

# Records Management Fundamentals in the 21<sup>st</sup> Century



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# Learning Objectives

- ▶ What records & information management (RIM) is
- ▶ Why RIM is important
- ▶ Building a compliant RIM program





# What Records & Information Management (RIM) Is

# What is Records Management?

*“A field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use, and disposition of records, including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records.”*

**ISO International Standard 15489-1  
Information and Documentation – Records Management  
September 15, 2001**

- ▶ The Rules & Processes
- ▶ A Bridge Between Regulatory & Legal Requirements with Existing—and New—Resources & Tools Available

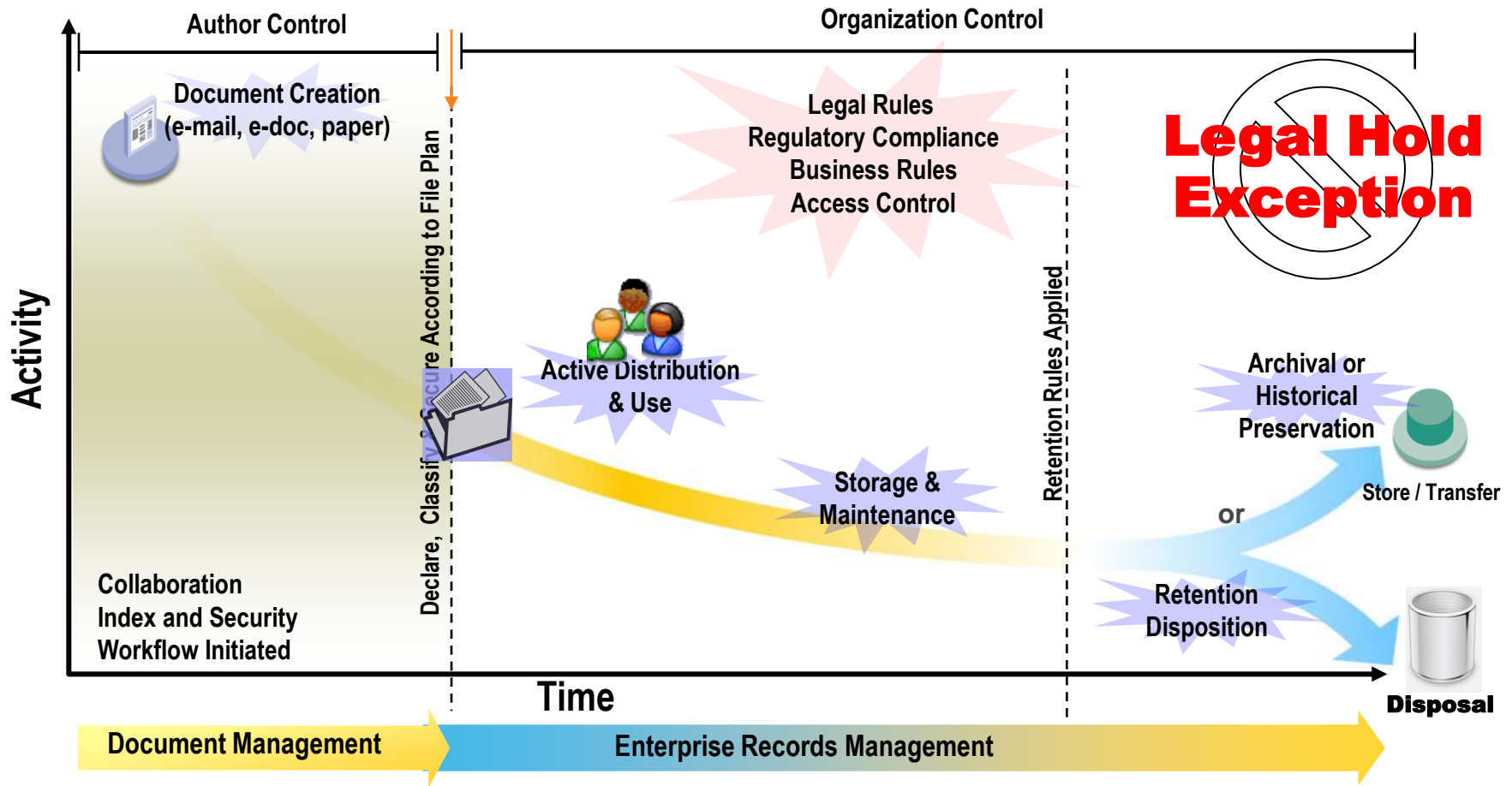


# Components of RIM

- ▶ Active Records Management
- ▶ Inactive Records Management
- ▶ Technology
- ▶ Retention Scheduling & Management
- ▶ Training & Communication
- ▶ Vital Information Protection
- ▶ Historical Information Preservation (*optional*)
- ▶ Change Management



