State of the Art Electronic Recordkeeping Techniques & Technology
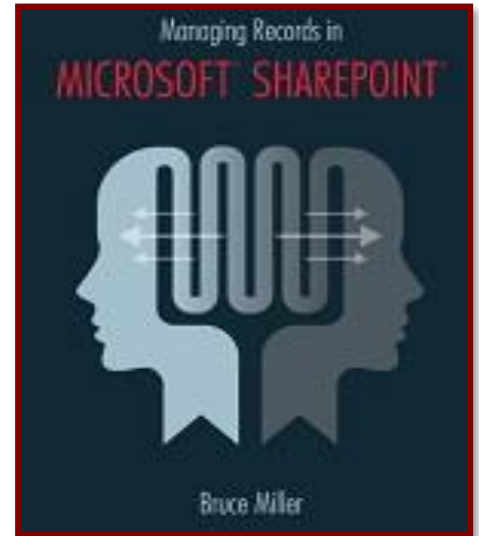
Electronic Recordkeeping 101

Instruction by Bruce Miller IGP, MBA

Duration
8 hours (1 day)

ER101U

RIMtech Public Online Courses are scheduled periodically and open to anyone. Attendance is limited to optimize the learning experience.

Designed for IT and RIM Professionals, this course is a comprehensive treatment of modern electronic recordkeeping concepts and techniques, and a high-level introduction to EDRMS (**E**lectronic **R**ecords/**D**ocument **M**anagement **S**ystems). You'll learn new recordkeeping terminology and concepts, and you'll "unlearn" many sacred traditional records management notions. With this course you'll learn the new language of electronic records, understand the 7 core concepts, the critical difference between case and administrative records, how to automate recordkeeping processes to eliminate the need for end user participation, and how your retention schedule will need to change. This course is designed and delivered by **Bruce Miller**, author, independent consultant, and leading expert in electronic recordkeeping, and author of "*Managing Records in SharePoint*". This provides a strong foundation for any RIM or IT professional dealing with electronic records and is an ideal base for all other RIMtech education.

Learning Objectives

Upon completion of this workshop, participants will be able to:

- Understand the 7 core electronic recordkeeping concepts
- Learn the myth of ROT
- Define and measure Key Performance Indicators
- Apply appropriate retention behaviors to case vs administrative records
- Assess changes in the retention schedule necessary to support electronic recordkeeping
- Understand how to use rules-based recordkeeping to eliminate end user participation
- Manage email differently from all other forms of records

Who Will Benefit

Records/Information Management professionals, IT managers and specialists, project managers, and senior management.

Takeaway Tools

Participants are supplied with all course materials, including a sample retention schedule fragment and terminology dictionary.

Certification Credits

IGP	14 (ARMAIGP2020_00075)	CRM	7 (2020100926791)

Testimonials

"*I loved the performance measure aspect, and 20 suggested decisions. This was worth the cost of the course alone.*"

"*I really liked the presenter. He engaged the attendees and asked thought-provoking questions that generated some lively conversations.*"

"*This was one of the most engaging and informative seminars I can remember attending. I got a lot of great takeaways and can enthusiastically tell my employer that this was a productive use of my time and training dollars.*"

"*Thank you! This course hit the nail on the head – it touched on many of the issues that I see in the workplace and provided me with the guidance and affirmation that will help me to manage these issues. Awesome seminar!*"

Instructor

Bruce Miller, MBA, IGP is a world leading expert on electronic recordkeeping. He is an independent consultant, an author, and an educator. Widely regarded as the inventor of modern electronic recordkeeping software, he pioneered the world's first commercial electronic recordkeeping software in 1989. In 1997 he achieved the world's first e-Records software certification against the US DoD 5015.2-STD standard, and has since presided over several successful software certifications. In 1999 he developed the world's first e-Records software *engine* for business software. That year he received ARMA Canada's National Capital Region's **Ted Ferrier Award of Excellence** for his contribution to the field of records management. Bruce's software was the first technology in the world to be certified against the revised 5015.2 June 2002 standard. In 2002 his company was acquired by IBM, where he served for three years as IBM's global e-Records Strategy and Business Development Executive. At IBM he was honored as a *Technical Leader*, one of only 439 out of 360,000 IBM employees. Mr. Miller is the recipient of the prestigious 2003 **Emmett Leahy Award**, considered the highest international recognition given to professionals in the field of information and records management. His book "*Managing Records in Microsoft SharePoint 2010*" was an ARMA best seller, and the second edition was released in October 2015. Bruce holds a Diploma in Electronics Engineering Technology, a Masters in Business Administration from Queen's University, and is a certified Information Governance Professional.

