UNIVERSITY
OF
JOHANNESBURG

FACULTY OF MANAGEMENT
JUNE EXAMINATION

DEPARTMENT OF INFORMATION & KNOWLEDGE MANAGEMENT

MODULE	:	**ELECTRONIC RECORDS MANAGEMENT**
CODE	:	**ILK2507/IMA8X02**
DATE	:	**JUNE 2014 EXAMINATION**
DURATION	:	**3 HOURS**
TIME	:	**09:00-12:00**
TOTAL MARKS	:	**100**

EXAMINER	:	**MS L NDLELA**
EXTERNAL MODERATOR :		**DR M DE KOCK (DA VINCE INSTITUTE)**
NUMBER OF PAGES	:	**3 PAGES**

INSTRUCTIONS TO CANDIDATES:

- Question 1 and Question 2 are compulsory.
- Answer <u>two</u> questions from Questions 3 – 5.
- Question papers must be handed in. This is a closed book assessment.
- Read the questions carefully and answer only what is asked.
- Number your answers clearly.
- Write neatly and legibly.
- Structure your answers by using appropriate headings and sub-headings.
- The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.

QUESTION 1

a) Define an electronic record and give 4 characteristics that make an electronic record trustworthy. (10)
b) Sketch a records management process. Briefly describe the steps in the process and the responsibilities. (15)

[25]

QUESTION 2

a) Give 5 risks that an organization would face if there is no effective electronic records management. (5)

b) What is an electronic document and records management system (EDRMS)? (2)

c) List and describe 5 functionalities that an EDRMS should have. (10)

d) Give four steps for ERM strategy formulation. (4)

e) Provide 4 things you would do so that ERM is seen as a value add process in the organization. (4)

[25]

QUESTION 3

You have been appointed as a Records Manager in a University and one of your expected outcomes is to develop an electronic records management policy. Draft a 2-3 page policy considering all necessary legislative, regulatory and business requirements to ensure effective records management.

[25]

QUESTION 4

Choose 1 of the following topics and describe the concepts and your opinion on the topic:

- Developing an ERM policy to improve the management of information.
- The role of ERM as a significant contributor to successful business performance.
- Determination of ERM user requirements as an enabler for effective EDRMS implementation.
- Developing a vital records protection and disaster recovery plan to ensure an adequate record preservation program.
- The implementation of EDRMS in an organization as a facilitator for better access to records.
- The impact of process mapping on the performance of records management.
- How the effective filing of records within an organization supports the retrieval of information & aids efficient decision making.
- The contribution of technology innovation to the changing role of Information Professionals.

- The utilization of Electronic Records Management (ERM) to gain a competitive advantage over other organizations.

- The development of an electronic records management strategy as an enabler for ERM implementation.
- How electronic records management (ERM) can improve the competitiveness of an enterprise.
- The impact of ERM governance to improved business performance.
- An effective electronic records management business process: its contribution to information management in a business.
- Successful implementation of an EDRMS: The importance of understanding the critical success factors in implementing EDRMS.
- Ensuring compliance to legislation in an organization through an Electronic Records Management Policy.
- The role played by metadata in enhancing electronic records management.
- Why is it important to plan and implement an ERM program in an organization?

[25]

QUESTION 5

Compile a 1-2 page electronic document & records management implementation plan for your organization. Outline the objective of the plan and describe the critical success factors for EDRMS.

[25]
TOTAL: [100]

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