

T23 Revising A Conventional Classification Plan for Electronic Use

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Records managers' work loads have doubled with the advent of electronic records management systems: we now have more paper and a complex trail of electronic systems, applications and files to manage over time.

The classification system is often our central point of reference as we move from paper to management of unstructured records in an electronic document management system (EDMS). We often use the conventional classification index as a key tool for change management when retraining users.

By downplaying the differences between the paper and the electronic environment, we may miss what happens when we take the classification system across the electronic divide: from the benefits of full-text indexing and document-profile attributes to the challenges of co-managing paper and electronic records and the high levels of user resistance in various operational units of our organization.

This session will discuss these issues in the context of a case study taken from municipal government.