Course Topics

Topic	Description
The 7 EDRMS Concepts	Learn the 7 essential concepts of modern electronic recordkeeping.
EDRMS = ECM + RM	Understand how an EDRMS system is really an ECM (**E**nterprise **C**ontent **M**anagement) system with added recordkeeping capabilities. Understand the role of each, and their interaction.
The Myth of ROT	Understand the truth about ROT (**R**edundant, **O**utdate, **T**ransient), and why users should not determine records from non-records.
Key Performance Indicators	Learn the 3 KPIs that determine the success (or failure) of any electronic recordkeeping system, how to measure them, and how often to measure them.
Case vs Admin Records	Understand the vital difference between case records and administrative records, and how retention behaviors are different for each.
Terminology	There are over 30 terms unique to electronic recordkeeping, some of which contradict traditional recordkeeping.
The EDRMS Pyramid	Understand the role of recordkeeping in an EDRM project, and how it shapes system architecture.
Software-Ready Retention Schedule	The traditional retention schedule is inadequate for electronic recordkeeping. Discover a new approach to a retention schedule necessary for electronic recordkeeping
Rules-Based Recordkeeping	Learn how to automate records declaration and retention via rules, removing the need for user participation in recordkeeping processes.
Email	Discover how email is unique from other electronic records, and how it requires special handling.

Advantages of RIMtech Online Public Courses

- ✓ 100% vendor neutral content. No ties to products or services providers.
- ✓ Instruction by **Bruce Miller**. Learn from, and interact with, the top expert in electronic recordkeeping.
- ✓ Live instruction – not pre-recorded.
- ✓ Real-world examples and experience from actual projects.
- ✓ The very latest in technology, techniques, and methods.
- ✓ Engaging, dynamic, interactive instruction. Exercises to facilitate learning.
- ✓ You get to keep materials and tools following completion.
- ✓ CRM/IGP credits for most courses.
- ✓ Official Completion Certificate.

Registration Form (1 form per participant)			Class	ER101U
Mr/Ms/Mrs.	Name		Title	
Organization		Dept.		
Address				
City	State/Prov	Zip/PostCode		Country
Telephone		Email		
Payment Method				
Please Bill Credit Card	☐ Visa	☐ Mastercard	☐ Amex	
Name on Card				
Card Number		Expiry Date (YY/MM/DD)		CCV
Signature				
☐ Cheque, Payable to RIMtech Inc.		☐ Invoice, P.O. # (Attach P.O.)		

Five Ways to Register & Pay	
Online	Go to the appropriate class page under Training & Education. Select the class, then pay via PayPal or credit card
Telephone	Call Natalie Arruda at 343-572-8533 to give your credit card details over the phone.
Email	Complete this form and scan it to PDF, then email it to us at natalie@rimtechconsulting.com
Cheque	Complete this form and enclose a cheque. Mail to RIMtech Inc., 50 Argue Drive, Ottawa, On Canada K2E 6S1
Purchase Order	Complete this form, include Purchase Order, scan to PDF, then email to us at natalie@rimtechconsulting.com

	Price	
Electronic Recordkeeping 101	Regular	ARMA Member
	US $800	US $700
Applicable Taxes	Outside Canada	none
	AB, SK, BC, MB, NT, QC, NU, YT	5%
	ON	13%
	NB, NL, NS, PE	15%

Technology Requirements

1. Reliable, stable high-speed Internet connection
2. Computer/laptop with a hands-free microphone (headset, or built-in)
3. Zoom App available at https://**zoom**.us/**download** (downloads automatically upon first meeting sign-in)
4. Camera optional but recommended
5. Printer to print out course exercise materials (highly recommended)

Terms and Conditions

This is a summary only. See https://www.rimtechconsulting.com/terms-conditions for our detailed Terms and Conditions.

1. **Equipment Requirements**. Each participant is responsible for the technology requirements above in order to participate successfully in any RIMtech online class or event.
2. **Class Materials**. Participants will receive all class materials in electronic form. Materials will be posted to a restricted page of RIMtech's website for that particular class.
3. **No-Shows.** If a participant fails to attend a class without a notification of cancellation, no refund will be issued. RIMtech will make the class materials available for that participant.
4. **Payment.** Payment, or a Purchase Order, must be received by the class date. All invoices are due within 30 days.
5. **Participant Contact**. We require the name, email addresses, and telephone number of each participant prior to the start of each class.
6. **Participant Substitution**. A participant may be substituted at any time, by contacting natalie@rimtechconsulting.com.
7. **Participant Cancellation**. To cancel, you must notify us 5 days prior to the class date. The class fee will be refunded less a 10% administrative fee. If cancellation is received later than 5 days prior to class start date, participant may nominate a substitution, or RIMtech will issue a credit voucher for the full amount of the class, redeemable for 1 year against any class of equal or lesser value.
8. **RIMtech Cancellation**. RIMtech reserves the right to cancel any class for any reason, such as a failure to reach the minimum class registration size, instructor illness, etc. In such an event, RIMtech shall refund the full registration fee paid. RIMtech will make every effort to notify registrants as soon as possible of any such cancellation.
9. **RIMtech Postponement**. RIMtech reserves the right to postpone/reschedule any class for any reason and will, in such an event, work with registrants to find a mutually acceptable reschedule date. If such a date is not acceptable to any registrant, a full refund will be issued. RIMtech will make every effort to notify registrants as soon as possible of any such cancellation.
10. **Liability**. RIMtech assumes no liability for changes in course dates or content.
11. **Currency**. All fees are in US dollars.