# Records Life Cycle



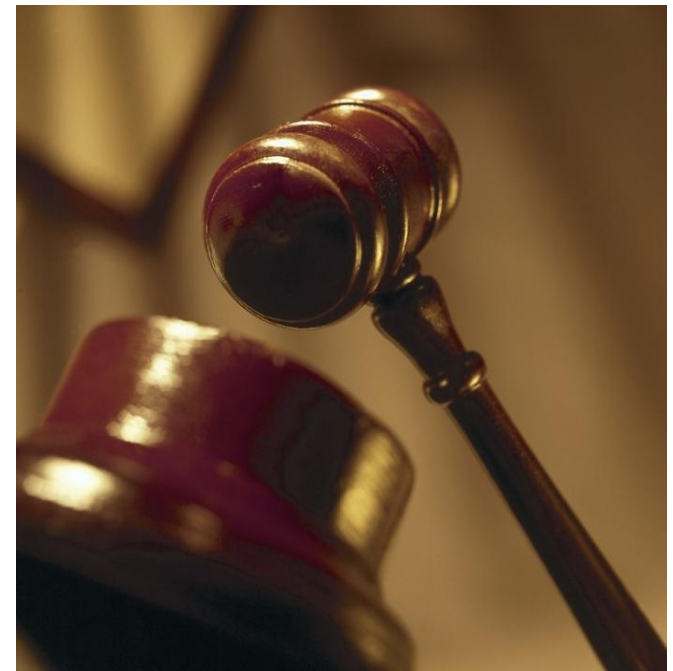


# Why RIM Is Important

# A New Compliance Landscape

## ▶ Increased Regulation

- Dodd-Frank Financial Reform Act
- Sarbanes-Oxley Act
- HIPAA
- Gramm-Leach-Bliley Act
- Freedom of Information Act
- Electronic Signatures Act

