

# Documents, Records...Which version was that!

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One of the biggest challenges facing any organisation today is the increasing level of complexity in the management of information. Organisations are swamped with data of all kinds, often mission critical; that needs to be discovered, captured, organised and managed effectively and efficiently. This applies not only to electronic documents or paper records, but new forms of data, including e-mails, SMS Messages, rich media and voice. Complexity also arises in the source and structure of this information, with organisations often needing to conform to corporate and governance record requirements, whilst maintaining an adequate level of operational compliance.

Often, an organisation's data is difficult to locate, difficult to publish and almost impossible to share. There is no clear understanding as to how long it should be kept, the processes for destruction as well as identifying records that can or cannot be destroyed. Another challenge is creating an environment to enable collaborative work flow, document management and secure publishing across the organisation.

It is evident that some organisations do not tackle document and records management with clear and consistent processes. Without such processes, all stakeholders leave themselves exposed to significant risk and inefficiencies. Well implemented Electronic Records and Document Management Systems (ERDMS) can greatly reduce the risks associated with compliance and also reduce the cost of maintaining the large volume of compliance related documentation in Aged Care.

Most organisations believe they have some form of document management system in place. These solutions range from shared network drives, home grown "Access Database" style systems, paper based systems through to complex proprietary ERDMS implementations. Any system addressing document management comes with its own challenges including selection, implementation, training, cultural adoption, risk analysis and establishing an accurate cost benefit analysis.

This presentation will look at common systems in use and explore through scenarios some of the challenges and risks associated with document and records management. It will also explore the risks and benefits of implementing ERDMS and explore the issues of Proprietary versus Open Source implementations.