

FULL CONFERENCE PROGRAMME

- SUNDAY 15th MAY -

15.00 – 17.00

Conference Fringe – *Hall 4*

Hosted by Isle of Man Post Office

NEW For 2016! The IRMS Conference 2016 kicks off with the Conference Fringe event on the Sunday afternoon. This is open for all delegates, speaker and exhibitors to attend. The fringe will combine learning, knowledge sharing and fun in a slightly unconventional manner! Isle of Man Post are sponsoring the Fringe.

IG and RM topics will be discussed creatively in a “makery”, there will be some lightening talks “out of a hat”, UnConference corners, and even some party games!

There will also be making a “casual corner” space available throughout the conference for delegates to organise their own mini events / conversations this is part of the e-fringe will also run through the Monday and Tuesday.

17.00 – 18.00

Exhibition Opens & Drinks Reception for all Attendees – *Exhibition Hall*

Hosted by the IRMS Executive Team, Group Chairs and Fellows

18.00 – 22.00

Sunday Social – *Oxford Room*

Sponsored by Box-it

Sunday night social event.

- MONDAY 16th MAY -

09.00 – 10.00

Welcome

Meic Pierce Owen AMIRMS, IRMS Chair
Monday host: Hewlett Packard Enterprise
Oxford Room

OPENING KEYNOTE: Records, Analytics and Beyond

Professor Paul Morrissey, Chairman, BolgiaTen Limited
Oxford Room

In this session, Professor Morrissey will explore how the accumulation of Massive Data Sets can be used to gain further insights into data driven decision based management techniques. He will set out the landscape for managing and harmonising the Big Data environment and discuss the insights that can be gained and leveraged from this asset. Data has been described as the 'New Oil' of the digital economy but with it comes responsibility, data governance and security issues. Our records define our business but can we squeeze them to sustain our business in new areas in the twenty first century?

Learning Outcomes:

1. Look for the opportunities in your Data
2. Understand the importance of Data Governance in the systems
3. How to Innovate in the Digital environment

10.00 – 10.45

Plenary One - Innovation to Innovation to INNOVATION

Use Cloud to Enable Individual, Team, and Enterprise Innovation

Chris Walker, Principal / Consultant, PHIGs IMC Inc.
Oxford Room

This session will explore, through stories and discussion, how cloud technologies enable individual, team, and organisation innovation. We'll also look at what rules and organisational attributes and attitudes are required to allow innovation.

Learning Outcomes:

1. Define the types of tools that facilitate innovation
2. Understand what makes sense to push to the cloud and what makes sense to keep on premises
3. Understand organisation attributes that lead to the freedom to innovate

10.45 – 11.15

- COFFEE & NETWORKING -

11.15 – 12.00

Choice of ONE from five Breakout Sessions

Breakout A1 **Goddard Inquiry Workshop**
Madi McAllister, Information Governance and RM Officer & David Smith, Assistant Director: Records and Information Governance Services
Oxford Room

This session will look at IICSA (the Goddard Inquiry) to review what the Goddard Inquiry is and how its findings affect records and information managers and organisations. There will also be an introduction to the IRMS Goddard Working Group and information on how to contact them.

There will be a short presentation covering early lessons learned and advice from the perspective of Local and Central Government on suggested approaches to complying with IICSA requirements.

The majority of the session will be a Q&A and contributions from colleagues from Scotland and Wales who have experience of similar Inquiries.

Learning Outcomes:

1. Understand what the Goddard Inquiry is and how it might affect your organisation
2. Undertake some good practice in your own organisation to prepare for the Inquiry and manage its demands
3. Understand how to gain further advice and guidance about the Inquiry

Breakout A2 **Pervasive and All-Encompassing. Ensuring Records Management is Incorporated in all Aspects of the Business**
Sarah Norman, Information and Records Management Consultant, The Content Group
Balmoral Room

Have you ever seen a Service Level Agreement? What about a Client Contract? How about a Legal Contract or even a Regulatory submission? All of these can be impacted through good records management. For example if a client stipulates that they want their records to be kept for 10 years and your retention schedule states 5, would you be aware of this? Would you have a procedure in place to manage this? What about if your SLA stated that it was the responsibility of the service provider to manage the records. Would you be able to manage it?

The above examples show the need for Records Managers to be involved in all areas of the business to ensure that the requirements stipulated can be managed effectively, that we can do what we promised and that the requirements are, above all, accurate!. By getting involved in the drafting of these documents and by providing our subject matter expertise we can truly add value as a partner to mitigate potential risks.

Learning Outcomes:

1. Areas which might have RM concerns we did not consider
2. Selling your services
3. How what you do affects service to the Client

Breakout A3 **Fighting the Information Management Supervillains**
Jo Moorshead, Standards and Assessment Manager, The National Archives
Buckingham Room

Our story starts in the city of Govtropolis. Organisations across the city are experiencing attacks on the management of their information by the dastardly Dr Digital Continuity Disaster and his band of villains. Ordinary government department, the Department of Random Activities (DoRA), is suffering more than most, its senior managers are not interested in information issues and staff are not complying with the records management policy. Its latest attempt at introducing an ERM system is close to failure and it is drowning in the vast amount of digital information it holds. However, help is on hand in the shape of its very own brave team of Information Management Superheroes who are fighting back....

