Integrating Records Management in the Systems Development Life Cycle

**Triggers**
- Business need
- Pressure to computerise from internal and external stakeholders
- Desire to improve services
- Need for greater transparency and accountability

**Develop business case**
- Identify benefits of integrating RM in system, e.g:
  - Risk reduction
  - Cost savings
  - Improved compliance
- Include RM integration in system budget
- Secure management approval for RM integration

**Plan system**
- Provide for RM integration in identified potential solutions
- Include RM integration in project plan and timeframe
- Include RM professional in project management structures

**Conduct requirements analysis**
- Analyse RM requirements
- Integrate RM requirements in overall system requirements
- Align RM requirements with international standards for RM

**Design system**
- Define rules and processes for, e.g., records creation, capture, security, access, retention, disposal, audit trail, disaster recovery
- Define structural and contextual attributes of records
- Assign responsibility for records quality and integrity
- Develop change management strategy to move from existing system to new system

**Implement system**
- Test the system for its RM performance against technical, management and functional requirements
- Complete awareness and user training
- Document RM requirements

**Maintain system**
- Establish mechanisms to:
  - Monitor and assess system compliance with RM requirements and standards
  - Manage change in relation to new business needs, changes in regulatory environment, and upgrades and new technologies

**Review and evaluate**
- Assess system performance regularly against RM standards and requirements
- Improve performance in light of system audits and evaluation