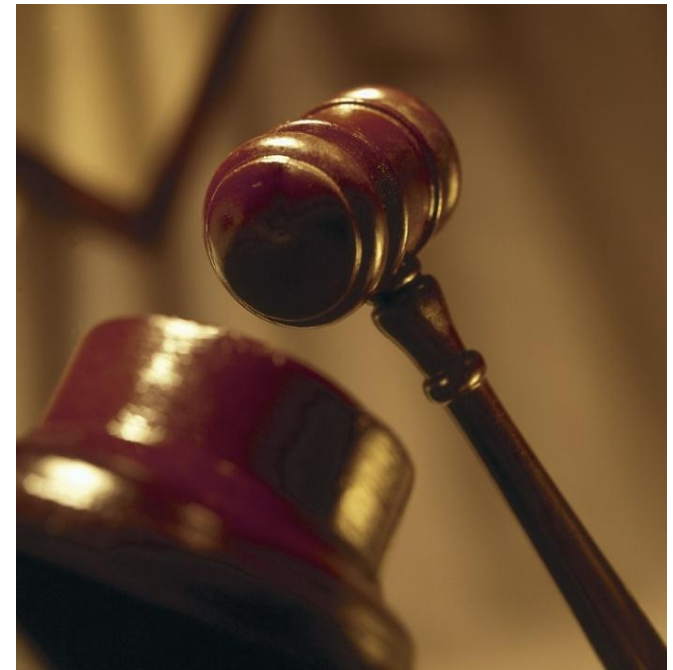




# A New Compliance Landscape

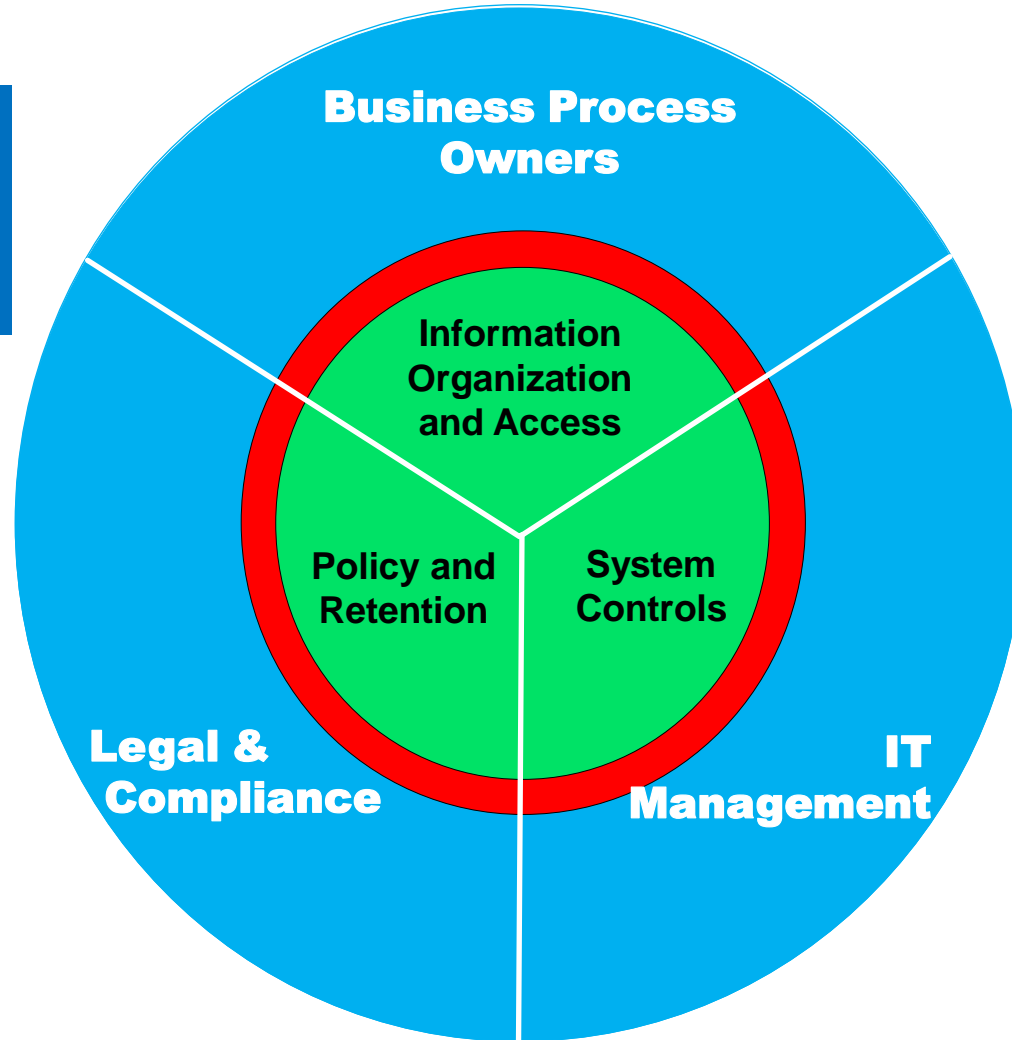
## ▶ Litigation Readiness and Response

- Revised Federal Rules of Civil Procedure (FRCP)
- California Electronic Discovery Act (AB 5)
- Illinois Rules of Civil Procedure



# Organizational View

Each view is driven by need of the business unit



# Drivers for RIM

## Costs

- Obsolete information kept too long
- Discovery production of obsolete data
- More labor required to manage

