

# Northumbria Research Link

Citation: McLeod, Julie (2012) Proportion not (necessarily) perfection: progressing practice for positive progress. In: 15th Annual iRMS Conference, 27-29 May 2012, Brighton, UK.

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(necessarily)  
**Proportion not Perfection**  
progressing practice for positive progress

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Northumbria University

15<sup>th</sup> iRMS Conference, 27-29 May 2012, Brighton, UK

Coming up

- Context
- AC<sup>+</sup>erm project
  - headline findings
  - two strategic findings
- Tactics for moving forward
- Conclusions



ACcelerating the pace of +positive change  
in erm (AC<sup>+</sup>erm)

[www.northumbria.ac.uk/acerm](http://www.northumbria.ac.uk/acerm)





**Few organisations &/or individuals have articulated a vision for ERM**


McLeod J, Childs S & Hardiman R (2011) *Accelerating positive change in electronic records management: headline findings from a major research project.* <http://nrl.northumbria.ac.uk/5604/>



**Tactics and solutions for ERM are contextualised and complex**

**The success &/or failure of ERM implementations can be contingent on the presence/absence of small or accidental factors**

McLeod J, Childs S & Hardiman R (2011) *Accelerating positive change in electronic records management: headline findings from a major research project.* <http://nrl.northumbria.ac.uk/5604/>



**RM principles appear to be applicable for ERM, however practice needs to be adapted**

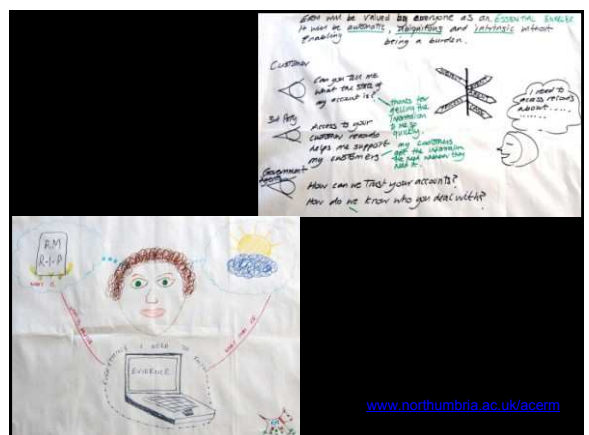
**Proportionate and risk based approaches are needed**

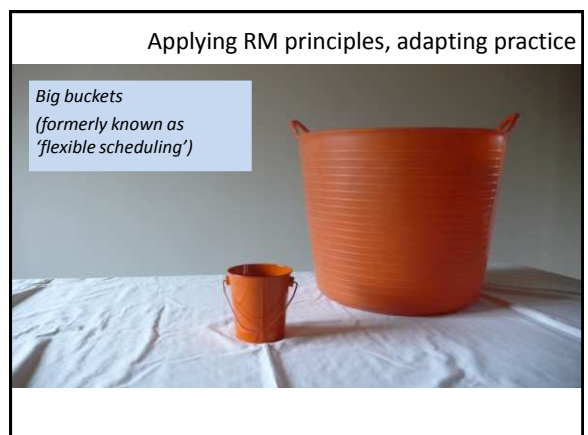
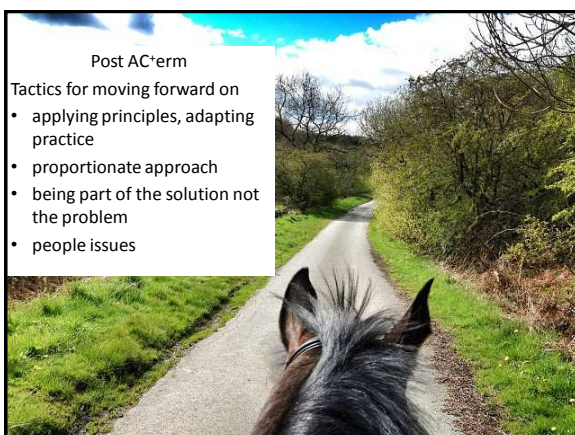
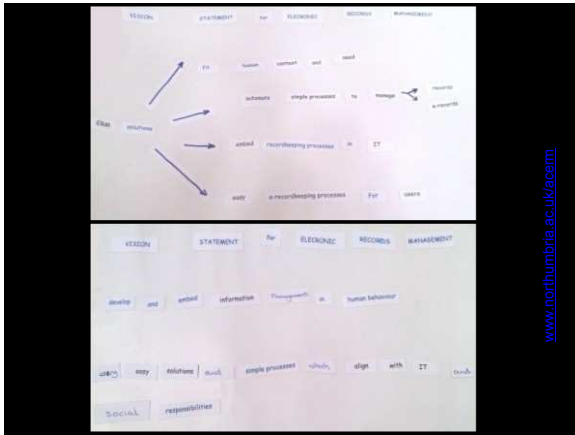
McLeod J, Childs S & Hardiman R (2011) *Accelerating positive change in electronic records management: headline findings from a major research project.* <http://nrl.northumbria.ac.uk/5604/>



