

What's In It For Me?

The Role Of People in Developing and Implementing a Recordkeeping System



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Motivation

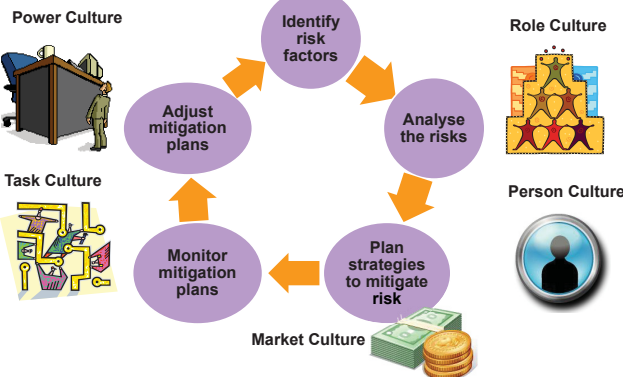


The **cultural factors of an organization** which affect the adoption and assimilation of a digital recordkeeping system are often overlooked by records professionals. Instead records professionals tend to focus on developing policies, standards and systems when implementing a recordkeeping system.

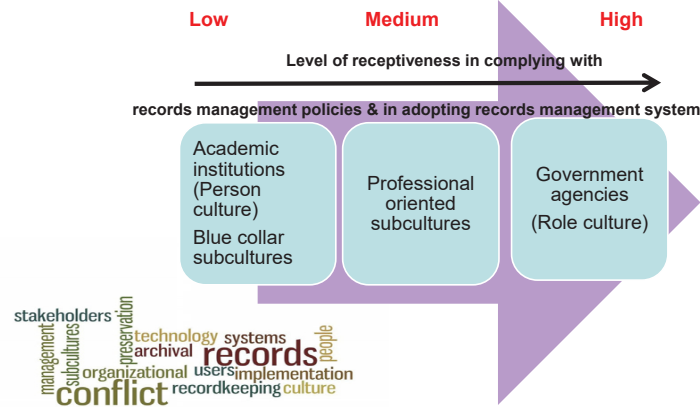
This research examines the **organizational dynamics and tensions** amongst different groups of stakeholders – records professionals, records creators and information technology managers. It provides an insight on what facilitates and constrains human behaviour and the implications for records managers who are keen to institute controls on the management and preservation of records.

Research Objectives

- Analyse the organizational culture factors which enable and constrain the implementation of a recordkeeping and/or preservation system
- Develop a risk assessment framework for an organization to reduce their level of risk exposure relating to organizational cultural factors that hinder the development and adoption of a recordkeeping and/or preservation system



Preliminary Findings



- Culture within an organization is not monolithic due to presence of multiple subcultures
- Perception of records creators that recordkeeping is a time-consuming activity rather than a strategic resource to manage their business activities
- Misplaced trust in technology to manage and preserve records
- Lack of user confidence in using and accessing recordkeeping system
- A restrained fiscal climate impedes the development of recordkeeping and/or preservation system
- Need for senior management's endorsement and support in developing a governance structure for records management initiatives
- Lack of consensus amongst different and the same group of stakeholders on how they define a record (**language and representation**)
- Variances of worldviews amongst stakeholders with regard to the values of the recordkeeping system and as to what the system symbolizes

Theories & Frameworks

Organizational Theory

- Types of culture & organizational behaviour
 - Handy's; Morgan's; Hofstede's; Cameron & Quinn's typologies of organizations
- Organizational culture
 - sense making in organizations
- Organizational change theory

Archival Science

- Concept of a record
 - InterPARES concept
 - Geoffrey Yeo: Speech act theory
- Recordkeeping systems and standards
 - ISO 15489:2001 standard
 - MoReq2: Model requirements for the management of electronic records

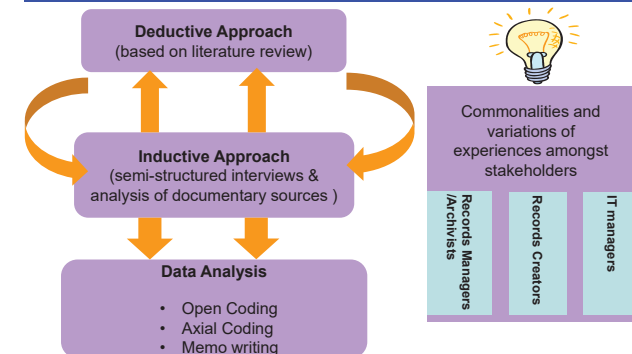
Information Science

- Adaptive structuration theory
 - interplay amongst technology, people and structures
- Technology-Use Mediation

Sociology

- Structuration Theory by Giddens

Methodology



InterPARES 3 Project
 International Research on Permanent Authentic Records in Electronic Systems
 TEAM Canada