corporate policies
- Records committee approval
- Education dog & pony show

Implementation, cont'd.

- Records Retention Schedule
 - Review/update current schedule
 - Stakeholder sign-off
 - Education dog & pony show
 - Review/update file plan
 - Stakeholder sign-off
 - Education dog & pony show

Implementation, cont'd.

- Business Processes
 - Document existing
 - Stakeholder input in current processes
 - Include the technology aspect
 - Review/finalize/approve
 - Stakeholder signoff

Implementation, cont'd.

- Install eRecords Software
 - Install software
 - Model office
 - Bulk loading file plan, etc.
 - Customize
 - Train administrators
 - Design custom reports

Implementation, cont'd.

- Enterprise implementation
 - End user training
 - Weekly PM team meetings
 - Final review/report
 - Lessons learned

Reporting Success

- Qualification Rate
- Declaration Rate
- Classification Accuracy

A Few Tips and Tricks

- RIM's role as strategist
- You are an Ambassador
- Reasonable expectations
- Be prepared for debates
- Recognize each personality is bona fide
- Empowerment
- Each Coordinator is to be supported
- RIM always manages records better
- Be flexible

Conclusion

- Know the organizational culture
- RIM programs should be strategic
- Coordinators are crucial to a RIM program's success
- Never underestimate or undervalue project management and statistics to help you influence the organizational culture

THANK YOU!

Mimi Dionne, MLIS, CA, CDIA+, CRM, PMP

Mimi Dionne Consulting

Cell: 281.386.9698

Blog: <http://rimnant.blogspot.com>

Twitter: mimidionne

Facebook: mimidionne

LinkedIn: Mimi Dionne, PMP, CRM, CDIA+, CA

Email: mdionne1109@yahoo.com

cawprhyd@gmail.com