

Myths in Records Management

MYTH #9: This is a technology problem, and IT will fix it.

Answer:

This is not a "technology" problem, it's a human one - although using technology has certainly been a major contributor to some of the issues. The one thing everyone tends to agree on is to buy more technology!

To just throw more technology at the problem only compounds it (automating a bad process just makes it worse faster) unless thoughtful and deliberate choices are made at a collaborative level to research real solutions and then pick the appropriate tools to use.

We can't live without IT, and IT departments or divisions are dedicated to making sure your systems are running smoothly and that servers are humming along. There is a good chance that managing records are not even on their radar screen – until the server gets full and crashes due to volumes of ROT (redundant, outdated and trivial) taking up space.

Investing in technology isn't quite the same as buying a new IBM Selectric typewriter that you kept for years, and the only thing to install or upgrade was a new ribbon. You didn't need any licenses or maintenance contracts. There were no glitches, server failures, databases or systems to migrate and maintain. Storage and management was a cinch – type a document, sign it, and make one copy (unless you used carbon paper). Then you sent the copy off, and filed your copy in the drawer (or gave it to the secretary or file clerk).

Technology has not yet proven to be a substitute for the "dragon ladies" of yore. There has yet to be an application developed with the mind-reading ability to organize your information by just thinking about it, nor can you just put it in Outlook and have it magically sort by itself. There's no app for that!

ARCHIE ARCHIVE SAYS
RECORDS MANAGEMENT
IS EVERYONE'S JOB

