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Auditing a Records Program

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Records management programs, like all business activities, do not exist in a vacuum. They must keep abreast of current trends and new developments, both technological and business-related. They must prove their worth in order to best compete for scarce budget dollars. They must be prepared to ward off the threat of outsourcing, which is more real in today's increasingly 'cost-effectiveness' environment than typically was the case in the past. In short, there are a number of factors that demand that records management programs be as efficient and streamlined as possible.

A records management audit is the first step in improving the services and structure of a corporate records management program. Simply put, a records management audit constitutes an official examination and verification of the current state of records management activities and functions. The data collected and analyzed as a result of the audit will enable records managers to identify both strengths and deficiencies, including the respective degrees of both. The audit findings will also allow for best decisions to be made concerning the most practical and timely means of addressing any shortcomings.

This session will discuss how to conduct a records program audit, including developing and using an audit tool, collecting and analyzing data, and presenting results and recommendations.