Chapter 19
Impact of the Cloud and Social Platforms on Records Management

Abiola Bukola Elaturoti
Lead City University, Nigeria

ABSTRACT

Cloud and social platforms have profound consequences for records management, in several ways. The chapter looks at and brings out the impact/effect of the cloud and social platforms on records management. Cloud computing embodies a deep change, a modification in how organizations store and manage information, the complete implications of which are not yet recognized. In the short term, it is suspected the cloud will make it cheaper to identify these implications and more scalable (and in many cases, more secure and stable). Additionally, it is undeniable that social media has become a pillar of modern-day society. Organizations and government bodies, therefore, are witnessing a surge in the volume of content of valuable information which they now have to manage and engage with over social media platforms unlike the management of physical documents through electronic records management regulations and tools. In the long run, however, there is no total idea about what things like changing from one provider to another or pulling content back on premises, or of doing e-discovery will do to records management. How would things be done with the application or adoption of the two platforms? What would they cost?

INTRODUCTION

The Information Age has greatly changed the process of storing records. At one time, records were stored only in paper form. Today, in addition to paper, records are stored electronically and in micro-image form, that is, any photographic image of information that is too small to be read without enlargement. Although paper storage is still the main storage medium for business or organizational records, the number of records stored electronically or in the micro-image form is also increasing at a very high rate.

This is because the world continues to change and as it does, so too do the tools and technologies humans work with every day, including those that are adopted in the field of records management (Harnish-Zinck,

2013). However, the structure of the field's (record management) best practices remains unchanged. Dionnee (2013) in Harnish-Zinck, (2013) opined that the manner in which the records management function connects with an entire organization coupled with providing records declaration support (that is the legal justification or backing for the organization's records) is becoming more document-focused; and also that social platforms represent not so much a deep change as an addition of capabilities, but they permit things that have always been done to be done more effectively, which allows information to grow even faster than it has been and in new forms.

Records management in organizations has become much more challenging with advance of cloud computing and increased use of social media because records management policy needs to be consistently applied in more repositories. There is the recognition of the fact that there is the need for governance to extend to all of the required repositories, but many organizations are still looking for a single governance "ring to rule them all". That is, a single platform to own the enforcement of information policy across multiple platforms.

ABOUT RECORDS MANAGEMENT

Why keep records? Every organization needs records. Organizations use records in the conduct of current business to permit decisions to be made and decisions taken. Records may be required for business purposes whenever there is a need to recall or prove what was done or decided in the past; they (that is, records) provide access to precedents or previous work and thus save time and money by eliminating the need to create resources afresh (Yeo and Shepherd, 2003). Records are also kept to guard against fraud and to enable organizations protect their rights and assets under the law. To persist in the market place, businesses need to have structures in place to manage information vital to their work. To help a business run efficiently, these structures must be designed to allow the precise storage and rapid retrieval of information. Everything from invoices to letters, legal documents must be stored in a logical, efficient manner.

Records are valued assets of organizations. Good records management not only helps protect records but also boosts organizations' operational effectiveness. An organization receives and processes great amount of information every passing day, but not all of them are records. A record is customarily linked to an organization's endorsed business and preserved as proof. The International Standards Organisation (ISO) defines records as "information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business" (ISO, in JISC 2012). Also, the International Council on Archives (ICA) Committee on Electronic Records defines a record as "recorded information produced or received in the initiation, conduct or completion of an institutional or individual activity and that comprises content, context and structure sufficient to provide evidence of the activity" (ICA, 2005).

The International Council on Archives went on to specify three (3) key properties essential to all records that is which they must possess:

- content (information or data);
- context (it must be possible to ascertain how it relates to other records and to the organisation which created it);

Related Content

A New Algorithm for Subset Matching Problem Based on Set-String Transformation
Yangjun Chen (2009). *Encyclopedia of Information Communication Technology (pp. 607-615).*
www.irma-international.org/chapter/new-algorithm-subset-matching-problem/13412

Clustering Dynamics of the ICT Sector in South Africa
Sagren Moodley (2008). *Information Communication Technologies: Concepts, Methodologies, Tools, and Applications (pp. 2014-2021).*
www.irma-international.org/chapter/clustering-dynamics-ict-sector-south/22796

Using Pattern Recognition in Decoding Hazard Analysis and Critical Control Points (HACCP) for Quality Assurance: The Case for a Start-up Company
Rahul Bhaskarand Au Vo (2014). *Journal of Cases on Information Technology (pp. 60-72).*
www.irma-international.org/article/using-pattern-recognition-in-decoding-hazard-analysis-and-critical-control-points-haccp-for-quality-assurance/109518

A Dynamic Strategy for Classifying Sentiment From Bengali Text by Utilizing Word2vector Model
Mafizur Rahman, Md. Rifayet Azam Talukder, Lima Akter Setuand Amit Kumar Das (2022). *Journal of Information Technology Research (pp. 1-17).*
www.irma-international.org/article/a-dynamic-strategy-for-classifying-sentiment-from-bengali-text-by-utilizing-word2vector-model/299919

Semantic Term-Term Coupling-Based Feature Enhancement of User Profiles in Recommendation Systems
Mona Tanwar, Sunil Kumar Khatriand Ravi Pendse (2022). *Journal of Cases on Information Technology (pp. 1-16).*
www.irma-international.org/article/semantic-term-term-coupling-based-feature-enhancement-of-user-profiles-in-recommendation-systems/281220