



Adequate Records Management in Perspective - Records Management Reporting

Why have a records management-reporting program?

Records management impacts on the entire business of state and local government agencies and authorities. Consequently it is important that senior management is aware of what is happening to the official records of their agency. This can be achieved by a regular reporting regime.

By ensuring that a regular records management reporting regime is in place, an agency will satisfy the requirements of Outcome 9 of the *Adequate Records Management - Meeting the Standard*.

What areas need to be reported on?

Under the *Adequate Records Management - Meeting the Standard*, senior management is required to receive regular review reports on the following records management functions:

- the creation of official records
- the capture of official records
- the disposal of official records
- the provision of access to, and disclosure of information within, official records
- the operation of an agency's official records location policies, plans and procedures
- the application of the records management plan
- the scope of the application of records policy, plans and procedures.

What are the benefits of regular records management reporting?

Regular reporting is an essential aspect of quality management. Without this self-assessment and presentation of findings, the quality of processes cannot be assured.

Regular reporting can ensure continued senior management support for an agency's records management program. Management will remain informed about developments, processes and what is happening to the agency's official records.

It can also ensure that the program in place is working both accurately and efficiently. It can help to identify areas where further policies and practices need development or revision. Staff training needs in terms of training and refresher courses can also be identified.

Regular reporting (e.g. application of the ARM Standard/ self-assessment matrix) will also enable senior management to better gauge their agency's strengths and weaknesses, which will result in the better management of records and increase the delivery of services to the community and Government. This will facilitate State Records in

developing courses and advisory services aimed at supporting agencies and authorities with their records management.

Why review the records management program?

By reviewing its records management program, an agency will be able to ensure that the program is being fully utilised, and that new technologies and organisational changes are monitored for their impact on records management. Conversion to new programs also needs to be reviewed to determine success.

Regular reviews of records management programs can be prescriptive. Reviewing the program regularly ensures that inconsistencies or irregularities can be identified quickly and corrective measures taken.

Reviews also enable staffing and user satisfaction issues to be addressed.

Further information

- State Records of South Australia, *Adequate Records Management Meeting the Standard, Implementation Plan, and Improvement Matrix* (2002).
- Standards Australia, *Australian Standard AS ISO 15489- 2003 Records Management* (2002). Part 2 – Guidelines Strategies design and implementation includes a model for design and implementation of records systems including post implementation review.

Visit our website <http://www.archives.sa.gov.au>