Sound familiar? This session is based on genuine problems faced across UK government in managing information and includes real examples of what departments are doing to tackle these issues.

Learning Outcomes:

1. Know about the main problems that UK government departments face in managing their information (also applicable across other sectors)
2. Have an understanding of what can be done to tackle these issues based on real case studies from government departments (again, applicable across other sectors)
3. Know about the service that The National Archives provides to UK government and the resources that are available (resources can also be of use across sectors)

Breakout A4 **Fundamentals of Document Control and How it Relates to Records Management**
Malcolm Beach, Senior Consultant, MichMal Ltd
Gloucester Room

This session provides an overview to the fundamentals of document control. The 7 main functions are described and the primary artefacts used to control documents.

The session also looks at how document control interacts with Records Management.

Learning Outcomes:

1. Understand the fundamentals of document control
2. Understand how Document Control relates to records management

Breakout A5 **Zero to Hero- Creating a Records Management Solution within 45 minutes**
Andrew Hughes, Solutions Architect, Equiniti
Edinburgh Room

Do you want to know how you can create a content and records management solution within 45 minutes?

Content and records management solutions based on SharePoint platforms can suffer from some common issues:

- Expensive to design and maintain. Needs input from IT departments of external organisations to configure and deploy solutions
- Site sprawl. Business teams or users creating more and more portals, leads to an unstructured, ungoverned and slow sprawl of sites

We will demonstrate how it is possible to address these issues. We will design an information architecture, configure and customise a solution using the EQ Rapid Deployment App, migrate content using EQ Migrate and deliver a records management solution with interfaces to line of business applications and saves you 70 percent reduction in solution delivery time.

12.45 – 13.30

Choice of ONE from five Breakout Sessions

Breakout B1 **Give Your Documents Superpowers, Automated Classification at Speeds the Flash Would be Proud Of**
Simon Ellis, Managing Director, Box-it Group & George Harpur, Director-Co-founder Focal Point Software
Oxford Room

Remove the need for costly time consuming template building. Rapid deployment enables business excellence without gold plating.

Classification technology has developed significantly over the past few years with leading edge applications enabling rapid and cost effective deployment through learning driven by knowledge workers.

The presentation will show how technology has advanced away from painstaking set up of each individual condition / document type to a process that can be taught about content as a whole so resulting in output of content in a number of ways that add value to the user experience in accessing critical information quickly and providing a platform to analyse and assess compliance or knowledge gaps inherent in paper files.

Breakout B2 **Resilience – A New Superpower to Save the World**
Robin Gaddum, Associate Partner, Resilience, IBM
Balmoral Room

I will explain what this new thing called Resilience is, why it is a Superpower, and how can it save the world.

Then we'll consider how your organisation may develop its own Resilience Superpower; harnessing technology to dynamically capture and visualise data; turning data into information that enhances resilience and performance. Including the Internet of Things, Smarter Cities, Cloud, Big Data, Dark Data, Watson and other cool stuff.

Lastly, we'll explore Resilience's kryptonite. An interactive exploration of new data protection and privacy implications to identify the (new controls) responsibility that must come with great power. It will be fun!

Learning Outcomes:

1. Know what resilience is in the context of risk, continuity, security and operations
2. Appreciate how IT will capture and exploit new or 'dark' data to enhance resilience
3. Anticipate new data privacy and protection controls needed in the future

Breakout B3 **Government Administrative Data: is there a Recordkeeping Role?**
Elizabeth Shepherd, Professor of Archives and Records Management, UCL
Buckingham Room

Researchers at UCL in the Department of Information Studies are engaged in several research projects which focus on the management of records and administrative data in the public sector. This paper will report findings from research (part of an ESRC-funded five year project, ADRC-E) which is studying the requirements for information governance and the management of administrative data. The paper will also report on findings from a parallel project, part of INTERPARES Trust, which is looking at the management of records and information in an open government environment, in local government and

the health sector, and provide some analysis of similarities and differences between the two cases. It will reflect on how this research might inform professional practice.

Learning Outcomes:

1. Engagement of practitioners with academic research
2. Provide space for exchange of professional and academic views
3. Be better prepared to undertake a record keeping role in relation to administrative data

Breakout B4 **Everybody is an Information Manager – the Role of the Information Specialist in the Modern Organisation**
Katherine Schopflin, Head of Content, Gorkana
Gloucester Room

Information managers today work in a chaotic world whereby employees can and do create content in multiple repositories as part of their work. They have control over their information but lack motivation and skills to manage it in a responsible and practical manner. How did we get to this point and what is the role of the information specialist in facilitating good information management practices?

Learning Outcomes:

1. An understanding of how information management has evolved
2. A brief look at how and why people manage their information in the way they do
3. Strategies for trying to encourage better practice

Breakout B5 **Records Management - The End of the File Plan?**
Jeff Nott, Head of Public Sector, Alfresco & Aingaran Pillai, CEO & Founder, Zaizi
Edinburgh Room

Current systems for storing documents and records require individual users to identify documents that should constitute official records, and then to save them into a corporate file plan. Even in solutions like Alfresco, where this process is reduced to a single click success has been limited. The processes are still seen as burdensome and compliance is poor, resulting in much digital data not being declared as records when it should be.

