

Implementing Retention Schedules in a Techno-centric Business World: It's Not Just Paper Anymore

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Enron & Andersen

- All Organizations as Targets
- Electronic Records

Electronic Records Retention?

- Risk Management
- User Acceptance
- Costs
- Smart Solutions

Risk Management

- Electronic = Records
- Case Law
- Default Communication Standard

New Users

- Professionals want access, not secretaries
- Clients want bandwidth, not lunch

Cost Containment

- Hard Copy Costs
- Electronic Records Costs
- Facilities v. Storage
- Staff Costs

New Business Models

- Knowledge Management
- Webs and Portals
- Digital Presence

With New Results

- Digital is the Norm
 - 83% of information is created in digital form
 - Most never exists in hardcopy

Changes in Priorities

- Emergency Operations
- Business Resumption
- Legal Compliance
- Corporate Citizenship

Digital as Salvation

- Consider Disaster
- Compare to Hard Copy
- Recoverability?
 - Hard Copy v. Electronic
 - Time & Cost
- Reliability?
- Integrity?

A New Culture Emerges

- Electronic Documents
- E-mail
- Instant Messages

ERM Technology Tools

- Emerging Capabilities
 - <http://jitc.fhr.disa.mil/recmgt/>
- No Single Leader
- New Players
- One Vendor and One Suite?
- Best of Breed!

Technology Components

- Workflow
- Records Management
- EDMS Repositories

Technology Components (Cont.)

- Web Content Management
 - Structured
 - Unstructured
- Databases

Making Programs Work

- Management Support
- Education
 - Ethics
 - Risk
 - Cost
- Enterprise Policies

Making Programs Work (Cont.)

- Process
- Metrics and Measurement
 - Individual
 - Departmental
 - Enterprise-wide
 - Records Management Audit
 - Litigation Assessment Audit

A Rational Approach

- Clear Objectives – Do you know what you need?
 - Vision – Clear Objectives
 - Clear Targets
 - Defined End Results
 - Rationale

A Rational Approach (Cont.)

- Allocation of Resources – Do you know what it will cost?
 - If you do it
 - If you don't do it
 - Short Term? – Out of Pocket
 - Long Term? – Out of Business

A Rational Approach (Cont.)

- Assignment of Responsibility
 - Who's in Charge?
 - Who Participates?
 - Penalties and Rewards
 - Internal v. External

A Rational Approach (Cont.)

- Authority
 - Cultivating Survivors
 - Will they survive the process?

Culture and Context

- Client Service as a Moving Target
- Change as the Only Constant

Vendors

- The Names You Know
- Surprise Participants
- New Technology-Specific Players
 - Web Content
 - E-Mail
 - Authentication
 - Instant Messaging

Defining Success

- Clear Vision
- Incremental Improvements
- Happy Techno-Users
- Happy Techno-Phobics

Thank You!

Questions?