RIMZINE

April 2022 | Diamond Edition

TRANSFORMING INFORMATION & RECORDS MANAGEMENT:

Bridging the Gap

CELEBRATING 60th ANNIVERSARY

THE JAMAICA ARCHIVES AND RECORDS DEPARTMENT
BRIDGE TO THE FUTURE

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Message from Minister Hon. Robert Morgan

BA., LLB (Hons.), MP; Minister without Portfolio in the Office of the Prime Minister with Responsibility for Information

Records and Information Management (RIM) Month, an annual global celebration promulgated by the Jamaica Archives and Records Department (JARD), is of great import as we acknowledge and honour the work of our RIM professionals and practitioners. RIM Month provides us with the opportunity to reinforce the importance of the field by highlighting the considerable amount of work that our RIM professionals are tasked to carry out. Furthermore, to note their impact on all Ministries, Departments and Agencies (MDAs) in ensuring that our records systems are managed and maintained so that our collective history as a nation is retrievable by generations to come.

The Jamaica Archives and Records Department is one of the most critical agencies of the Government. Even though in most instances they work behind the scenes, it makes it no less voluminous and as such the efforts undertaken by the Department are not to be taken lightly. Their work represents the memory and institutional wisdom of Jamaica and affords us the opportunity to review it as often as we would like to inform ourselves and prepare for the future. It was Marcus Garvey who said, "A people without knowledge of their history, origin and culture is like a tree without roots." JARD constitutes the roots of our society, and the team, the gatekeepers and caregivers for those roots. We have an obligation, then, as the Government of Jamaica and stakeholders, to make known the value of our national archives and records. It is incumbent on us, too, to fortify these efforts and provide all the support we can to ensure the transformation of the way we manage records to reflect modern and internationally accepted standards.

The Government of Jamaica has truly become seized with the importance of the preservation of our history. In a post-colonial and post-slavery society, where records of history are short, it is especially important. We must also note our accomplishments as a people and as a nation, for we have seen many times where in history our people are written out and their accomplishments bestowed on others. With that said, I take pleasure in echoing the announcement made by the Prime Minister — The Most Honourable Andrew Holness, during his recent Budget Presentation, of the G-Data framework to be created. These are purpose-built archive facilities that will be created to be climate and disaster-resilient with the ability to assist with the continuity of governance in the face of any unforeseen circumstances. This is critical to the preservation of our history, culture, decision-making processes and their rationale for generations to come.

I take this opportunity, too, to acknowledge the Jamaica Archives Record Department's Diamond Jubilee and to congratulate them on 60 years of sterling contribution to the enhancement and furtherance of national development. The Government of Jamaica, I am certain, is committed to the Records and Information Management programme and, to a great degree, values the continued support of all Records and Information Management professionals.

Message from Mrs Claudette Thomas

MA Library and Information Studies; Government Archivist for Jamaica Archives and Records Department

Yearly, Records and Information Management (RIM) professionals worldwide promote records-related events during the month of April. This year, the Jamaica Archives and Records Department (JARD) in tandem with information management professionals and practitioners have commemorated RIM Month activities.

Interestingly, JARD is commemorating a significant milestone by celebrating its 60th anniversary. It is quite fitting that the public awareness campaign coincides with the RIM Month 2022 activities. On February 15, 2022 the Diamond Anniversary of the Jamaica Archives, heralded the commencement of 60 years of dedicated service to the people of Jamaica in records and archives management. To commemorate the 60th Anniversary, JARD will showcase the work and contribution of the JARD Team, especially the impact and influence of the Government Archivists, and testimonials of researchers who utilised the collections preserved for societal memory and research.

For RIM Month 2022, key stakeholders will be engaged in a public forum, webinars, as well as virtual tours of JARD. The primary objectives of this year's celebrations are: (a) to promote the JARD brand and its role in the preservation of Government Records, and (b) to share best practices of Records Management in Government with key stakeholders. Our series of activities will be staged under the theme, "Transforming Information and Records Management: Bridging the Gap". We hope to transmit the message that information is essential to government operations, and should be treated as an asset. As such, well managed information promotes business continuity and good governance. This is because records are the source of authentic, trustworthy, and evidentiary information.