In this forward looking talk we will see how technology advances will make the file plan redundant. We will discuss how records management concepts such as classification, disposal schedules, holds and the like can move beyond Records Management transitioning to collaboration areas to govern all unstructured information. Combined with "smarts" in the system such as virtual folders and content rules these new paradigms can take away the requirement for users to declare records themselves.

13.30 – 14.00 - COFFEE & NETWORKING -

14.00 – 14.45

Introduction: *Shona Dunning AMIRMS, IRMS Vice-Chair*

LUNCHTIME KEYNOTE: Managing Records – Fourteen Years On

Elizabeth Shepherd & Geoffrey Yeo, Department of Information Studies, UCL

Oxford Room

At Christmas 2016, our book *Managing Records: A Handbook of Principles and Practice* will be 14 years old. Over those 14 years it has been a consistent best-seller in the RM field. This session reviews the book from a present-day perspective: What contributions has it made to developments in RM thinking and practice? What role has it played in professional education? What have been the principal changes in the RM discipline since the book was published? What place does a RM textbook have in the new world of digital information resources? What lessons does it have for today's records managers?

Learning Outcomes:

1. Awareness of the role of professional textbooks
2. Awareness of changes in the RM discipline
3. Awareness of contributions to RM thinking and practice

14.45 – 15.15

- COFFEE & NETWORKING -

15.15 – 16.00

Choice of ONE from five Breakout Sessions

Breakout C1 **How do you Become an Information Superhero?**
(...lessons learnt from 80 years of comic books and films)
Dr Paul Duller, IM Consultancy Director, Tribal Group plc
Oxford Room

In 1938 Action Comics #1 introduced the world to Superman. Within a few years the skies of our imaginations were filled with mutants, aliens and vigilantes. Less than a century later these superhero archetypes have gone on to become one of the most enduring genres of cinema today and the basis of our own twenty-first-century mythology.

This paper considers the characteristics, competencies, skills and toolkits of these modern-day superheroes and considers which competencies, skills and toolkits we might want to nurture ourselves in order to develop the "Information Superhero" that exists within us all.

Learning Outcomes:

1. Awareness of the Skills required to become an Information Superhero
2. Awareness of the Competencies required to become an Information Superhero
3. Awareness of the Toolkits required to become an Information Superhero

Breakout C2 **Project Management: Things to Consider Before Starting a Project**
Liz Pitt, Change Consultant, Amberson
Balmoral Room

What do you need to set up and run a successful project?

Before starting a project, any organisation should be sure it is investing in the right change so we will look at portfolio management and the difference between programmes and projects. We will then focus on

project management and the key elements every project should have, and what to do if things go awry. Finally we'll explore some skills a project manager needs to help them deliver change successfully. Come along if you're new to project management or just want a refresh on project essentials.

Learning Outcomes:

1. Awareness of the difference between projects and programmes
2. Understanding of some of the essential elements for delivering successful projects
3. Appreciation of what makes a good project manager

'BOND, James Bond – Licence to Thrill' A Retention Schedule – the Deadliest Weapon a Records Manager can Have!

Breakout C3

Deirdre Allison, Corporate Records Manager, Belfast Health and Social Care Trust & Denise Nixon, Records Information Manager, Department of Health Social Services and Public Safety for Northern Ireland
Buckingham Room

The Department of Health and Social Services in NI published 'Good Management, Good Records' implementing the recommendations of an Audit Office Report into clinical negligence in 2002. Initial guidance was reviewed and GMGR became a retention schedule approved by the NI Assembly for 18 public Authorities. It's unique composition, regional scope and stake-holder engagement provides a definitive records retention and disposal tool.

Published in 2011 the promotional roller-coaster began! The Belfast Health & Social Care Trust created new operational processes, training and GMGR was launched. 'Refer to GMGR' became buzz words and a new superhero was born.

Be prepared to be shaken and stirred!

Learning Outcomes:

1. How to develop a comprehensive retention and disposal schedule for your organisation
2. Apply new skills on how to adapt, create and implement a retention schedule
3. How to overcome obstacles and encourage the use of this 'go to' tool in your organisation

The Future is Now

Breakout C4

Noeleen Schenk, Director, Metataxis
Gloucester Room

Information and records are critical to corporate success – and failure. A whirlwind of change is also transforming how we generate, collect and use information and knowledge within an effective governance framework.

Current developments such as wearable technologies, sensors, virtual and augmented reality, Artificial Intelligence, biometrics, haptics and social media are individually already having a significant impact on information and knowledge generation and application. Collectively they will constitute a revolution.

But technological change is not the only source of pressure, a wider set of trends makes the effective use of knowledge and information ever more critical for future success. Trends such as the shifts in the global economy, increasing competition, open innovation, resource pressures, the changing face of the workforce, rising customer expectations, and new ways of doing business will all affect the application of knowledge.

