Out of the Basement and Into the Data Center

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1

What Do you Want to Learn?

2

The Value of Records Managers

- Industry indicates we will be needed now more than ever
- The ECM industry is predicted to grow regardless (or perhaps because of) the current economic times

3

Think About Data

- Mars Rover
  - Kilometers v. Miles?
- Delta Connection: Atlantic Southeast Airlines
  - Grounded 60 Jets
  - Need to inspect 87 engines allowed to run past their maintenance time frames*

*USA TODAY, Money Section, p2, April 2, 2009

4

"Copying has become a national disease"

Donald G Adams, Vice President, Addressograph-Multigraph Corp
On the heavy use of photocopying machines, *Newsweek* 7 Sep **64**

5

Do You Know What You Have?

- Who is in the Basement?
- What is in the Basement?
- What is in the Attic?

6

Do You Know Where to Look?

- Beyond the Physical:
  - Electronic Records
- How do you find them?
- How well do you communicate with IT?

7

Control?

- How many of you feel you have control over all or the majority of your electronic records from an inventory and retention perspective?

8

How IT Has Changed Our World

- Acronyms Abound!
- Records Managers are finding the need to keep up more and more.
- Relationships with IT must be stronger than ever.
- Communication and use of language must be clear.

9

Taxonomy (Houhgton Mifflin)

- **tax·on·o·my**

  The classification of organisms in an ordered system that indicates natural relationships.
- The science, laws, or principles of classification; systematics.
- Division into ordered groups or categories: *"Scholars have been laboring to develop a taxonomy of young killers" (Aric Press).*

10

Taxonomy (SearchCIO-Midmarket.com Definitions)

- Taxonomy (from Greek *taxis* meaning arrangement or division and *nomos* meaning law) is the science of classification according to a pre-determined system, with the resulting catalog used to provide a conceptual framework for discussion, analysis, or information retrieval. In theory, the development of a good taxonomy takes into account the importance of separating elements of a group (taxon) into subgroups (taxa) that are mutually exclusive, unambiguous, and taken together, include all possibilities.
- **In practice, a good taxonomy should be simple, easy to remember, and easy to use.**
- One of the best known taxonomies is the one devised by the Swedish scientist, Carl Linnaeus, whose classification for biology is still widely used (with modifications). In Web portal design, taxonomies are often created to describe categories and subcategories of topics found on the Web site. The categorization of words on whatis.com is similar to any Web portal taxonomy.

11

Taxonomy (Wikipedia)

- **Taxonomy** is the practice and science of classification. The word is also used as a count noun: **a taxonomy**, or taxonomic scheme, is a particular classification ("the taxonomy of ..."), **arranged in a** hierarchical **structure.**
- Typically this is organized by subtype-supertype relationships, also called parent-child relationships. In such a subtype-supertype relationship the subtype kind of thing has by definition the same constraints as the supertype kind of thing plus one or more additional constraints. For example, car is a subtype of vehicle. So any car is also a vehicle, but not every vehicle is a car. Therefore, a thing needs to satisfy more constraints to be a car than to be a vehicle.

12

Hierarchy (Wikipedia)

Computation and electronics

- Large electronic devices such as computers are usually composed of modules, which are themselves created out of smaller components (integrated circuits), which in turn are internally organized using hierarchical methods (e.g. using standard cells). The order of tasks in a computational algorithm is often managed hierarchically, with repeated loops nested within one another. Computer files in a file system are stored in an hierarchy of directories in most operating systems. In object-oriented programming, classes are organized hierarchically; the relationship between two related classes is called inheritance. In the Internet, IP addresses are increasingly organized in an hierarchy (so that the routing will continue to function as the Internet grows). Modern computer architectures also organize memory in a hierarchical arrangement.

13

What Do You Want to Call It?

- Similar to the abuse of the word “Archives”
- The bottom line is, what make sense for your organization?
- It can still be called a “File Structure”

14

How Well do you Communicate?

- http://www.youtube.com/watch?v=4pyjRj3UMRM

15

Records are Process Driven

- Consider how records are generated when categorizing them.
- Mapping out data's lifecycle is a good tool to illustrate this.

16

Which Came First? The Taxonomy or the Retention Schedule?

- There is reality, and there is our ultimate Records Management World
- Does it matter?

17

What about IT Taxonomy?

- It May be different…..
- It will have to be identified in order to work with an organization's overall Taxonomy and Retention Schedule

18

What is the Difference Between IT & RM ?

- Technically, not much. Both are in the business of protecting data.
- IT Professionals are getting used to these terms:
  - Discovery
  - Data Forensics
  - Retention
  - Ability to Read Data before it is Obsolete
  - Rules of Civil Procedure
  - Sarbanes-Oxley

19

You Need to Work with IT

- These Days, most IT professionals understand what RM Professionals do.
- You need to ask the right questions in order to find all the data.
- You will never have a clue what data IT is managing (beyond the obvious – e-mail, MS Office) without assistance from the Business User

20

How to Conduct An Electronic Records Inventory

- You can and should inventory electronic records when you begin your paper records inventory.
- Most of the Time, you will see a Direct Link between physical and electronic (especially printing addicts)
- The best way to identify electronic records is by contacting the business user

21

How to Conduct An Electronic Records Inventory (Con't)

- 1. Identify all electronic systems (including MS Office).
- 2. Ask who your client talks to in IT about their system(s): Such as:

- A. Maintenance
- B. System Changes/Updates
- C. Backups; how are they handled?

22

Once Identified, Classify

- Just as with physical records, look for the best fit within your exisiting retention schedule.
- Some of the time, new categories will need to be created (i.e.: System Logs)

23

Placing the Data in the Retention Schedule

- Depending on how your retention schedule is structured, you may not find a suitable Records Series
- Most of the time the data will fit
- Be prepared to create new Records Series
- Setting Policy, electronic and physical records should be treated the same

24

Electronic Records Inventory Checklist

- What Business Unit Owns the Data?
- Who is the Business Unit Contact?
- Who is the IT contact that supports the electronic data?
- What medium is the data stored on?
- What format is the data in? (Unstructured – database, etc.)
- How often is the data backed up?
- How often are backup tapes rotated? (i.e. from offsite and recycled use)

25

Electronic Records Inventory Checklist (Con't)

- Have the backup tapes ever been tested? (i.e. can they be read?)
- Is the data Vital?
- If the data is Vital, what are the Disaster Recovery Plans?
- If offsite storage is handled by a vendor, contact the vendor for their availability during a disaster; and find out how they support their clients during a disaster.

26

One Final Thought

Virtually everything in business today is an undifferentiated commodity, except how a company manages its information. How you gather, manage and use your information will determine whether you win or loose.

- Bill Gates

27

Thank You

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28