However, there are clear gaps which must be bridged. The existing gaps are: inadequate Information and Communication Technology resources, limited skilled information professionals with adequate cutting-edge skills, and risk of losing our documentary identity. Consequently, the Government of Jamaica embarked on and achieved an important milestone with the promulgation of the 2018 RIM Policy for the public sector. This Policy fits with internationally accepted records management standards.

I must once again impress on you the importance of transforming the way we manage information and records. It is essential to the preservation of our country's rich heritage. Consequently, JARD and its key stakeholders are leading the charge in the transformation process. We aim to bridge the gap to ensure that there will be sufficient ICT for managing information and records, to build the capacity of RIM professionals, and to safeguard our national heritage. This has already started with the promulgation of the RIM Policy and the implementation of the RIM Programme in the public sector. I salute the RIM Professionals and the JARD Team in the work already done in this regard. We will continue to work diligently until there is full modernisation of RIM throughout the Government of Jamaica.

JARD: Championing Change in RIM

Contributor: Tricia Lawrence-Powell (Director, User Services and Conservation, National Library of Jamaica)

The Jamaica Archives and Records Department (JARD) continues to shape the cultural, social, educational and structural adjustment framework for Jamaica through dynamic but guided records and information management programme. In 2014, the Office of the Cabinet and JARD commissioned a consultancy to study the records and information management practices throughout the Civil Service with an aim to reduce risk (fiduciary and legal) through the implementation of a central policy.

The parameters of the study spanned thirty-seven (37) entities against international standards and best practices – primarily ISO 15489-1 and 2. It is expected, and as stated by ISO 15489 section 4, that the benefits of records management are to govern "the practice both of records managers and of any person who creates or uses records in the course of their business activities". This is further explained to include setting policies and standards; assigning responsibilities and authorities; establishing and promulgating procedures and guidelines; providing a range of services relating to the management and use of records; designing, implementing and administering specialised systems for managing records, and integrating records management into business processes[1].

This situational analysis of records and information management forms the basis for public sector wide generalisation and the findings influenced three major outputs for a more structured, controlled and compliant environment: these being a national policy, legislative review and MDA-wide training and capacity-building programmes. This shift has allowed for faster, more reliable, authentic and compliant decision-making throughout GOJ. It also allows for the preservation and conservation of key pieces of our past as we seek to preserve our identity and make better our future.

As JARD continues to shape the nation toward its destination where Jamaica becomes the place of choice; it remains cognizant that information and communication technologies must be fully emerged into the programme to create a modern environment that is globally competitive. Recorded information influences impactful decisions and when packaged, with the required technologies that are disruptive and allows for detailed analysis and insights, our leaders will be fully aligned with peers globally. JARD is well on its way through another phase of consultancy to ensure that all ministries, departments and agencies are integrated over a network where Big Data, disruptive technologies and the "Internet of Things" marinade to affix and create a legacy for the world to see information exchange, knowledge management, archival management and a self-reliant nation navigating through the web of bits and bytes to change today's circumstance towards a globally efficient position.

JARD's change management agenda is well on its way and will in short order be manifested under the National Identification Systems Project. I have started the project and cannot wait to see the full implementation. Cheers to Jamaica having control of its destiny with key information as support.

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[1] Information and documentation – Records Management – Part 1: General (ISO 15489-1. 1st ed. 2001-09-15

About JARD – Roles and Responsibilities

Contributors: Jeanetta Philips (Acting Senior Archivist), Racquel Stratchan-Innerarity (Senior Archivist), Joan Brown-O'Connor (Records Management Analyst) from JARD

Many are unaware of the existence of Jamaica Archives and Records Department (JARD). As we celebrate our 60th anniversary, we aim to raise greater awareness of JARD and how we serve the Government and citizens of Jamaica. JARD consists of four units: the Office of the Government Archivist/Direction and Administration, the Audio Visual Unit, the Government Records Centre, and the Jamaica Archives Unit. Read about the various roles and responsibilities undertaken by the officers of JARD below.

Office of the Government Archivist/Direction & Administration

(Seated: Claudette Thomas, Government Archivist; Standing from left to right: Andre Smith, Allison Milwood, Melisa Walker, and Nolan Sinclair)

Government Archivist

The Government Archivist is responsible for developing and coordinating policies and procedures for the operations of the units; promoting the interests of JARD; and providing secretariat support to the Archives Advisory Committee.