**People issues are predominant, fundamental and challenging**

McLeod J, Childs S & Hardiman R (2011) *Accelerating positive change in electronic records management: headline findings from a major research project.* <http://nrl.northumbria.ac.uk/5604/>





Applying RM principles, adapting practice



Applying RM principles, adapting practice



Applying RM principles, adapting practice



Applying RM principles, adapting practice



Applying RM principles, adapting practice

Big buckets  
(formerly known as  
'flexible scheduling')



Proportionate & risk based approach

80/20

"A good battle plan that you act on today can be better than a perfect one tomorrow"

General George S. Patton

"Le mieux est l'ennemi du bien"  
Voltaire, La Bégueule, 1772

Proportionate & risk based approach



Less than perfect 'RK systems'

Proportionate & risk based approach



"achieving the minimum necessary information outcomes (compliance, data quality, retrieval) at the right price... 'average' [C+] rather than excellent [A-] may be sufficient or simply necessary" (Anon, 2011)

### Being part of the solution not the problem

The DATUM projects  
[www.northumbria.ac.uk/datum](http://www.northumbria.ac.uk/datum)

### Being part of the solution not the problem

Embedding RM into high risk processes  
 Vicki Wilkinson, Group Records Management  
 Royal Bank of Scotland  
 iRMS Northern Branch meeting, 20 Oct 2011

### People issues

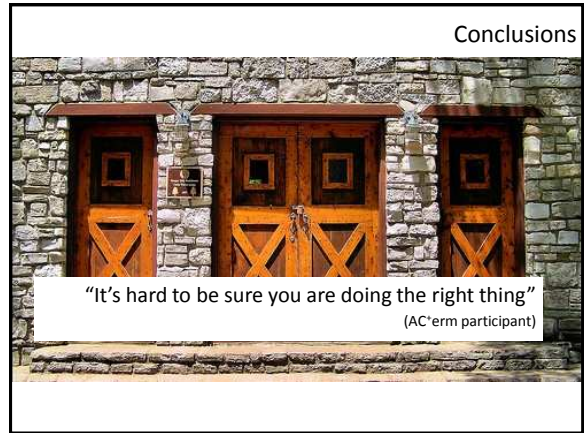
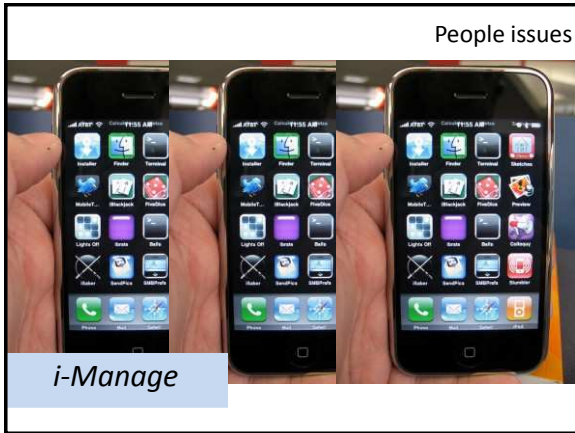
...are predominant, fundamental & challenging

### People issues

“The digital transition took out the information middlemen – librarians – a process called disintermediation. This is very much the elephant in the room.”

‘Disintermediated, decoupled and down’  
 Nicholas, *CILIP Update*, Apr 2012





Conclusions

- Strategy
  - envisioning successful IRM
  - applying IRM principles
- Tactics
  - adapting practice
  - proportionate approach, fit-for-purpose solutions
  - being part of the solution not the problem
  - people issues
- Risk essentiality rather than extinction

**Links**  
 AC\*erm headline findings article <http://nri.northumbria.ac.uk/5604/>  
 AC\*erm project site [www.northumbria.ac.uk/acerm/](http://www.northumbria.ac.uk/acerm/) & <http://acerm.blogspot.com>

**Image credits** (all accessed 20 May 2012)  
 CLIP for ‘Disintermediated, decoupled and down’, *CLIP Update*, Apr 2012  
 Back on the road again by Mothership05  
<http://www.blipfoto.com/entry/1972192>  
 People, mobiles, cloud Microsoft Office images  
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