

records management strategy and policy development

Organisations that want to realise good records management to support business aims and objectives require a sound strategy and framework for policy development. This can only be achieved by exploring and understanding an organisation's culture, priorities and business processes, as well as its broader information and knowledge management environment.

our approach

At TFPL, we are experts in the design, development and delivery of information, records and knowledge strategies and policies.

We understand the role that information management and governance structures have on the success of organisations and how to develop the foundations for establishing good records and information management principles and practices. This will include a corporate records management policy and sub policies such as email, retention and security, all based on recognised standards.

Our approach is to understand the context of the organisation, its business needs, current information management situation and culture. We are then able to identify information needs, gaps and other issues and work with the client to develop a suitable strategy and associated policies. Our approach may combine any or all of the following:

- focus groups, workshops, interviews and questionnaires with senior management, key stakeholders and staff
- reviews of current strategy, policies, business processes and technical environment
- benchmarking
- desk research.

Whether you wish to pursue one, or any combination, of these approaches, we are able to design a course of action, suited to the delivery method, and backed by the necessary sector expertise.

typical management process

TFPL has identified the key stages in designing a records management strategy and associated policies for implementation as:

- clarifying the organisational context, business aims and objectives through interviews
- review of current strategies and initiatives that potentially impact on records and information management using desk research and interviews
- identifying the 'as is' picture with regards to current and legacy information management practices, systems and information governance structures through interviews and focus groups
- understanding the information culture and staff information needs and management practices using questionnaires
- analysing findings and identifying issues
- developing recommendations with the wider group of TFPL experts to develop a strategy and related policies for reality testing with the client
- delivering a final report with a summary of the findings and issues, recommendations on strategy, and outline change programme, and agreed policies.



people

The records management team at TFPL is the biggest specialist provider of records management services in the UK. They bring ideas and practical experience from within the sector so that you can benefit from fresh tools and techniques.

Martin Sanderson - Senior Advisor

Martin Sanderson has considerable experience of records management and managing information services in the public and private sectors, particularly in the NHS and pharmaceutical sector. He has had management responsibility for strategic development and

service profile

implementation of local and global records management programmes.

Since November 2001, Martin has advised public sector organisations on strategy and policy, and project managed records management change programmes.

Martin has an MSc (Distinction) in records management and is Vice Chair of the Executive Committee of the Records Management Society. He also develops and delivers training courses and publishes in the records management press.

John Davies - Senior Advisor

John Davies worked as an archivist and records manager for local government authorities in Cardiff, Herefordshire and Birmingham. Since then he has worked at a strategic level as a records and information manager, policy manager and consultant in a wide variety of roles in the private sector.

He has been responsible for records management functions throughout his career and has undertaken a wide range of activities in the UK, USA and Europe, including design and implementation of policy, guidelines, standard operating procedures, litigation support activity and end-user training programmes.

John carried out his postgraduate archive training at Liverpool University and recently completed the Ashridge Masters in Organisational Consulting.

recent projects

Our recent records management strategy and policy development successes include the following:

Regional Development Agencies

TFPL has worked with three government development agencies developing records management strategies and programmes of activities to achieve operational efficiencies and maximise the value of investments in information technologies within a knowledge management framework.

The outcomes for each included:

- recommendations on a change to their information governance structures

- establishment of a records management programme to implement policies
- new records management frameworks and tools
- an implementation strategy including training, information charters, and skills and competency frameworks.

TFPL provided a Senior Advisor for each project, who working alongside the client's team, and was responsible for managing an optimum team of experts to deliver the agreed outcomes. TFPL has been further engaged in helping with the implementation of the change programmes and development of the records management frameworks.

Other Public Sector Organisations

TFPL worked has worked with many government organisations in higher education, local and central government, intergovernmental organisations and agencies in order to establish its records management strategies and policies specifically to meet Freedom of Information (FoI) and other legal requirements, as well as to enable their move towards electronic information management.

Outcomes have included:

- records management change programmes with indicative resource and time implications
- records management frameworks, information architectures and implementation strategies
- FoI status reviews and training, and
- records management training and competency and skills frameworks to support the implementation of electronic document and records management systems.

If you would like to discuss how we might help you with an Advisor or would like further information, please contact:

Martin Sanderson, Senior Advisor:
martin.sanderson@tfpl.com

John Davies, Senior Advisor:
john.davies@tfpl.com

or call TFPL on +44 (0)20 7251 5522

other service profiles in this category include:

- business classification schemes
- programme management
- records audits

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