



## International Records Management Standard (ISO 15489)

### Course Description:

Managing electronic records and documents can be difficult. ISO 15489 is the international standard for records management. It is about attaining a records management benchmark of best practice, setting up methodology, processes and the resulting data storage and using an electronic records management system. This course covers the all the core components of ISO 15489 including strategies, tools, and technologies used to capture, categories, manage, store, preserve (archive), and deliver electronic records in support of business processes so that organizations become compliant with best practices. Companies achieving ISO 15489's compliance will be able to demonstrate an approach to file management that's recognized internationally as being at the forefront of best practice. This course covers all the essential skills needed to understand, use and apply ISO 15489 records management standard. There will be discussions on the use of software, best practice implementation as well as applying all the key concepts. The course will concentrate on the skills required to effectively deploy

and maximize the benefit of a records management system as well as manage the outcomes and deliver business benefits. All participants will return to their organizations with a detailed understanding and have developed action plans to implement ISO 15489 records management successfully in their organizations.

### The Training Course will highlight?

In this course you will learn how to:

- Understand the key concepts and overall scope of ISO 15489
- How to apply ISO 15489 in your organization
- Understand how to formulate strategies to develop robust record management systems that follow ISO 15489 standards
- Use records management to deliver business drivers

### Training Objective:

**At the end of this seminar participants will:**

- Understand ISO 15489 records management standard
- Apply the standard to create records management policy and strategy
- Help create requirements for the application and implementation of the standard
- Create a records management plan of action to implement in their organization and learn from best practice implementations and case studies
- Learn concepts for managing information and content, such workflow, business process and collaboration
- Review how to implement a records management system based on ISO 15489
- Review industry leading solutions and vendors in this marketplace

### 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, Office Administrators, Office Professionals, Supervisors of clerical and administrative staff, Executive Secretaries, Personal Assistants, Admin Staffs, Document Controllers, IT Management, Technical staff, Document and Records Management personnel, Records Management Supervisors, Suppliers, Solution Providers and Vendors, Executives, Users of Records Management, Users of Document & Enterprise Content Management, Personnel seeking to enhance their skills

## Training Methods?

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

## Course Outline:

### **Strategy and Understanding Key Elements**

- Introduce records management
- ISO 15489 introduction
- Understanding the terminology
- ISO 15489 Part 1 overview
- ISO 15489 Part 2 overview

### **ISO 15489**

- How to set policies and standards
- Assigning responsibilities and authorities
- Establishing procedures and guidelines
- Review range of services relating to the management and use of records
- Designing, implementing and administering specialized systems for managing records
- Integrating records management into business systems and processes

- Information audit and survey
- Records management systems

### **Implementation Planning**

- Implementation planning
- Project and course planning
- Implementation set up
- Post implementation and support

### **Case Studies**

- Introduction to case studies
- Presentations
- Evaluation and discussion