Noeleen and Sheila Moorcroft from Realising your Future have been running a series of workshops to identify the key trends and issues facing information and records management, as well as exploring what these mean for information and records management.

Delegates included information and knowledge management (IKM) experts from many different sectors, bringing a unique perspective to the issues facing IKM practitioners. The group identified opportunities to

work differently as well as risks and potential threats. The IRMS conference would provide a valuable opportunity to share these insights with a larger audience, to discuss them in more detail and to further refine findings.

During this presentation Noeleen will share the outcomes from the recent workshops, focusing on the key trends emerging, considering the longer term implications of these trends for information and knowledge management.

Learning Outcomes:

1. Share the outcome of the recent workshops
2. Brief participants on key trends to emerge from our research to date
3. Consider longer term implications of the changes for different sectors/ functions

Breakout C5 **Untangle the Complicated Web of Records Retention.**
Gavin Siggers, Director Professional Services, Iron Mountain
Edinburgh Room

Records & Information Management can be summarised with a superhero lesson: with great power comes great responsibility. Information is power and you have the responsibility to retain it according to the regulations that govern you. The European landscape affecting records retention is a complex web that even Spiderman would have a tough time untangling! There are many layers to the web: local laws, your own operational requirements, risk appetite, and the regulatory environment is only getting more complex with the proposed General Data Protection Regulation. With increased risk and fines comes a heightened need to make sure your policies, rules and data map are all up-to-date, especially for personally identifiable information.

Learning Outcomes:

1. How to prepare now for the rigor of the new privacy regulations
2. Understand the implications the new laws have for records retention
3. Understand what you need to consider when tailoring your retention schedule

16.00 – 16.30 - COFFEE & NETWORKING -

16.30 – 17.30
IRMS Annual General Meeting – *Buckingham Room*

IRMS members are invited to attend the Society's Annual General Meeting. At the Meeting, the Executive Team will present the Annual Report to the membership; seek approval of the 2015 Annual Accounts and also set the membership fees for the coming year. In addition, the Executive Team will answer questions received from the membership as well as there being an opportunity for questions from the floor. All IRMS members attending the Conference are encouraged to attend the meeting.

18.30 – Late
Champagne Reception, Gala Dinner & Industry Awards – *Oxford Room*
Sponsored by Restore

Black tie preferred.

- TUESDAY 17th MAY -

09.00 – 09.45

Welcome: *Fiona Kearney AMIRMS, IRMS Secretary*

Opening Keynote 3: Hero or Villain? The Evolution of Business Information Management

Ralph O'Brien, Principal Consultant Europe- Compliance Solutions, TRUSTe
Oxford Room

Join Ralph O'Brien as he takes a whistle stop tour through the last 20 years of information management, From memo to email, from paper to digital, from private to connected. He will endeavour to make us ask ourselves questions of our role as information custodians, and how we've dealt with the balancing act of control with innovation and privacy with security. Will future generations will see as heroes or villains?

Learning Outcomes:

1. NHS IG is not united in its own definition
2. Concerns come from at least 2 angles, internal and external to the organisation
3. Significant issues from both angles will be identified and end assessed

09.45 – 10.30

Keynote 4: States of Jersey – The Challenges and Successes of an FOI and Information Management Journey

Alison Marshall, Head of Information Management, States of Jersey in the Chief Minister's Department
Oxford Room

The States of Jersey passed the Freedom of Information (Jersey) 2011 Law without an agreed implementation plan or a comprehensive approach to information management. Alison will discuss how she used the funding and high profile of the FOI programme to establish a long term information management infrastructure via direct and stealth approaches.

FOI preparation work involved conducting information audits for all departments, the creation and execution of retention schedules, development of the FOI handling process and presentations to politicians, civil servants and the media. Strong key relationships with the States Law Officers' Department, departmental FOI points of contact, Jersey Archive and the Jersey Office of the Information Commissioner also contributed to the successful implementation of FOI in Jersey.

Learning Outcomes:

1. How to use FOI to leverage information management
2. Learn direct and stealth approaches to improving an organisation's information management
3. How to maximise relationships with diverse groups to improve information management maturity

10.30 – 10.45

- COFFEE & NETWORKING -

10.45 – 11.30

Choice of ONE from five Breakout Sessions

Breakout D1 **Contract Issues in Cloud Computing**
Dai Davis, Solicitor and Partner, Percy Crow Davis & Co
Oxford Room

Cloud computing has been an information technology (IT) buzzword for many years and now it's firmly ensconced in the mainstream of ICT and business.

However, cloud computing can be used in a less high profile manner in other areas of a business, from marketing to engineering, from contact database management to employees management and word processing. Cloud computing solutions can easily be adopted, but those solutions come with difficulties, some obvious some hidden, of great importance. But what are the contractual and legal risks of cloud computing? How should they be addressed? How can they be minimised and avoided? This talk examines how cloud computing can be adopted while minimising the dangers in practice.