## Resources

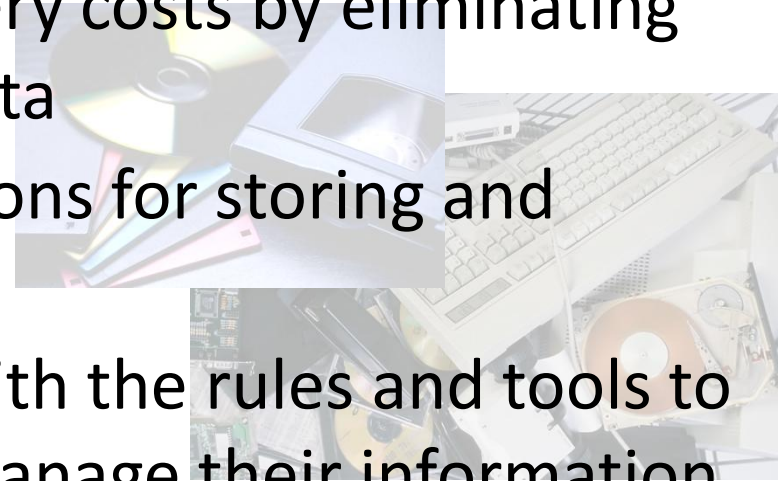
- Differing systems, same information - Silos
- Same systems, no departmental connections
- Abandoned data still on production systems
- Unabated system growth from increased data

## Risk

- Data not found due to poor or no indexing
- Lost data sources from departing employees
- Delayed decision-making due to infoglut

# Value of RIM

- ▶ Improves data findability with appropriate classification
- ▶ Assures compliance and reduces risk by controlling information
- ▶ Reduces litigation discovery costs by eliminating redundant or obsolete data
- ▶ Provides long-term solutions for storing and managing electronic data
- ▶ Provides the employee with the rules and tools to know what and how to manage their information



# Value of RIM

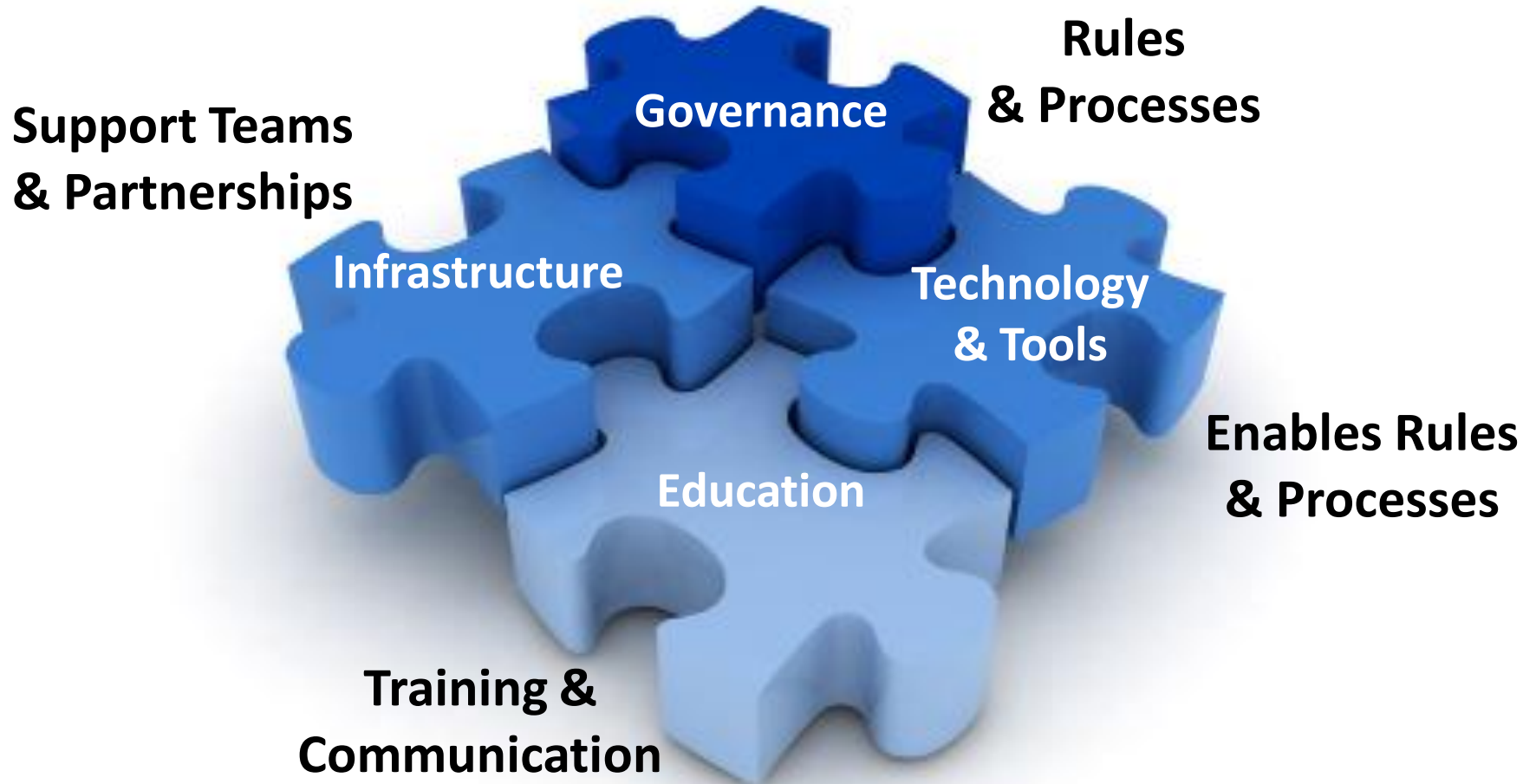
- ▶ Demonstrates the organization's commitment to compliance and the principles of effectively managing its information assets





