**Title: Effective Record Keeping, Documentation and Information Management Course**

**Training Body: Alpha Partners**

**Venue: 200, Muritala Mohammed Way Yaba, Lagos**

**Date: 13th – 16th April 2021**

**TRAINING OVERVIEW**

The 4 days training was intensive and interactive focusing on how to appreciate the responsibility placed on information managers as custodians of classified information, understand the role of information in corporate governance, understand how information flows in an organization, learn how to store and retrieve information efficiently, acquire current skills in information management, understand statutory requirements for information management, appreciate the role of information technology in information management, and learn skills for management for classified information. The course content covered computerized record keeping system, manual record keeping process, organizational information management process, effective use of communication channels in the workplace as a way of getting necessary records and documents, fire, and safety measures, avoiding loss of records and documents, statutory requirements in information management, how not to divulge classified information and minimizing unauthorized use of records and documents.

***DAY 1. 13th April 2021.***

**FIRST TRAINING SESSION**

**ELECTRONIC SYSTEM**

The scope of this training session focused on Content Management Systems (CMS), Electronic Document Management (EDM) and Electronic Records Management System (ERMS).

**Content Management Systems (CMS)**

A set of processes & technologies supporting the evolutionary life cycle of digital information.

Content management is an inherently collaborative process with the following basic roles: Content Author, Editor, Publisher, Administrator & Consumer.

A critical aspect of content management is the ability to manage versions of content as it evolves – version control.

AContent Management Systems (CMS) facilitates the organization, control & publication of a large body of documents & other content, such as images & multi-media resources. A CMS often facilitates the collaborative creation of documents.

**Electronic Document Management (EDM)**

Asystem used for managing documents allowing users to store, retrieve & share them with security and version control. Document Management Systems allow you to create a document or capture a hard copy in electronic form, store, edit, print, process & otherwise manage documents in image, video & audio, as well as in text form. The EDM usually provides a single view of multiple databases & may include scanners for document capture, printers for creating hard copies, storage devices such as redundant array of independent disks systems & computer server and server programs for managing the databases that contain the documents. It does not apply records retention or dispose of records within its system.

**Electronic Records Management System (ERMS)**

A system used by an organization to manage its records from creation to final disposition. The system’s primary management functions are categorizing and locating records and identifying records that are due for disposition. The Electronic Records Management System also stores, retrieves, and disposes of the electronic records that are stored in its repository.

The **ERMS** may contain a content management and document management component to its system.

**SECOND TRAINING SESSION**

**IMPLEMENTING AN ELECTRONIC RECORD MANAGEMENT PROGRAMME**

The course covered in detail the following;

* Record Keeping Requirements
* Compliance
* Record Capture
* Classification Scheme
* Authenticity
* Audit Trials
* Metadata
* Security and Control
* Retention and Disposition
* Preservation Strategies
* Backups and Recoveries
* Access and Use
* Documentation
* System Testing
* Non- Electronic Records

***DAY 2. 14th April 2021***

**THIRD TRAINING SESSION:**

**DATA RECOVERY**

The scope of this course focused on what data recovery is, how can it be used, and techniques used for data recovery.

Data recovery involves retrieving deleted/inaccessible data from electronic storage media (hard drives, removable media, optical devices, etc...)

**Typical causes of loss include:**

* Electro-mechanical Failure
* Natural Disaster
* Computer Virus
* Data Corruption
* Computer Crime
* Human Error

**FOURTH TRAINING SESSION**

**DEVELOPING A RECORD RETENTION SCHEDULE**

A retention schedule states the length of time that records must be retained and is based on the idea that all records have a ***“life cycle”.***

Why do organizations need a Retention Schedule?

* To identify the organizations “Official Policy” for retention and disposal of information assets
* To achieve economic benefits
* To achieve legal benefits

**Retention Schedule: The Development Process**

**Management Support** – the success of the program will depend on the amount of support obtained from the highest levels of the organization.  Without it, there will be little incentive for people to pay much attention or to comply.

**Primary Responsibility** – clearly identify who is responsible for developing and implementing the retention schedule.

**Other participants** – including representatives from other areas will add value to the data gathering and assist with supporting the program.

