



Consultancy and Training Services

Records and Information Management

Are you strategically governing the use, analysis and security of critical business information?

Storing, finding and protecting information is becoming increasingly complicated. It can also involve considerable risk. And yet, reliable information is essential for daily operations. Good records offer a wealth of potential benefits and may be a key competitive differentiator.

A records management programme allows information to be easily shared for better decision-making and commercial advantage. Corporate repositories and systematic disposal reduce retrieval time, storage needs and IT costs. Sensitive data is identified for increased protection – meeting regulatory requirements and improving customer confidence.

Challenges of Records Management Implementations

Most organisations recognise the value of information, the risks associated with mismanaging those assets and the benefits of governance policies. However, many have been slow to implement a strategic records management programme.

Organisations can feel overwhelmed by the challenge of gaining control over corporate information. Common concerns include:

- Estimating the costs, risks and ROI of records management
- Gaining support from senior managers
- Deciding where to begin or how to proceed
- Enforcing policies across the organisation
- Aligning IT infrastructure with RM initiatives
- Creating a corporate file plan or classification scheme
- Understanding government regulations and compliance requirements.

An experienced records management consultant can assess your requirements, plan a strategy to meet them and build a strong business case to proceed. Our staff can facilitate cross-team communications to develop flexible policies that support compliance and enhance your operations.

“Companies are beginning to realise that the full value of information depends... on the policies and procedures that govern and control its use, access, analysis, retention and protection.”

– Economist Intelligence Unit:
The Future of Enterprise Information Governance (2008)

Ignition's Menu of Records Management Services Includes:

Consultancy	Training	e-RM Solutions
Records Survey or Information Audit	Introduction to Records and Filing	Needs Assessment; Business Case & ROI
Workflow/Process Analysis	Building an RM Programme	Requirements Definition
File Plan / Index / Taxonomy	Developing a File Plan or Classification Scheme	RFP & Product Evaluation
Retention & Disposal Policy	Records Retention & Disposal	e-RM Implementation
Enterprise Information Policy	Managing Email & e-Records	Application Hosting
Security & Access Policy	e-RM User Training	Scanning & Data Migration
Business Continuity Planning	Preparing a Business Continuity Plan	Data Storage, Backup, Disaster Recovery

Ignition takes a phased approach to RM implementations – to defray costs, and to allow for planning and change management. We have the flexibility to work with your existing infrastructure, or to assess your current environment and recommend tailored improvements.

“How can Ignition help us comply with regulatory requirements?”

We research, in detail, legislation and standards that impact your organisation. Then we develop policies and procedures that facilitate the creation, control and legal disposal of appropriate records. Our staff have experience in a range of jurisdictions and industries.

“How can Ignition help us cut costs?”

An RM programme helps you avoid fines, penalties, and legal action. You'll save storage space (both physical and online) and manage information more efficiently. Ignition's consultants have the expertise to minimise RM implementation timelines and free your staff to focus on core business activities.

“How can Ignition help us leverage information assets for more profit?”

With a strategic approach to RM, staff can collaborate or repurpose information for different lines of business. Ignition helps you automate workflows which increases efficiencies and enables the sharing of vital business intelligence. Quick retrieval of reliable information results in high-quality customer service.

“How can Ignition help us ensure business continuity?”

Ignition's consultants help you to retain corporate knowledge, identify vital records and mitigate risks. We also offer the technical support for data backup and migration, to ensure critical information remains secure and accessible – keeping your business in business.

To learn more, please visit us at www.ignitionmsp.com/ERM.



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Sonya Sherman is a qualified records manager with 10 years' experience developing solutions, providing RM services, training and advice. She has drafted legislation, international standards and guidelines.

Sonya can help you manage information more efficiently, and realise business benefits.



Contact **Sonya Sherman**, Ignition's Senior Business Analyst and RM Consultant, at (345) 815-0369 or via email at ERM@ignitionmsp.com.