# Building a Compliant RIM Program

# RIM Foundation Elements



# What is a “Record”?

Information *regardless of medium* created, received and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business.

*ISO International Standard 15489-1  
Information and Documentation – Records Management*

***“It’s the Content...Not the Container”***





# What is a “Record”?

## Because It’s the “*Content*” and Not the “*Container*” ...

### Records

- Original, signed contracts
- HR records inside a PeopleSoft database
- Emails discussing personnel evaluations
- Marketing websites, brochures, and posters
- Images of invoices inside an SAP database

### Non-Records

- Drafts of unsigned contracts inside a document management database
- Templates used to build form documents
- Emails discussing lunch plans
- Informational posters (e.g. “Benefits Sign-up Today”)
- An SAP or PeopleSoft database



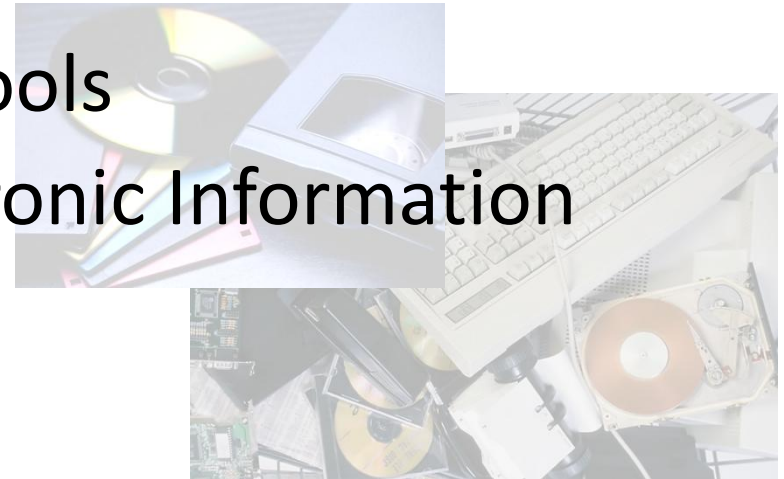
# RIM Foundation – Governance

- ▶ Step 1. Know What You Have
- ▶ Step 2. Create Comprehensive Policy
- ▶ Step 3. Create a Usable Retention Schedule
- ▶ Step 4. Establish and Follow Procedures



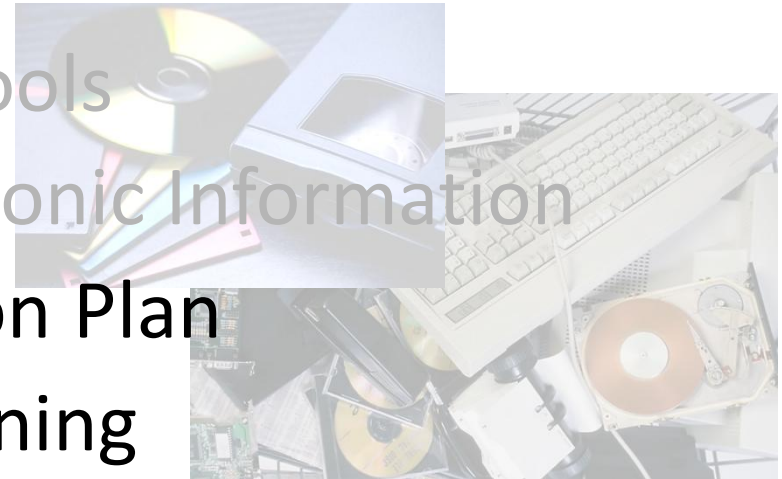
# RIM Foundation – Technology

- ▶ Step 1. Know What You Have
- ▶ Step 2. Create Comprehensive Policy
- ▶ Step 3. Create a Usable Retention Schedule
- ▶ Step 4. Establish and Follow Procedures
- ▶ Step 5. Automation Tools**
- ▶ Step 6. Manage Electronic Information**



