Managing the digital record

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For a long time, organisations around the world seemed unable to cope with the increasing use of electronic information technologies, and the requisite record-keeping regimes to ensure organisational efficiency. Unfortunately, poor record keeping has only been highlighted when organisations are faced with crisis, which invariably results in a lack of accountability and good corporate governance.

The challenge of preserving records in the traditional paper format is comparatively insurmountable in comparison to the preservation of electronic records. Electronic records are machine-readable, which requires that specific technology must be maintained in order to facilitate access. As Silicon Valley advances computing technology to feed an expanding market, so once-valuable operating systems become useless, resulting in a loss of information that is not compatible with the newer technology.

Possible solutions to this problem could be to create technological museums where the hardware and software used to create `old` records is carefully preserved to facilitate access. Alternatively, there`s the possibility of emulation where higher-level hardware and software could be used to imitate the environment of the `old` records. Another possibility is migrating records into the newer hardware and software.1 All the above are avenues which have only just begun to be explored, making the enquiry into electronic records management of critical importance to contemporary society.

Another consideration (which is also a problem) is that electronic records do not intrinsically have elements that guarantee their own integrity. They can easily by tampered with, without trace of interference, increasing the possibility of fraud and other such electronic crime. In addition, the media on which electronic records are kept cannot withstand extreme handling situations and are very susceptible to physical deterioration.

The myriad of challenges has resulted in many industrialised nations investing heavily in electronic recordskeeping systems. For organisations that wish to implement electronic record-keeping systems, one finds that the identification and implementation of electronic record-keeping systems is often undertaken without the full realisation of the amount of knowledge and preparation required in terms of the steps to be followed and the full impact of the changes to the running of such an organisation. Among other things, it is critical to pay attention to the process of needs analysis as well as the methodology used in selecting appropriate products.

Shadrack Katuu, Information Analyst, South African History Archive is one of the expert speakers at the marcus evans conference: Electronic Documents and Records Management, taking place from 23 to 25 May 2005 at the Balalaika Hotel, Sandton. If you would like more information about the conference, please contact

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