

Collaboration vs. Electronic Document Records Management

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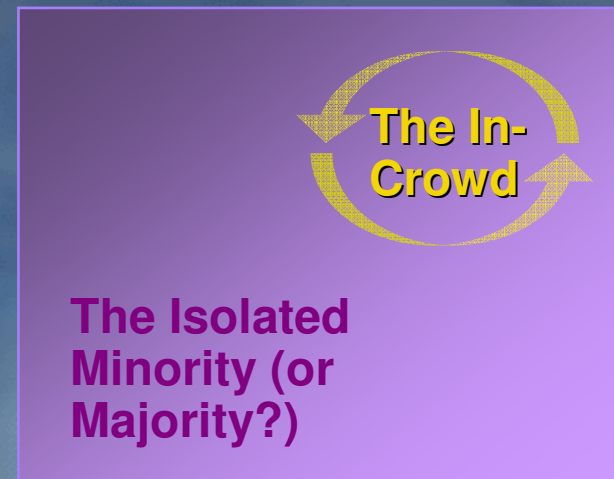
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What is Collaboration?



Collaboration is already taking place in your organisation

- Do you understand your informal social networks?
 - The flow of knowledge does not necessarily map to the quality of knowledge
 - Never underestimate the importance of social interaction and relationships



Source: Arvidsson 1999

It's Not Just About Technology

- Paper-based file \neq electronic record
- Collaboration \neq “The Paperless Office”
- We are innately social animals – we like to share experiences, we like to gossip
- Collaboration is so central to the makeup of an organisation it cannot be separated out

EDRM is not the same as collaboration

- **The record is more important than the knowledge that created it**
- **Management of the record is more important than the content of the record**
- **EDRM usually tries to make an electronic record = a paper-based file**

Every System Has Its Limits

- Popular EDRM requirement:
 - Prevent users from printing



Collab & EDRM together

- **EDRM requires controls**
- **Controls restrict collaboration**
- **How to succeed?**
 - **Collaborate on a document**
 - **Implement technologies and facilities that are easy to use**
 - **Minimal controls**
 - **Then turn the document into a record**
 - **Controls will form a natural part of record creation**

Summary



- **Collaboration and EDRM have separate goals and objectives**
- **Both are applied to the same content**
- **The ideal EDRM solution will extend a collaborative platform**
 - **No separate client**
 - **minimal training, maximum ease of use**
 - **Controls become a natural part of converting a document into a record**

**If you have any feedback about these slides, please let me know
email joiningdots@gmail.com**