



Telephone: 00971-2-6452630

Advanced Documents & Records Management

Course Summary:

- This course covers all the essential skills and advanced concepts for managing records and information in accordance with international standards such as ISO15489 and ISO27001. There will be discussions on the use of software, best practice implementation as well as applying all the key concepts. It will concentrate on the advanced skills required to effectively deploy and maximize the benefit of records management as well as manage the information security and outcomes and deliver business benefits. All the candidates will return to their organizations with a detailed and advanced understanding and have developed action plans to implement records management and information security, auditing and compliance successfully in their organizations. This course covers advanced strategies, tools, and technologies used to capture, categorize, manage, store, preserve (archive), and deliver vital business records in support of business processes. In this course you will learn how to:
 - Understand advanced records management policies, procedures and standards including ISO15489 and ISO27001
 - Develop key strategies for meeting compliance, legal and audit requirements
 - Create records management business tools like electronic file plan, retention and disposal rules, security rules, archiving, confidentiality and privacy
 - Link how records management systems and implement across your organization

- Explore the implications of an Enterprise Content Management (ECM) strategy in conjunction with records management and information security

Who Should Attend?

Administrative personnel, Supervisors, Administration Officers, Secretaries, Administrative Personnel, Clerks, Document Controllers, Executive Secretaries, Administrative Assistants, Assistant Controllers, Data Loaders, Camp Admins, Projects Administrators, Technical Assistants, Office Administrators & Managers, HR Officers, PA's & Secretaries, Records Officers, Events Planners & Designers, Event Managers, Project Coordinators, Customer Service Personnel, Procurement Officers, Support Staff, anyone involved in office management and administration skills and practices, IT Management, Records managers, Document controllers, Technical staff, Document and Records Management personnel, Document Management Supervisors, Suppliers, Solution Providers and Vendors, Executives, Users of Document and Records Management, Personnel seeking to enhance their skills

Course Objectives:

At the end of this seminar participants will:

- Understand advanced records management policies, procedures, standards including information security standards
- Develop business case and requirements for the selection and procurement of document and records management

- Create a records management and information security plan of action to implement in their organization and learn from best practice implementations and case studies
- Learn advanced concepts for managing information and records, such workflow, file plan, archiving, auditing, compliance and version control
- Review industry leading solutions and vendors in this marketplace
- Use metadata, business classification scheme, taxonomy and set retention plans
- Learn how to implement legislation, standards and regulation
- Create advanced policies and procedures
- Setting up access controls and security procedures
- Develop storage models, audit trail and storage technologies

Course Outline:

Strategy and Understanding Key Elements

- Introduce advanced records management, ISO15489
- Review information security ISO27001
- Creating records management audit register
- Create file plans, metadata plan, retention schedule
- Understanding security and compliance

Concepts and Setup Components

- Business classification scheme and taxonomy
- Document control
- Metadata and indexing
- Classification schemes
- Compliance, controls and security
- Legislation, standards and regulation

IT Process and Delivery

- Review IT records management systems
- Review ECM systems
- Scanning and legal issues
- Archiving and retention requirements
- Digital signatures

Implementation Planning

- Implementation planning
- Setting up controls for ISO15489 and ISO27001
- Creating policies and procedures
- Creating a records management action plan

Case Studies

- Introduction to case studies
- Group 1 - Strategy
- Group 2 - Concepts
- Group 3 - Process
- Presentations

Evaluation and discussion