Executive Secretary

The Executive Secretary is responsible for providing administrative and secretarial support to the Government Archivist concerning the GOJ RIM Policy & Programme, the Archives Advisory Committee Meetings and other meetings.

Automated Systems Manager

The Automated Systems Manager is responsible for managing the information and communication technologies in JARD.

Facilities Manager

The Facilities Manager is responsible for planning, organising and coordinating the management of properties, facilities

and infrastructures of the JARD units in accordance with prescribed regulations.

Secretary

The Secretary is responsible for providing secretarial and administrative support to the Facilities Manager, ensuring the procurement of goods and services, organising repairs and maintenance of furniture and equipment, and managing stock and inventory.

Registrar

The Registrar is responsible for maintaining and coordinating an effective records keeping system; thereby ensuring proper recording, filing, dissemination and retrieval of documents and files in accordance with the national and international standards policy of the Department.

Bearer

The Bearer is responsible for performing mail services, collecting and dispatching correspondence within JARD units and to various MDAs.

Office Attendants

The Office Attendant is responsible for performing all attendants' duties and the general cleaning duties and maintenance of the office.

Watchmen

The Watchmen are responsible for providing security to the premises. Ensuring that the building is never left unattended and to call emergency services in the event of a disaster.

Audio Visual Unit

(From left to right – front row: Sashana Hunter, Kasandia Windette, Marcia Vernon-McKay, Suzette Smith-Corinthian, and Jeanetta Phillips. / From left to right – back row: Ramone Berbridge, Kenroy Whilby, Sean Haye, Raaim Williams, Orlando Brown, and Ricando Wilks).

Senior Archivist

The Senior Archivist is the head of the Audio Visual Unit and is responsible for managing the staff and the operations of the Unit through the management and preservation of the collections, assisting in recruitment and the supervision of professional, technical and support staff and providing efficient service to researchers both locally and internationally.

Assistant Archivist

The Assistant Archivist is responsible for the preparation of inventories, organisation and classification of the collections, providing assistance to external users of the Archives and assists with the population and maintenance of the audio visual database.

Records Analyst

The Audio Visual Records Analyst is responsible for managing and organising the collections of the Audio Technical Assistant Visual Unit, supervising and coordinating the work of staff and ensuring that the technical and conservation tasks are carried out efficiently and effectively according to regulations and international standards.

Senior Conservation Officer

The Senior Conservation Officer is responsible for guiding the preservation of audio visual records, supervising the staff of the Conservation Section and preparing and implementing the Preservation Policy in accordance with regulations and international standards.

Conservation Assistant

The Conservation Assistant provides preservation support and assists the Senior Conservation Officer in the digitisation of the audio visual collections.

Senior Audio Visual Technical Officer

The Senior Audio Visual Technical Officer provides technical and clerical support, supervising the staff of the Technical Section, viewing, cataloguing, classification and inventorying of the collections and maintaining the database of audio visual records.

Technical Assistant

The Technical Assistant provides technical and clerical support, this includes the viewing, cataloguing, classification and inventorying of the collections and maintaining the database of audio visual records.

Government Records Centre

(From left to right: Joan Brown-O'Connor, Charnele Hall, Monifah Walker, Deniege Chambers, Gillian Shakes, Kimberly Blackwin, and Monique O'Gilvie).

Senior Archivist

The Senior Archivist is the head of the Government Records Centre and is responsible for developing and coordinating policies and procedures for the operations of the Government Records Centre, planning, organising, directing, controlling and evaluating the operations of the GRC and ensuring the safe custody of records deposited at the Centre.

Senior Records Management Analyst/ Records Management Analysts (RMAs)

The Records Management Analysts are responsible for providing Ministries Departments, Agencies, Statutory Bodies and Public Enterprises with professional and technical assistance in the records life cycle management (creation, distribution, use, maintenance, disposition, and preservation) to ensure compliance with the Government of Jamaica Records and Information Management (RIM) Policy (2018) and the Archives Act 1982 and Regulations 1988.

In addition, RMAs conduct research on RIM matters, execute displays/ exhibitions, facilitate tours, coordinate and execute RIM events, and develop circulars and other publications. Further, RMAs support the Archives Advisory Committee regarding the destruction of records. Lastly, as the RIM Implementation Team in all MDAs, the RMAs monitor and train personnel and report to the Government Archivist and Assistant Archivist on all issues/ challenges and conduct RIM audits and assessments to recommend digitisation for organisations.

