Avoiding Information Chaos

Whilst transforming to a Digital Enterprise
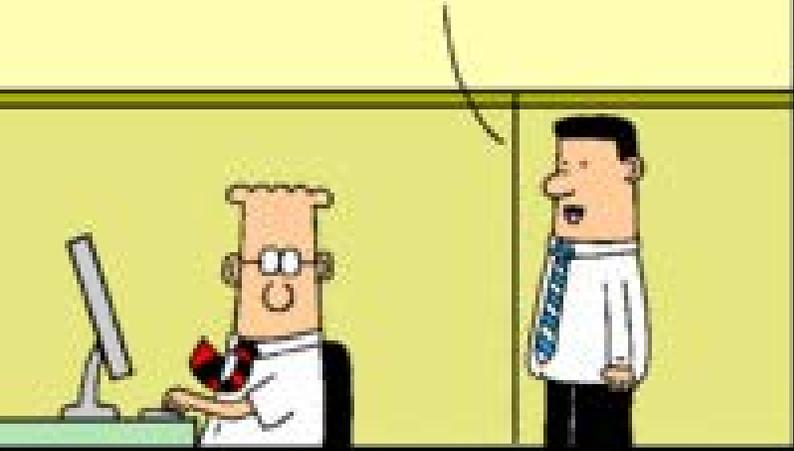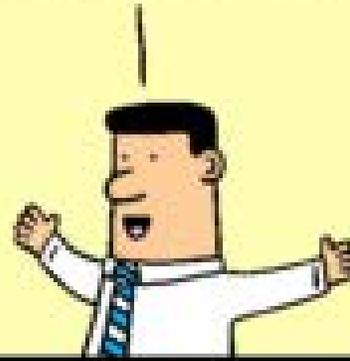
bkotze@datacentrix.co.za

@ECMStuff

CERTIFIED
INFORMATION
PROFESSIONAL

The world we live in
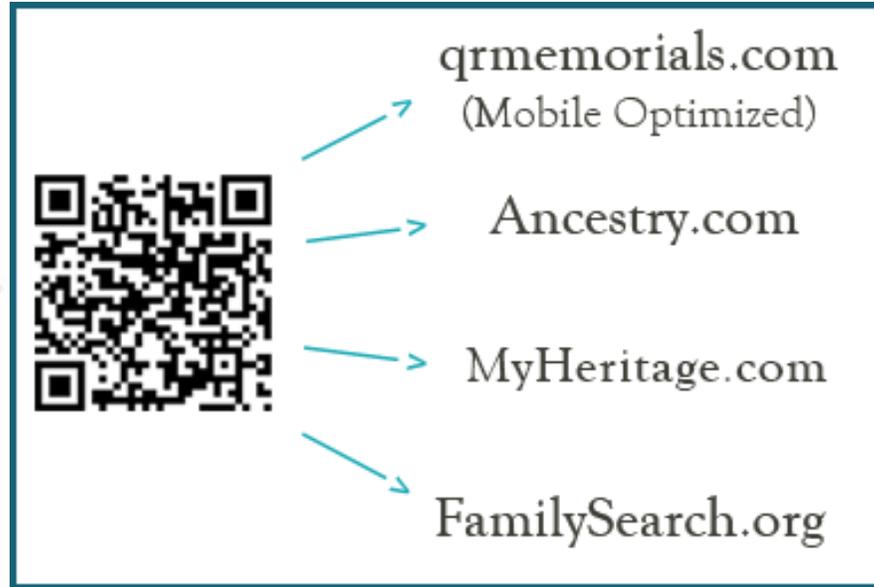
It's no longer people who adapt to technology – rather, technology adapts to us

(Accenture, Technology Vision 2017, Technology for People as quoted on http://info.aiim.org/digital-landfill).

A Brave New (Information) World

- "Toward the end of the second millennium of the Christian era several events of historical significance transformed the social landscape of human life. *A technological revolution, centered around information technologies, began to reshape, at accelerated pace, the material basis of society*"
- "New techno-economic system"
- "The fourth world"

Document Management, Records Management, Enterprise Search, Contract Management, Scanning / Digitisation / Capture, Portals, Email Management, Digital Asset Management, Digital Rights Management, Correspondence Management, Case Management, E-Discovery, Web Content Management……

Collaboration, Social Business, Knowledge Management….

Taxonomy, Metadata, Classification, Findability, Automated Classification….

Routing, Workflow, Process Mapping, Automation, Business Process Management, Business Activity Monitoring……

Mobility, Integration Management, Information Delivery…

Data Management, Master Data Management, Data Management Planning, Archive Management, Data Warehousing, Data Quality Management….

Reporting, Business Intelligence, Analytics, Advanced Analytics, Prescriptive Analytics, Predicative Analytics, Sentiment Analytics, IOT…

PAIA in a box, POPI in a box, IG in a box, Digital and Electronic Signatures, …

CX, Customer Experience, Design thinking…

SAAS, IAAS, PAAS, MAAS, CAAS, XAAS…..

AI, IA, Machine Intelligence, Machine Learning, Neural Networks, Cognitive Computing…..

Hadoop, NoSQL, Blockchain….

Risk & Opportunity

Don't be too proud of this technological terror you've constructed.

Sheer Driving Pleasure

Digital Transformation according to AIIM

- Digital transformation is a journey that must be planned.
- There should be a clear vision of the end goal or destination with mile markers put in place to guide the way.
- It is also imperative that business organizations take a holistic approach to digital transformation by not relying on technology alone for their success. People, process, business rules, and technology must be aligned to carry out the vision, support project goals, reach mile markers, and engage the workforce and user community to improve adoption rates.

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Information Management Practices

Information Technology Practices

Information Behaviours and Values

NamPower

Need:
Implementation of an ECM Solution to manage documents and records within the organisation

Business Challenges

- Paper based content management system
- Compliance drivers placed additional strain on resources – need to comply with National Archive requirements
- Lack of integration of business processes to SAP, with low adoption of SAP best practice

Solution Benefits

- Improved compliance to National Archive requirements
- Seamless integration into SAP platform with access to all required documents and processes
- Records management and process automation

Implementation Success Factors

- Implementation took 11 months for all of the business processes
- Strict adherence to project management principles
- Close working relationship between customer and service provider and Vendor – One Team – One Goal

datacentrix showcase 2017
the reality of singularity

Need:

records (paper and electronic) and records management practices in the organisation in order to make recommendations on the implementation of a records management programme to ensure an efficient and accountable organisation complying with national legislation

Business Challenges

- Compliance drivers placed additional strain on resources – need to comply with National Archive requirements

Solution Benefits

- The implementation of the File Plan and Records Control Schedule

- Additions and amendments made to the File Plan and Records Control Schedule.

- The identification of records to determine those records to be part of the File plan and those records to be closed.

- The compilation of Appraisal Reports to include the findings of the appraisal process., and arrangement of closed records to ensure accessible through finding aids such as inventories and Lists.

- The compilation of a Disposal Register containing retention periods for all records in the company.

- Training of Senior Document Officer in appraisal of records and management of Legal records.

Implementation Success Factors

- Training of Secretaries and Administration Officers in the allocation of reference numbers to records, filing thereof, the use of the File Plan and procedures for the transfer of closed records to the Records Centre.

The things that really count

- Know what you have
- Know where you are
- Information Architecture
- Information Governance
- Information Lifecycle Management
- Information Security
- Usability
- Findability
- Information Delivery

- Integration
- Culture & Information Behaviours
- Leadership and Organisational Design
- Business & Goal Driven
- Organisational Politics