Breakout D2 **Secure and Ethical 'On-Site' electronic Data Destruction and IT Equipment Disposal**
David Aitken, Greenworld
Balmoral Room

The legal obligations, best practices (in alignment to recognised international standards) and methods to be utilised for secure and ethical 'On-Site' data destruction and electronic IT equipment disposal. This will take a particular look at the risks and issues, data destruction essentials, and considerations arising from the forthcoming EU General Data Protection Regulations and the revised WEEE Asset Disposal Legislation. It will also look at a monitoring and audit approach and the commercial considerations.

Breakout D3 **The Challenging and Changing Face of NHS Information Governance**
Andrew Harvey, Information Governance Lead, Western Sussex Hospitals NHS Foundation Trust
Buckingham Room

Andrew's session will start by assessing current definitions of NHS Information Governance (IG) and suggest an acceptable approach going forward. He will continue, assessing what is to be learned from the challenges faced by NHS IG professionals and their colleagues, first in the macro environment, such as centrally-led changes from government and government agencies; changes in legislation, especially the pending Data Protection Act; confusion over responsibilities between agencies; and unhelpful centralised publicity over poorly-run communications and programmes. Andrew will then move the discussion into challenges within the micro environment, such as problems caused by staff lack in knowledge; accidents; process issues; careless breaches; malicious intent and evidence from internal audit. He will conclude by suggesting a prioritised list of issues and concerns and some potential means to overcome them.

Learning Outcomes:

1. NHS IG is not united in its own definition
2. Concerns come from at least 2 angles, internal and external to the organisation
3. Significant issues from both angles will be identified and end assessed

Breakout D4 Like Keeping your Sock Drawer in Order: Developing and Embedding a File Naming Standard at Historic Royal Palaces
Louise Bruton, Records and Archives Officer, Historic Royal Palaces (HRP)
Gloucester Room

Historic Royal Palaces (HRP) is the charity which looks after one royal residence and five royal palaces including the Tower of London and Hampton Court Palace. In 2014-15 HRP developed an organisation-wide file naming standard. The introduction of the standard represented a major cultural change in the information management working practices of HRP and achieved successful adoption through a campaign based on simplicity, advocacy, promotion and user support.

This case study shares HRP's experiences in developing, reviewing, approving, artworking, printing, distributing, communicating, promoting and producing an e-learning package for the naming standard. It describes the challenges and opportunities encountered and shares our top tips learned for the development of organisation-wide naming conventions.

Learning Outcomes:

1. Know what a file naming standard/convention is and why it is useful in an organisation
2. Understand some of the challenges in developing and, especially, embedding such a standard
3. Take away some top tips, learned from HRP's experiences

Breakout D5 Becoming a "Super Agent" of Change within your Organisation
Mark Gibbison, Head of UK Enterprise Solutions, Objective
Edinburgh Room

For many organisations, Records Management is simply about delivering a level of compliance or governance across their unstructured information assets and for most the journey stops there. Objective's experience in over 200 Public Sector EDRM implementations is that, for those that are deemed to be successful, governance is only the start of the Journey, with the real value being delivered through process integration, automation and through the ability to enhance collaboration across the organisation and its partners.

Objective's journey to value demonstrates real world examples of the new areas of expertise and which Records Managers must adopt and embrace if they are to elevate their systems to deliver real corporate value and become the "super agents" of change within their organisations.

11.30 – 12.00 - COFFEE & NETWORKING -

12.00 – 12.45

Choice of ONE from five Breakout Sessions

Breakout E1 How to be an Information Superstar
Lee Edwards, Chair, DAMA UK
Oxford Room

Approaching from the viewpoint of a Data Manager, this session will look at the main characteristics displayed by great data and information people and ideas on how to develop them.

In the ever busy corporate environment, personality and approach can be the key to getting noticed and succeeding in your goals. This session builds upon a real example of integrating data from across Europe and the US augmenting examples of practical techniques with winning characteristics and strategies that have been learned during twenty years working to tame and improve data.

We will look at a variety of things that all great data and information people do, how to spot and exploit opportunities for personal development and discuss tips on what has worked (and what didn't)!

Learning Outcomes:

1. Understand how closely related information and data people are
2. Tips on tricks on how to gain successful outcomes in the corporate world
3. A view of how the IM role is critical in the wider data landscape

Going Beyond Digitisation in the Heritage Sector

Breakout E2

Charlotte Atkinson, Project Undaunted Digitisation Project Co-ordinator, Lloyd's Register Foundation Heritage and Education Centre
Balmoral Room

This paper covers the trends that emerged from Lloyd's Register Foundation's conference, 'Going Beyond Digitisation' in October 2015. The Foundation is undertaking an immense project to restore, conserve and digitise its archive so it can be used for public education. Many heritage organisations are also undertaking digitisation projects at the moment but the majority are not considering what happens to this information when it has been made accessible on the internet. The conference explored this further; identifying innovative current projects, as well as exploring areas that are likely to be developed in the future. The paper summarises these trends and opportunities that could help heritage organisations complete their aims with their collection, digital counterparts and associated metadata.

Learning Outcomes:

1. Understand what is meant by digitisation in historic collections
2. Summarise the potential innovations and trends that may be seen in the future
3. Lloyd's Register Foundation's Project Undaunted

The Records Management Code of Practice for Health and Social Care 2016 and the Information Governance Alliance

Breakout E3

Richard Birmingham, External IG Delivery Manager with responsibility for Records Management, Project Manager, Health and Social Care Information Centre & Tim Dalby, Social Care Expert for the Information Governance Alliance, Health and Social Care Information Centre
Buckingham Room

The Department of Health explored managing information and records against a background of change at Conference 2014.

