

Improving your organisation's records and information management capacity – Part II

Action Items

If you have answered 'No' to any of the questions in the checklist, you should think about making improvements in that area.

Records management policies

If you answered 'No' to question 1, you might consider writing a records and information management policy for the organisation. An expert could provide you some 'model' records management policies that you might be able to use to guide you.

Senior management support

If you answered 'No' to question 2, you might consider thinking about ways to convince the senior managers in your organisation to support good records and information management. An IM expert can also assist you with a documentation with advice for Senior management, which explains some of the reasons why good records and information management is important.

Responsibility for records management

If you answered 'No' to question 3, you might consider talking to the senior managers in your organisation about setting up a registry, or giving records and information management responsibilities to a particular staff member.

Records management training

If you answered 'No' to question 4, you might consider looking for some more training like the AIIM Certificate training for your records and information management staff.

Records management procedures

If you answered 'No' to question 5, you might consider beginning to write some simple procedures or developing some forms for records and information management staff to use. An IM expert may have procedures that can guide you on the sorts of things you could consider developing.

Records and information management requirements

If you answered 'No' to question 6, you might consider a project to identify your organisation's records and information management requirements.

Making records accessible

If you answered 'No' to question 7, you might consider taking any of a number of actions to make improvements. File movement registers, file naming and numbering systems, and secure storage can all help to make sure that records are accessible when they are needed.

Deciding what records to preserve

If you answered 'No' to question 8, you might consider developing and writing down a system for deciding which of your organisation's records and information should be kept. In most organisations, you cannot destroy records without the permission of the authorities or archivist.

Secure storage and handling

If you answered 'No' to question 9, you might consider finding a more secure place to store your records and information, or providing training for staff in how to handle records so that they are not damaged.

Measuring and reporting performance

If you answered 'No' to question 10, you might consider developing some performance indicators for records and information management in your organisation, and reporting on these to senior managers. Measuring performance is not only a records and information management job—it can be used by lots of different areas of organisation. Areas responsible for overseeing organisation departments, such as the HR may be able to give you advice on developing performance indicators.

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