

Chapter 14


Performance Optimization in Records Management Artificial Intelligence– Driven Strategies

Pooja Deepakbhai Pancholi

 <https://orcid.org/0009-0009-0022-1587>


Ganpat University, India

Shital Bhagubhai Patel

 <https://orcid.org/0009-0009-2667-2845>

Ganpat University, India

Sonal J. Patel

 <https://orcid.org/0009-0005-9037-1191>

Ganpat University, India

Jagruti N. Patel

 <https://orcid.org/0009-0006-4043-9204>

Ganpat University, India

Dhara Ashish Darji

 <https://orcid.org/0009-0000-6359-908X>

Ganpat University, India

ABSTRACT

This chapter explores the transformative role of Artificial Intelligence (AI) in Records

DOI: 10.4018/979-8-3693-9795-4.ch014

and Information Management (RIM), focusing on technologies like machine learning (ML), natural language processing (NLP), robotic process automation (RPA), and predictive analytics (PA). AI-driven strategies can optimize performance, improve data accuracy, automate compliance tasks, and enhance decision-making. However, challenges such as data quality, system integration, employee resistance, and ethical concerns need to be addressed. The chapter also discusses the evolving role of RIM professionals and the future implications of AI, highlighting opportunities for innovation and efficiency in managing digital records.

INTRODUCTION

It is no secret that we live in the digital age. It would not be an understatement to say that organizations are producing massive amounts of data, and this presents both an opportunity and challenge regarding records management. Data is crucial not just for operational activities, but more so, for organizational decision-making and compliance. The attributes of records and information management have in the past been constrained by human dependency on paper processes, which is slow and fraught with errors. On the contrary, the application of Artificial Intelligence (AI) could bring about a paradigm shift that would redefine RIM. The prospective advantages notwithstanding, the deployment of AI in RIM is also replete with challenges such as data privacy issues, multidisciplinary expense aversion, and credible personnel requirements. This chapter will look into these approaches and challenges more closely, focusing on how AI can change the face of RIM and the implications on the effectiveness of organizations in the future.

THE RATIONALE FOR AI-DRIVEN STRATEGIES IN RECORDS MANAGEMENT

There has never been a time like this since the new-age digitization for an organization has proved to be the most demanding discipline in the managing of infinite volumes which are too complex. With the ever-increasing use of information technologies, the way records are managed is fast becoming obsolete and inefficient as the demands for more speed, improved accuracy and regulatory compliance expand. These legacy systems have problems in dealing with large amounts of data and this results in huge waste in operation as well as high cost of compliance. This is where we see AI-driven strategies becoming the significant innovator whose application

30 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/performance-optimization-in-records-management-artificial-intelligence-driven-strategies/375176

Related Content

Evaluation of Data Imbalance Algorithms on the Prediction of Credit Card Fraud

Godlove Otoo, Justice Kwame Appati, Winfred Yaokumah, Michael Agbo Tettey Soli, Stephane Jnr Nwolleyand Julius Yaw Ludu (2021). *International Journal of Intelligent Information Technologies* (pp. 1-26).

www.irma-international.org/article/evaluation-of-data-imbalance-algorithms-on-the-prediction-of-credit-card-fraud/289967

Smart Solutions in Hospitality: Enhancing Housekeeping Through Advanced Technologies

Prerna Srivastavaand Pankaj Kumar Tyagi (2024). *Hotel and Travel Management in the AI Era* (pp. 467-484).

www.irma-international.org/chapter/smart-solutions-in-hospitality/356261

Hungary's Path Toward Sustainable Banking and Green Investment

Krisztina Finta, Tímea Veres, Sarolta Ács, László Törökand Dorottya Edina Kozma (2026). *AI and Automation in Green Investment Platforms: Next-Generation ESG* (pp. 229-252).

www.irma-international.org/chapter/hungarys-path-toward-sustainable-banking-and-green-investment/409016

An Intelligent Operator for Genetic Fuzzy Rule Based System

C. Raniand S. N. Deepa (2013). *Organizational Efficiency through Intelligent Information Technologies* (pp. 173-185).

www.irma-international.org/chapter/intelligent-operator-genetic-fuzzy-rule/71967

Managing Variability of Ambient Intelligence Middleware

Lidia Fuentes, Nadia Gamezand Pablo Sanchez (2009). *International Journal of Ambient Computing and Intelligence* (pp. 64-74).

www.irma-international.org/article/managing-variability-ambient-intelligence-middleware/1373