Feedback following that presentation suggested that a review of the 2009 NHS Records Management Code of Practice was overdue. The code gives instruction and guidance to the NHS on how to meet the legal and contractual obligations for the proper management of records.

The Department of Health asked the Information Governance Alliance to lead that update. With a group from across health and social care organisations and colleagues from Scotland, Wales and Northern Ireland a new version was drafted, a public consultation followed and the new code was published in early 2016.

Learning Outcomes:

1. Appreciate the greater emphasis on record keeping methods
2. Understand why there is now a shortened bucketed retention schedule
3. Understand the implications of life long digital care records

Breakout E4 **Data Guardians of the Information Galaxy**
Scott Sammons, Information Governance & Risk Practitioner, @Privacyminion
Gloucester Room

The session will link in all aspects of Information Governance & Management and how the defence of our "information galaxy" isn't just ours; we have some allies in unsuspecting places. The session is designed to facilitate discussion, share experiences and best practices and determine if there are indeed guardians in some unsuspecting places including information from other sectors and professions that look at data management as well as how guardians can help with some of the changes in the upcoming Data Protection Regulation from the EU.

Learning Outcomes:

1. Best practice for data guardian roles
2. Soft skills for data guardian roles
3. Methods for implementing data management strategies within organisations

Breakout E5 **With Great Confidence Comes Great RM Influence**
Carole Machin, UK BodyTalk on behalf of Restore
Edinburgh Room

Restore Document Management present UK Body Talk to help bring out the superhero inside you. Achieved with an upbeat and interactive workshop that teaches you how to better communicate and present your RM ideas to the powers that be and will surely leaving you feeling inspired.

Make every interaction count with your new compelling, memorable and persuasive powers. Learn the essential techniques that are used by professional speakers, advertising companies and even Hollywood films to bring your words to life.

What's included?

- Scripting principles to help you create winning RM ideas
- How to harness the superhuman instincts that help communicate captivating, memorable and motivational ideas
- Interactive exercises that show you how to apply these techniques in the world of Records Management

12.45 – 13.30 - LUNCH & NETWORKING -

13.30 – 15.15

Choose from one of five information cafes- each comprising linked lightning talks and lively discussion.

Digital Preservation & Web Archiving Café

Breakout F1-1 **Preserving Transactional Data: a DPC Study for the Big Data Network**
Sara Day Thomson, Project Officer, Digital Preservation Coalition
Oxford Room

This paper is an adaptation of a longer report commissioned by the UK Data Service.

Preserving Transactional Data tackles the requirements for preserving transactional data and the accompanying challenges facing the companies and institutions who aim to re-use these data for analysis or research. The paper presents a range of use cases - examples of transactional data - in order to describe the characteristics and difficulties of these 'big' data for long-term access. Based on overarching trends, the paper will demonstrate potential solutions for maintaining these data in a secure environment based on end user needs and regulatory frameworks.

Learning Outcomes:

1. Identify risks to long-term access to data assets
2. Benchmark database management procedures against relevant case studies
3. Consider imminent digital preservation concerns in the development of data management policies

Breakout F1-2 **Web Preservation, or Managing Your Organisation's Online Presence After the Organisation Ceases to Exist**

Brian Kelly, Director, UK Web Focus Ltd.

Oxford Room

Your organisation has failed to survive cutbacks and will shortly close. Public sector organisations may feel responsibilities for ensuring that information about their activities is not lost if their organisation is closed down. This talk summarises approaches taken to managing web content provided by UKOLN, a national centre of expertise in digital information management at the University of Bath, which closed in July 2015.

UKOLN existed for 30+ years and had an important role to play in development of online services for the UK's higher education sector. This case study summarises approaches taken to minimising loss of this history.

Learning Outcomes:

1. Strategies for managing the termination of online services
2. Useful tools and services
3. Addressing the challenges and opportunities provide by social media services

Breakout F1-3 **Web Archiving in the UK: Why, By Whom, For Whom?**

Dr Peter Webster, Managing Director, Webster Research and Consulting Ltd

Oxford Room

The web archiving scene has an asymmetric shape, involving a single global organisation, the Internet Archive, alongside many national memory institutions. Many other organisations also engage in archiving the web, including universities and other institutions in the galleries, libraries, archives and museums sector. Alongside these is a proliferation of private sector providers of web archiving services, and a small but highly diverse group of individuals acting on their own behalf. This paper outlines the current state of the sector, the varying drivers behind web archiving for different types of organisations, and emerging trends amongst users of the archived web.

Learning Outcomes:

1. Understand in outline the state of web archiving provision in the UK and abroad
2. Understand what motivates organisations to consider web archiving
3. Understand some generalised use cases for archived web materials

Job Market & Recruitment Café

Jack of all Trades

Breakout F2-1 *Lesley Holmes, Information Manager, Nottinghamshire Council*
Balmoral Room

Information and Records Manager who or what are they? An investigation of the skills and experience required to meet the role of information and records managers as evidenced through the advertised jobs over the last year and the commentary on social media.

