Consider the practical implications of implementing an electronic records management system (ERMS). Reflect on organizational readiness, management strategy, and technology infrastructure. Consider the role of project management, system development lifecycle (SDLC) models and change management.

Both Empel (2012) and Gatewood (2010) discuss the role that project management plays in record management and its implementation. I’m also taking a project management class and last week we learned about the project management life cycle: scoping, planning, launching, monitoring and controlling, and closing, (Chen, 2015). So all three of these readings and lectures complement each other and shows how necessary it is to have a good strategic plan when dealing with a records management program.

This is how I think implementing a new ERMS should work. First, the following 8 questions of the Generally Accepted Recordkeeping Principles should be answered (Empel, 2012, p. 38-39):

- **Accountability**—Are an executive strategic planning committee and RIM professional responsible for evaluating new technologies, including RIM impact?
- **Transparency**—Does the new technology support the efficient disclosure of information to authorized parties?
- **Integrity**—Does the new technology capture the required metadata and other authenticity requirements, including chain of custody?
- **Protection**—Does the new technology offer a reasonable level of security using technical controls to safeguard records and information?
- **Compliance**—Does the new technology comply with applicable laws, other binding agencies, and corporate polices?
- **Availability**—Does the new technology maintain records and information in a manner that makes them retrievable?
- **Retention** – Does the new technology retain records and information for the appropriate time, taking into account legal, regulatory, fiscal, operational, and historical requirements?
- **Disposition**– Does the new technology dispose of records and information securely and appropriately when they are no longer required to be maintained by applicable laws or organizational policies?

Once these questions are answered, then following action can take place (Chen, 2015):

- **Scope**: Develop the goal and business value of the project
- **Plan**: Define the course of action require to attain the objectives
- **Launch**: Execute the project
- **Monitor/Control**: Respond to change request and resolve problems
- **Close**: Evaluate whether client requirements are met

It is usually much more cost effective to purchase an ERMS instead of trying to build one in house. Examine the "key players" or vendors in the electronic records management software industry.
The only two products that I have used, to my knowledge, are IBM and HP. I currently have an HP laptop so I’m a bit bias when I say that I would recommend HP products. I’ve used them in the past and they have been very good. In fact, my dad and younger sister are the ones that stay up-to-date with all the new technology products so I usually go with whatever they say is good. I’ve never heard of HP Autonomy so I looked at the website and this is what they wrote about their products, “HP's unique infrastructure technology solves a fundamental problem that affects every industry, as evidenced by its almost universal deployment in over 20,000 customers worldwide, and 400+ OEM companies with licenses to more than 500 products” (http://www.autonomy.com/products/). Right off the bat, they provide numbers and statistics, which is what customers care about. The higher (and good) the statistics are, the better chances a customer will buy a vendor’s products. As I was browsing around, a thought came to me. This is HP, a well-regard and reputable company, so whatever product they make would be good. I’m one of those people who, if the overall company is good and reputable, will buy (or consider buying, if needed) whatever product they make because its that particular company. For example, some people will stick to Apple with all their products no matter what because its Apple. It’s the name, the brand that people care about and will trust.

References

