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
- imformation 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

Legal and accountability framework in place

Capacity in place