Learning Outcomes:

1. An understanding of the diversity of what is information management
2. An understanding of the skills needed for the roles
3. An insight into the job market for Information Professionals

Effective Recruitment and How to Write Good Job Specs and Interview Really Well

Breakout F2-2 *Jeremy Clarke, Recruitment Manager, Sue Hill Recruitment*
Balmoral Room

Recruitment is one of the biggest challenges for employers, with the time and cost flagged as main concerns. How can you make this process easier? Writing a comprehensive job specification and putting together an effective interviewing strategy will help.

Jeremy Clarke will lead an interactive workshop on how to create quality job documents, how to work productively with HR colleagues in the recruitment process and how to build an effective interviewing toolkit.

The aim of this session is to offer guidance in recruitment best practice and to give attendees the opportunity to share experiences with and learn from industry peers.

Learning Outcomes:

1. Identify actual recruitment need & possible pitfalls
2. Gain an awareness of recruitment best practice
3. Understand the role of the interviewer

Information Superheroes: How to get Issued Your Choice of Cape

Breakout F2-3 *Bilal Ghafoor, Director/IG Manager, Amber Information Consulting Ltd*
Balmoral Room

Records Managers, Information Rights Practitioners and Information Governance Practitioners are specialist staff who are often not good at being able to represent their skills well, especially to non-specialist staff.

As an interim who has been on many interview panels for several organisations, I want to explore the pitfalls and techniques of interviewing well.

The session will develop your skills by offering advice on how to prepare for your interview, research corporate information and rationalise your technical skills. Learn about the STAR technique and how to adapt your experiences to convincing narratives by gauging the right level of detail. Understand the importance of body language and being uninhibited, as well as advice on effective ways on closing the interview.

There will also be practical advice on what to do if it goes wrong.

Learning Outcomes:

4. How to display your skills and experience in a structured way
5. Understanding competency-based interviews
6. Overcoming inhibitions and improving body language

Standards Café

Freedom of Information and Re-use of Public Sector Information

Breakout F3-1

Ibrahim Hasan, Solicitor and Director, Act Now Training
Buckingham Room

Freedom of Information was previously just about access to information not its re use. This is no longer the case. First came along the FOI dataset provisions via an amendment made by the Protection of Freedoms Act 2012.

Now, since July 2015, we have the Re-use of Public Sector Information Regulations 2015 replacing the 2005 version. These regulations contain some important changes to the public sector information re use regime and have a big impact on how FOI requests are dealt with by public authorities.

For the first time the re use regime will have teeth similar to FOI. This session will look at all the key provisions of the new legislation and give delegates an action plan for compliance.

Learning Outcomes:

1. Understand the Freedom of Information Act and how it encourages re use of public sector information
2. Understand copyright, licensing and how it affects re use of information
3. Understand the impact of the new re use of Public Sector Information Regulations and develop an action plan for compliance

Have Records Management Fundamentals Changed with the Revision of ISO 15489?

Breakout F3-2

Richard Jeffrey-Cook, Head of Information & Records Management, In-Form Consult Ltd
Buckingham Room

ISO 15489, the international record keeping standard, was first issued in 1999. It has recently been revised after 15 years. The paper looks at the differences between the 1999 standard and the revised standard and examines whether any of the fundamentals of records management have been changed.

The paper will provide an overview of the revised standard and the concepts and principles that it incorporates. It will explain the rationale for some of the changes and how it might impact on any current working practices used by records managers.

Learning Outcomes:

1. The attendees will be able to list five changes in the revised version of ISO 15489
2. The attendees will be able to list four characteristics of records
3. The attendees will be able to describe eight processes specified in the revised version of ISO 15489

Enabling Records Excellence from Cradle to Grave – Managing Legal Admissibility

Breakout F3-3

Alan Shipman, Managing Director, Group 5 Training Limited
Buckingham Room

Alan will dissect BSI's Legal Admissibility Standard (BS 10008:2014) and give practical guidance on how to implement its requirements. Included will be references to a number of case studies where the BS has been used to achieve business benefits

BS 10008 is widely known as relating to legal admissibility and evidential weight, but does it have other attributes that can be leveraged for business benefits? Alan will give his thoughts on how to justify compliance to BS 10008 to corporate management.

Learning Outcomes:

1. Understand BS 10008
2. How to justify BS 10008
3. How to implement BS10008

SharePoint Café

SharePoint and O365: Avengers of Information Management Across the (Jisc) Universe

Breakout F4-1

David Reeve and Nicole Convery, Head of information Strategy – Subject Specialist Systems, Tools and Information Management, Jisc
Gloucester Room

This is a joint paper focussing on utilising O365 and SharePoint to maximise use of information within a digital business and subsequently across a sector.

Jisc's new Enterprise Information Strategy has been developed to realise the maximum potential of our information to enable Jisc's knowledge workers to create sector-leading services and innovation that deliver our customer requirements. The talk will focus on practical ways in which Office 365 and SharePoint can support new ways of working within a digital business.

