Designing a Records Management Improvement Programme

**TRIGGERS**
- E-commerce
- Improving services to citizens
- Citizens’ right to information
- New legislative requirements
- Greater transparency and accountability
- E-government strategy

**ASSESSMENT AND PLANNING**
- Assess state of records management environment
  - legal and policy framework
  - accountability
  - capacity
  - resources
  - quality of records to:
    - meet information needs
    - support business functions
- Develop strategy to address problems
  - Examples:
    - weak accountability
    - ad hoc procedures
    - absence of standards
    - disconnected business processes and RM systems
    - lack of skills
    - absence of performance assessment

**IMPROVEMENT PROGRAMME**
- Conduct detailed needs assessment – business processes
  - information flows • equipment/ICT • training • quality of records
- Adopt necessary legal and policy framework
  - law and/or policies • management structures
- Build capacity
  - professional skills • specialist knowledge • user training
- Develop standards and guidelines
  - office systems/common records • specialised records/functions
- Restructure records systems and integrate with business functions
  - office systems • specialist systems • paper and electronic records
- Put in place compliance and improvement structures
  - audit and evaluation • corrective action

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Route Map

DESIGNING A RECORDS MANAGEMENT IMPROVEMENT PROGRAMME

Training in Electronic Records Management

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