Managing Electronic Records: Methods, Best Practices, and Technologies

By Robert F. Smallwood

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The ultimate guide to electronic records management, featuring a collaboration of expert practitioners including over 400 cited references documenting today's global trends, standards, and best practices

Nearly all business records created today are electronic, and are increasing in number at breathtaking rates, yet most organizations do not have the policies and technologies in place to effectively organize, search, protect, preserve, and produce these records. Authored by an internationally recognized expert on e-records in collaboration with leading subject matter experts worldwide, this authoritative text addresses the widest range of in-depth e-records topics available in a single volume.

Using guidance from information governance (IG) principles, the book covers methods and best practices for everything from new e-records inventorying techniques and retention schedule development, to taxonomy design, business process improvement, managing vital records, and long term digital preservation. It goes further to include international standards and metadata considerations and then on to proven project planning, system procurement, and implementation methodologies. *Managing Electronic Records* is filled with current, critical information on e-records management methods, emerging best practices, and key technologies.

- Thoroughly introduces the fundamentals of electronic records management
- Explains the use of ARMA's Generally Accepted Recordkeeping Principles (GARP®)
- Distills e-records best practices for email, social media, and cloud computing
- Reveals the latest techniques for e-records inventorying and retention scheduling
- Covers MS SharePoint governance planning for e-records including policy guidelines
- Demonstrates how to optimally apply business process improvement techniques
- Makes clear how to implement e-document security strategies and technologies
- Fully presents and discusses long term digital preservation strategies and standards

Managing e-records is a critical area, especially for those organizations faced with increasing regulatory compliance requirements, greater litigation demands, and tightened internal governance. Timely and relevant, *Managing Electronic Records* reveals step-by-step guidance for organizing, managing, protecting, and preserving electronic records.

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Editorial Review

From the Inside Flap

The role and even the meaning of business records have vastly changed in the past decade. Electronic records have grown from relatively simple items like word processing documents to encompass email, web content, blogs, and social media (including identifying metadata), and are delivered across new platforms such as mobile or cloud computing. Even paper records are now tracked electronically. Along with this myriad of changes, the advent of Big Data brought an exponential increase in the volume of records, which have to be managed in an increasingly regulated environment. Many businesses are woefully unprepared to meet today's electronic records management (ERM) challenges and, as a result, remain exposed to significant legal and competitive risks.

Managing Electronic Records gives professionals the tools to not only mitigate risk, but also position their organizations to leverage the many benefits that flow from effective records management. This comprehensive guide offers users both a strategic overview of current ERM issues and a practical road map for implementing specific ERM solutions. Written by Robert Smallwood, Executive Director of the E-Records Institute at IMERGE Consulting, in collaboration with a slate of noted subject matter experts, this authoritative resource will appeal to a wide range of managers and practitioners, including those performing legal, compliance, records management, risk management, IT, operations, and information governance (IG) functions.

Managing Electronic Records provides hard-hitting advice on e-records management methods, best practices, and technologies, including:

- Choosing which records to archive
- Deciding how to organize records
- Critical standards considerations
- Information governance policies
- Taxonomy development and metadata strategies
- E-record considerations for email, IM, social media, and cloud computing
- MS SharePoint® governance
- E-document security measures
- International standards and frameworks
- Long-term digital preservation of records
- Business process management considerations
- E-record storage and hardware considerations
- Making the business case for ERM
- Project management
- And more

With appendices laying out relevant laws and regulations, viable service providers, and a discussion of electronic medical records, *Managing Electronic Records* offers key players a one-stop reference to creating a robust and successful e-records management program under the umbrella of IG.

From the Back Cover

"Robert Smallwood, in collaboration and consultation with a number of leading practitioners, has come forward with a comprehensive and authoritative resource on the management of electronic records never before available. Robert's book is a pioneering resource with focus and quality."
—**From the Foreword by Robert F. Williams, Cohasset Associates**

Praise for *Managing Electronic Records*

"Robert Smallwood and his handpicked, expert collaborators have produced a book unlike any other—one that lays out the discipline of ERM in an organized, codified, and teachable way. This book is highly suitable for university courses as well as a 'must-have' reference for seasoned professionals."
—**Dr. Patricia C. Franks, CRM, Program Coordinator, Master's Degree in Archives and Records Management, School of Library and Information Science, San Jose State University**

"Every organization needs to get serious with defensible disposition of digital data debris, and this book helps get you on that path."
—**Randolph Kahn, Esq., award-winning author of *Information Nation, E-Mail Rules,* and the new book on defensible disposition, *Chucking Daisies***

"If you are serious about creating competitive advantage in an increasingly information-centric business environment, then this stunning and detailed guide to implementing ERM should be your first stop."
—**Allison Lloyd, Editor of DOCUMENT Media, a premier publication for document management executives**

Managing Electronic Records features major contributions from these leading expert practitioners:

- Lori J. Ashley
- Barbara Blackburn, CRM
- Charmaine Brooks, CRM
- Monica Crocker, CRM, PMP
- Stephen Goodfellow, CRM, CDIA
- Paula Lederman, MLS, MBA
- John W. Orth, MBA, CDIA
- Jon Pyke, FBCS, CITP
- Charles M. Dollar

About the Author

ROBERT F. SMALLWOOD is a Partner and Executive Director of the E-Records Institute at IMERGE Consulting. With more than twenty-five years' experience in the field, Mr. Smallwood is one of the most published and respected authorities on e-records and document management. His clients include major corporations, as well as government agencies at all levels.

Users Review

From reader reviews:

Belinda Timmer:

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