Building on its internal technology strategy, Jisc also has a role in supporting the HE/FE sector in using technology to enhance teaching and learning. This part of the talk will focus on the requirements of the sector in using O365 and SharePoint for managing and sharing information and how Jisc is trying to address these requirements to enable truly digitally capable institutions.

Learning Outcomes:

1. Understand the role of information strategy in underpinning the use of information systems
2. Gaining a better understanding of the potential of O365 in the workplace
3. Apply some of the strategies and tools presented in the context of their own organisations

Breakout F4-2 **How to Reach SharePoint Heaven: A Best Practice Guide to Making the Most of Document and Records Management in SharePoint**

*Melody Allsebrook, Senior Consultant, In-Form Consult Ltd
Gloucester Room*

SharePoint provides a valuable one stop shop for business needs and can provide a consistent approach to managing information. Our message is the importance of considering the governance plan before implementation, to successfully meet business expectations, objectives and requirements, provide a good user experience as well as remain compliant with information laws and standards.

SharePoint gives users more control, but they aren't information managers – to achieve consistency across the business users need a stress free steer on best practice information management in their day to day activities without actually realising they are doing it.

Learning Outcomes:

1. Understanding of the necessity of SharePoint governance before implementation
2. How to retain SharePoint governance once implemented
3. Top tips for keeping the user happy using SharePoint

Breakout F4-3 **Metadata Unplugged – Taking the First Steps to Making Metadata Work for You**

*Madeleine McAllister, Information Governance and Records Management Officer,
London Borough of Merton
Gloucester Room*

This is an introductory session for Records Managers with little or no experience of using metadata. The aim of the session is to help Records Managers begin to think about and understand how to work with metadata, how to establish what they want to put in place in their organisations and show them an organisational metadata standard from the Merton SharePoint project.

The session will look at why Records Managers should care about metadata, where they can find out about metadata standards and how useful they are, developing a metadata standard and why it is useful, using basic metadata in SharePoint, and finally what other possibilities there are with using metadata more fully.

Learning Outcomes:

1. Understand what metadata is in relationships to Records Management
2. Be able to start the design and development of an organisational metadata standard
3. Be able to introduce the use of metadata for records management in an EDRMS

Case Study Café

Breakout F5- 1 **Simplify Compliance by Automating Records Management**

*Hosted by Laserfiche
Edinburgh Room*

Compliance is getting more complicated as regulations change and increase in numbers. In this session, you will learn about how you can simplify compliance by automating records management. We will show you how you can effectively tackle major issues such as auto-filing newly created records according to regulations, providing business units with multiple ways to view records without impacting the overall file plan, giving records managers control over how information is categorized and filed, managing business units' record access, and transparent records management that enables records managers to create a file plan and manage retention schedules without interfering with any department's line of business.

Breakout F5- 2 **Will Your Vital Long-Term Electronic Records Still be Readable in 10 years?**
Martin Springell, Product Director, Preservica
Edinburgh Room

Join this interactive session to discover how and why government and commercial organisations are building digital preservation into their overall information governance in order to ensure vital long-term electronic records (10+ year retention) remain findable, useable and trustworthy into the future. The session will include examples of how to integrate digital preservation with SharePoint and Email systems, and explore the considerations of using Cloud-based storage.

Breakout F5- 3 **How to become an Information Superhero with SharePoint and Azure**
Simon Cole, CTO, Automated Intelligence
Edinburgh Room

Many organisations are currently facing cost reductions with little guidance on how to easily make budget cuts. These organisations need a simple way to transform organisational data and drastically reduce cost and risk without this affecting other important business resources such as staff, services and property.

Through a unique information strategy that combines data remediation with Microsoft SharePoint and Azure, organisations can reduce cost and risk while elevating their information governance and records management to the next level.

In this session, attendees will learn:

- The cost savings that can be achieved through cleansing, organising and migrating information and records to future platforms, including Cloud
- How governance can be extended to ensure Microsoft SharePoint and Azure meet organisational, industry and regulatory requirements
- How to adopt Cloud technology without increasing risk through an intelligent hybrid approach
- How existing customers have become information superheroes with real-life examples

15.15 – 15.40 - COFFEE, NETWORKING & RAFFLE DRAW -

15.40 – 16.25

Introduction: IRMS Treasurer

Closing Panel Discussion: The Changing World of Privacy and Data Protection and What the New EU Regulations Mean in Practice

Dai Davis, Solicitor and Partner, Percy Crow Davis & Co; Ibrahim Hasan, Solicitor and Director, Act Now Training; Richard Jeffrey-Cook, Head of Information and Records Management, In-Form Consult; Ralph O'Brien, Principal Consultant Europe- Compliance Solutions, TRUSTe

Oxford Room

Particularly with the recent judicial decisions on Safe Harbour and forthcoming EU General Data Protection regulations, the world of privacy and personal data is changing fast. This Panel session will bring leading experts together to discuss the implications for your organisations and the steps to take, both in terms of tactical "quick wins" and longer term strategy.

16.25 – 16.40

Closing Comments: IRMS Chair

Oxford Room

16.40 - CONFERENCE CLOSE -