# RIM Foundation – Education

- ▶ Step 1. Know What You Have
- ▶ Step 2. Create Comprehensive Policy
- ▶ Step 3. Create a Usable Retention Schedule
- ▶ Step 4. Establish and Follow Procedures
- ▶ Step 5. Automation Tools
- ▶ Step 6. Manage Electronic Information
- ▶ Step 7. Communication Plan
- ▶ Step 8. Employee Training
- ▶ Step 9. Audit Compliance



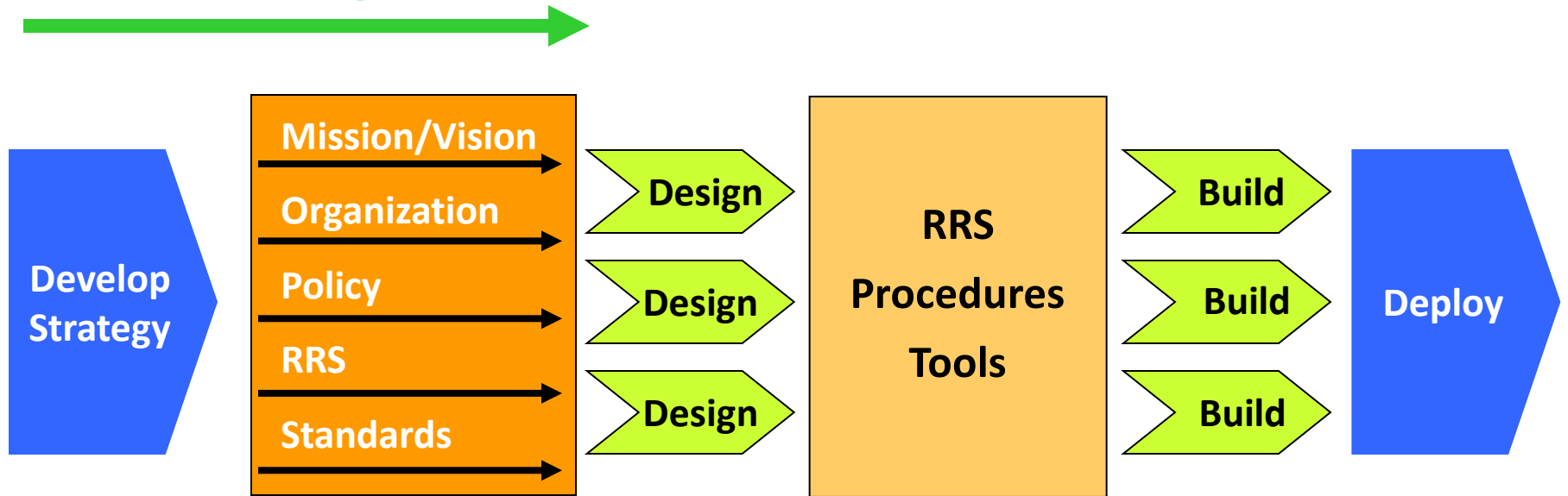
# RIM Foundation – Infrastructure

- ▶ Executive Sponsor(s)
- ▶ Senior Management
- ▶ Legal / Compliance
- ▶ IT
- ▶ Business Process Owners
- ▶ External Vendors
- ▶ Consultants, Outside Experts



# A Designed Approach to RIM

## RIM Management



## Operating Unit RIM Programs

# Steps You Can Take Today

- ▶ Comprehensive records management policy
- ▶ Up-to-date, simple-to-use retention schedule
- ▶ **Evenly** applied, **routinely** followed, and **repeatably** processed
- ▶ Legal/audit disposition hold procedure
- ▶ Fully documented compliance
- ▶ Audit, testing and enforcement



# Questions?

**Thank You**

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