**Records Inventory** – interview departmental personnel as to their use of records in addition to performing a physical cataloguing of all records.

**Records Series** – allows for easier evaluation by grouping related records such as those that are usually used or filed together or that have identical purposes.

***DAY 3. 15th April 2021***

**FIFTH TRAINING SESSION**

**INFORMATION SYSTEMS**

Information refers to the collection of facts & figures that has some meaning. In simple words, it is an organised set of data. Information is a data which is reliable, consistent, complete & timely. Information plays a very important role in taking decisions.

Knowledge is derived after understanding a particular set of information. Managers are completely dependent on information for their roles. Information is encoded in several ways for safe communication between 2 parties. For information to be effective, it should ensure that it is accurate & reliable. False information may lead to wrong & inappropriate actions.

Some of the important characteristics of useful information are;

**Completeness**

Information should be complete in sense. It should contain all facts & figures as required by the user

**Cost-Effective**

It is one of the important features of information. It refers to the cost involved in the collection of information.

**Accuracy**

Information collected should be reliable and correct

**Relevance**

Information should be relevant to the problem for which it is collected.

**Easily Understood**

Information should be presented in an easy and understood way. It should be understood by all. The simpleness and easiness of information is one of its best quality.

**Timely**

Information should be available as and when required.

**SIXTH TRAINING SESSION**

**EMAIL AND ELECTRONIC RECORD RETENTION: IT REQUIREMENTS**

All emails, regardless of content, that are created by an organization, or that come into an organization, are organization records.

However, the record retention schedule enables the custodian to determine the record series of any email

Vital records must be backed up.

The number of backup tapes used before they are recycled is based on a written policy or operating procedure.

**Email Record Series**

* Administrative Correspondence—email relating to policies, procedures, strategic planning, etc.
* General Correspondence—email relating to general operations
* Other Email Records—record series is determined by the content of the message and/or its attachments

***DAY 4. 16th April 2021***

**SEVENTH TRAINING SESSION**

**DOCUMENT MANAGEMENT: TOOLS AND TECHNIQUES**

Document management is a process taken with document within an organization, with respect to the creation, distribution, and deletion of documents.

Document Management includes every action taken with a document within an organization, with respect to the creation, distribution, and deletion of documents.

**There are six basic components of DMS:**

* Capture of documents for bringing them into the system
* Storing and archiving methods
* Indexing and retrieving tools for document search
* Distribution for exporting documents from the systems
* Security to protect documents from authorized access
* Audit trails

**Benefits of Document Management**

* Improve staff productivity
* Reduce costs associated with manual document
* Promote sharing of knowledge and information
* Enhance corporate transparency and governance
* E-mail and fax files instantly
* Access documents while traveling
* Publish documents to CD, DVD, or the web, as appropriate

**EIGHTH TRAINING SESSION**

**SECURITY MANAGEMENT IN AN ICT ENVIRONMENT: ORGANIZING AND CONTROLLING RESOURCES IN THE BUSINESS ENTERPRISE.**

Security is a key aspect of today’s world especially in the business place. Prior to this present day, it has often been overlooked or ignored but has proven otherwise.

Security is not just personnel, an application, or a piece of hardware, it is a combination of several many techniques and technologies.

Security has to do with controlling access to resources/ assets which can be any of software, data, computers, structures and/or personnel.

The course focused on the following;

Part A: What Security is

* Foundations of Security
* Network Threats and Vulnerabilities
* Mitigating Network Threats and Vulnerabilities

Part B: Information Security Policy and Procedures

* Introduction
* Security Controls
* Policies, Procedures and People
* Data Sensitivity and Classification of Information

Part C: Enforcing Security

* Implementing Security Applications

Part D: Ensuring Business Continuity

* Contingency and Disaster Recovery
* Incidence Response and Reporting

**Conclusion**

This training has added to my skills and it will enable me to perform my duties better.

**Take Away**

* Training materials
* Training Certificate

**Acknowledgement**

I sincerely appreciate the NGFS management for approving this training and giving me the opportunity to learn and update my skillset which will enable me to further discharge my duties appropriately.