

HARNESSING DIGITAL RECORDS MANAGEMENT AND ARCHIVES ADMINISTRATION THROUGH INFORMATION GOVERNANCE

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ABSTRACT

Digital transformation leads to the creation of massive digital records which eventually become digital archives that require proper management to avoid loss or premature disposal of information. Information governance is a new approach to managing information as it provides an overarching framework, policies and practices to manage information assets through their lifecycle. Undeniably, records management is the backbone of information governance. Effective records management practices contribute to information governance by ensuring compliance, mitigating risks and supporting efficient business processes. Meanwhile, digital archives provide a secure and structured environment for the long-term preservation and accessibility of digital records. It also helps ensure that records are preserved in a reliable and authentic manner as well as supporting ongoing management and retrieval of digital records. Among problems encountered are the lack of clear policies on information and records; inadequate data and records classification; poor data quality; data and information security, siloed information, compliance, ineffective records management and lack of awareness and training among employees. A study shows that information governance has been practiced without employees realizing it as the term has never been used in the organization. In this context, archives and records management professionals must take a leading role in implementing information governance as it would strengthen their role and existence in the organization. Information governance ensures the availability of trustworthy, accurate and timely information which is crucial for decision making. Therefore, worth noting that organizations must invest in robust information governance program to enhance their performance, competitive advantage and sustainability.