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Introduction to Electronic Records Management Applications in Public Agencies
AGENDA

1. Terms and definitions
2. Components of ERM
3. Benefits of ERM System
4. Institutionalisation of ERM System
5. Project based Application: e-BYEAS Model
6. Institutionalisation Process of e-BYEAS
7. Conclusion
Let’s chit chat a little and set something up!

Is there anybody who doesn’t have private records?

What type of documents you have?
Let’s chit chat a little and set something up!

Do you conduct a search for your birth certificate?

I swept mine under the carpet, hoping no one would find it!
Let’s chit chat a little and set something up!

- When are you given your birthday certificate?
- Can you make one up yourself?
- Have you ever attempt to change your given name at birth?
Likewise, the institutions have their own private records through business activities.

With, so much information produced daily, how is specific information accessed when needed?
Electronic Information Systems contribute to cope with the proliferation of recorded information.
Electronic Information Systems

Definitions

1. **Electronic Content Management**
   - facilitates the organization, control & publication of a large body of documents & other content, such as images & multi-media resources. ECMS often facilitates the collaborative creation of documents.

2. **Electronic Document Management**
   - allows you to create a document or capture a hard copy in electronic form, store, edit, print, process & otherwise manage documents in image, video & audio, as well as in text form.
Definitions

Electronic Records Management

3

System used by an organization to manage its records from creation to final disposition. The system's primary management functions are categorizing and locating records and identifying records that are due for disposition.

allows you to create a document or capture a hard copy in electronic form, store, edit, print, process & otherwise manage documents in image, video & audio, as well as in text form.
Definitions

**Electronic Records Management**

ERMS depends on the legislation related to how business must operate and keep records.

A **Record** is information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business *(ISO 15489)*
Electronic Records Management

Document is placed in proper folder

By placing in folder, document is assigned proper retention & disposition by ERMS System Administrator is prompted when document is ready for destruction

Standards for retention/destruction

Document is accessible until final disposition

1 year
ERMS – Electronic Records Management System
ECM – Electronic Content Management
EDM – Electronic Document Management
Process of Correspondence and Records Management Production

File Plan

Appl. Pross. of Retention Plans


Process of Ass. & Selection Destruction Procedures

Records management and archiving policy and strategy texts formed for Ankara University

Process of Filing Procedure

Records’ Transfer Procedure
Electronic Records Management Systems

Apply Corresponding rules

Assure legal validity

Integrate e-signature into business process

easing the management of legally recognized elements of proof within the ERM
Electronic Records Management Systems

Develop file structure & assign retention at lowest folder level

Authorized user is allowed to approve and/or sign records electronically

Authorized user is allowed to view, upload or download the records and may make changes on any contents or information.
Benefits of ERM

- provides registration of information as a component of e-government transformation in Public administration” (2005 Yılı E-dönüşüm Eylem Planı)
- Reduces cost- increases benefit
- Standardization
- Performance control in operations
- Easiness, efficiency, speed in communication
- Support organizational workflow
Benefits of ERM

- Ensure ‘systematic control’ and ‘credible evidence’
- Ensure authoritative records
- Protect commercially sensitive information
- Protect personal information
- Limit access to protectively marked information
Provide comprehensive records management capabilities

- File plan/retention schedule development
- Records classification and storage
- Access and retrieval
- Retention and disposition

May integrate with or be part of an ECM system
Benefits of ERM

- Provide or limit access to specific classes, files or records
- Provide or limit access to features
- Provide or limit access by security classification
  - ‘Need to know’
Operational Framework for ERM

- Project & Policies
  - Legislation & Procedures
    - Records Management Program
  - Tools & Technology
  - Standards
    - Application
Installation vs Implementation
Institutionalisation of ERM

Defining tasks, work processes, records flows, differential analysis between sections

Standard rules,

Organizational culture (collective behaviour of individuals)

«ERM Culture Alignment to Enhance Competitive Advantage»
Althonayan, A. Killackey, H. Joanna Keith
2012 ERM Symposium
Institutionalisation Process

- Organizational Analysis
- Developing RM program

- Designing components of ERM
  - Integration to the Organization

- Testing &
  - Dissemination
Institutionalization Framework at Ankara University

Organizational analysis

INSTITUTIONALIZATION PROCESS

E-BEYAS Software
Key elements of ERM project at Ankara University

- E-beyas LOGO (Brand registration)
- Based on TÜBİTAK Project in 2007
- BEYAS organizational framework
- BEYAS Coordination center
- Designing e-BEYAS Model
- e-BEYAS (Institutionalization Process)
System Architecture
Registration of the information goes with the aim of access to the information.

Software of e-records management should have an architectural structure that can highlight access and share again like producing of the records.

Institutional differences should be adapted to the software.

Otherwise, the companies developing ERMS software will have to spend more time and more human power in institutionalization of each institution and the costs will increase.
Electronic Records/Document Management Systems are becoming an essential part of the e-State infrastructure.

ERMS needs to be modified greatly for each institution.

Records managers and software creators should work together in developing ERMS software.