

Course Syllabus

Advanced Documents and Records Management

Introduction

This programme covers advanced strategies, tools, and technologies used to capture, categorise, manage, store, preserve (archive), and deliver vital business records in support of business processes. In this programme you will learn how to:

- Understand advanced records management policies, procedures and standards including ISO15489 and ISO27001
- Develop key strategies for meeting compliance, legal and audit requirements
- Create records management business tools like electronic file plan, retention and disposal rules, security rules, archiving, confidentiality and privacy
- Link how records management systems and implement across your organisation
- Explore the implications of an Enterprise Content Management (ECM) strategy in conjunction with records management and information security

Objectives

- To understand advanced records management policies, procedures, standards including information security standards
- Help develop business case and requirements for the selection and procurement of document and records management
- Create a records management and information security plan of action to implement in their organization and learn from best practice implementations and case studies
- Learn advanced concepts for managing information and records, such workflow, file plan, archiving, auditing, compliance and version control
- Review industry leading solutions and vendors in this marketplace
- Using metadata, business classification scheme, taxonomy and setting retention plans
- Learn how to implement legislation, standards and regulation
- Create advanced policies and procedures
- Setting up access controls and security procedures
- Develop storage models, audit trail and storage technologies

Content

Day One

Strategy and understanding key elements

- Introduce advanced records management, ISO15489
- Review information security ISO27001
- Creating records management audit register
- Create file plans, metadata plan, retention schedule
- Understanding security and compliance

Day Two

Concepts and set up components

- Business classification scheme and taxonomy
- Document control
- Metadata and indexing
- Classification schemes
- Compliance, controls and security
- Legislation, standards and regulation

Day Three

IT Process and delivery

- Review IT records management systems
- Review ECM systems
- Scanning and legal issues
- Archiving and retention requirements
- Digital signatures

Day Four

Implementation Planning

- Implementation planning
- Setting up controls for ISO15489 and ISO27001
- Creating policies and procedures
- Creating a records management action plan

Day Five

Case Studies

- Introduction to case studies
- Group 1 – Strategy
- Group 2 – Concepts
- Group 3 – Process
- Presentations
- Evaluation and discussion