ERM Implementation and Future Directions at Ankara University: A Case Study

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ABSTRACT

In the study, the matter how the records management systems will adapt to this new process in a rapid way in a period, in which the transformations of public institutions into e-Government has been accelerated, is evaluated with a development that can be a sample especially for the universities. “Modelling of Transition Process of Electronic Records Management and Archiving System in Universities Project (e-BEYAS)” is a project carried out in Ankara University. Through the “e-Records Management and Archiving System (e-BEYAS), which gave its name to the software in which the model is applied, communication within the institution, information/records share inter institutions, and archiving of electronic records can be realized in a reliable medium; integration to the applications on sharing information/records inter institutions on e-Government channels can be provided. For this purpose, system usage scenarios have been created in order to produce, register, preserve, archive, access and report the records and documents safely in an appropriate model for institutional structure in Ankara University. Thus, after completing the workouts, the system will be not only mobile signature (m-signature) supported with its substructure providing the adaptation to mobile life, but also they can support the e-mail, SMS, integration, audio and video applications that can access the system through smart devices.

Keywords: E-Government, Electronic Records Management, Mobile Application, Turkey, University

1. INTRODUCTION

Considering the e-Government programs and strategies of the governments, it is seen that policies prescribing share of information and records, which direct the citizens, public and private institutions and non-governmental organizations to work correlatively, in electronic medium have been planned (e-Government strategy…, 2002; T.C. Kalkınma Bakanlığı, 2010; United Nations, 2012). In this situation, institutions and foundations are expected to form

DOI: 10.4018/jksr.2013010101
their substructures on which they can share their own inner activities of information and records with other institutions and individuals. Limiting the issue in records management, such a change brings along not only a technologic transformation but also a cultural transformation especially for the institutions using traditional correspondence, filing and archiving. The success factor in managing records and documents in electronic medium is related with the accordance of the institutions and operational and arrangements without exception. For this reason, as Jones (2008) stated that “willingness of the individuals working in the institutions play a role in the success of this kind of enterprises, and institutional culture change gains importance as well as the technologic change” (53.p). Because in the new structuring on institutional operation in transition into e-government, good records management behavior comes before the management of the records in electronic medium. ERM can only be done by the promotion of records management principles, getting them embedded in the culture and than introducing a dedicated system that will automate what people are doing already, making it an improvement rather than a burden (Maguire, 2005). For this reason, it is necessary to reveal the conditions and situations about methods and operations in providing producing, preserving and accessing of the records before transferring them into electronic medium in the institutions, in a detailed way. Otherwise, we will continue to see the studies (Külcü, 2008) revealing the transformation of these records into unmanageable masses in literature. The results of this study also put forward a quite different scenario from other situations realized in this field according to the context. For this reason, instead of giving all stages of the project in a detailed way, the approaches on integration of technologic transformation with prospective effect into the system are paid attention in this article.

2. BACKGROUND AND CONTEXT

In Turkey, enterprises on operating processes such as transfer of information and records on inner and outer services of all institutions to digital medium, data share in electronic medium and e-correspondence interactively are supported with legal process in the context of e-government studies. Legal arrangements
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