

FACULTY OF MANAGEMENT

DEPARTMENT OF INFORMATION & KNOWLEDGE MANAGEMENT

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UNIVERSITY  
OF  
JOHANNESBURG

**MODULE NAME** : ELECTRONIC RECORDS MANAGEMENT

**MODULE CODE(S)** : IMA8X02

**DATE** : MAY 2017 EXAMINATION

**DURATION** : 3 HOURS

**TOTAL MARKS** : 100

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**EXAMINER(S)** : MS L NDLELA

**INTERNAL MODERATOR** : MS L CHETTY

**NUMBER OF PAGES** : 3

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**INSTRUCTIONS TO CANDIDATES:**

- Question 1 and Question 2 are compulsory.
- Answer two 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**

- 1.1 Define what an electronic record is and give an example. (5)
- 1.2 Give five reasons why records must be managed in an organization? (10)
- 1.3 What is electronic records management? (2)
- 1.4 Give four characteristics of trustworthy electronic records. (8)

**[25]**

**QUESTION 2**

- 2.1 Outline the four drivers that make companies or organisations manage their records. (8)
- 2.2 Give 5 risks that an organization would face if there is no effective document and records management. (5)
- 2.3 List and describe 5 functionalities that an EDRMS should have. (10)
- 2.4 Indicate the two Acts that are key to Records Managers need to take into consideration when implementing the records management program. (2)

**[25]**

**QUESTION 3**

Map the records management process, describe each phase in the process and outline the performance measures you would put in place to measure the effectiveness of the implemented ERM process.

**[25]**

**QUESTION 4**

Compile a 1-2 page electronic records management implementation plan for your organization. Outline the objective of the plan and describe how you would ensure buy in of the plan within the organization.

**[25]**

**QUESTION 5**

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

- Critical success factors for implementing an electronic document and records management.
- Positioning an enterprise for change through electronic records management.
- The role of ERM as a significant contributor to successful business performance.
- The determination of vital records, protection and disaster recovery planning in an organization.
- Effective planning and managing of an electronic records management program.
- Developing an electronic records management strategy for an organization or enterprise.
- How the effective filing of records within an organization supports the retrieval of information & aids efficient decision making.

## **MAY 2017 EXAMINATION**

- The contribution of technology innovation to the changing role of Information Professionals.
- 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]**

**TOTAL: [100]**

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