Records Clerks

The Records Centre Clerks are responsible for the initial processing of all incoming documentation and accessions for integration into the GRC systems. In addition, they are responsible for organising, filing, and maintaining the records located in the records centre. They are also instrumental in facilitating tours.

Secretary

The Secretary performs the administrative functions of the Government Records Centre and provides support to the Senior Archivist.

Jamaica Archives Unit

(From left to right – seated: Marsha Vassel, Racquel Stratchan-Innerarity, and CarlyAnn McNickle-Francis. / From left to right – standing: Tracey Ann Smith, Mekko Walker, Uron James, Judith Green, Jagon Clarke, Julie Hamilton, Isheka Lindsay, Lascelles White, Cassandra Thompson, and Margaret Pryce).

Senior Archivist

The Senior Archivist manages the operations of the Archives Unit to ensure the acquisition, preservation and access to the archival materials through advocacy, the development and implementation of operational systems and the provision of outreach programmes to the public.

Assistant Archivists

The Assistant Archivists undertake the arrangement and description of archival materials and the provision of access to researchers by retrieving archives, conducting research and responding to enquiries. They also assist in organising public outreach events such as exhibitions and tours.

Archives Restorers

The Archives Restorers undertake the conservation of archival materials to bring them back as close as possible to their original condition by repairing the damage caused by natural, chemical and biological factors, which involves collating, binding and strengthening paper sheets.

Conservation Supervisor

The Conservation Supervisor plans and organises the preservation and conservation of the archival materials through the examination and evaluation of their condition, and advise on the optimum handling, storage and display conditions (e.g. correct light, relative humidity, integrated pest management and temperature control) for the archives in their care.

Photographers

The Photographers conserve and reproduce archival materials through reprographics (microfilming) and digitisation to enhance access.

Highlights: Launch of RIM Month 2022

Contributor: Deniege Chambers (Acting Records Management Analyst, JARD)

On April 6, 2022, the Master of Ceremonies, Mrs. Marline Stephenson Dally, kicked off the launch of RIM Month on an exciting note at the Jamaica Pegasus Hotel. Members of the media fraternity including popular RJR Broadcaster, Dr. Orville Taylor, and the JIS Media Team were on location to provide live broadcasts and online streaming.

On the agenda for the first segment were various key stakeholders including Jamaica's Chief Records and Information Management Professional Mrs. Claudette Thomas, Government Archivist, who set the tone for the ensuing events throughout the month of April 2022, by outlining JARD's major milestone in recognition of its 60th Diamond Jubilee Anniversary, and some of the key activities in her opening remarks. Then, Mr. Wayne Thompson, Principal Director, Public Sector Modernization Division from the Office of the Cabinet, brought the first greetings. He was followed by the Honourable Robert Morgan, Minister without Portfolio in the Office of the Prime Minister. The Minister shared the importance of RIM and the role of JARD and provided a few key government plans related to RIM. Minister Robert Morgan emphasised that JARD "is the memory of Jamaica."

Keynote Speaker, Mr. Emerson Byran, Certified Archivist in Information Management & Technical Consultant/ Operations Manager, FUJITSU Caribbean captivated the attention of the audience with his riveting presentation which was centred on electronic-RIM. That segment of the agenda was closed out with a vote of thanks by Mr. Damian Cox, Acting Principal Director, Information Division, Office of the Prime Minister.

The second segment of the agenda featured the Public Forum which had a distinguished list of panellists who explored a range of topics centred on this year's RIM Month's theme "*Transforming Information and Records Management – Bridging the Gap.*" The Honourable Robert Morgan provided an overview of Information Portfolio on the Office of the Prime Minister. Then, Laws and Regulations Governing the Management of Records in the Digital Age was presented virtually by Mr. Dwaymian Brisette, Information Services and Communications Manager, Eastern Caribbean Supreme Court, Castries, St. Lucia. Next, from the Registrar General's Department, Ms. Tameka Clough, Director, Operations Management Division and Deputy Chief Executive Officer made her attention grabbing presentation on Effective Management of Vital Event Records (Public Records). Also using the virtual platform was Dr. Patrick Anglin, University Data Protection Officer, University of the West Indies, Regional Headquarters. Dr. Anglin discussed Implications of Jamaica's Data Protection Legislation on Operations and Records Management.

When the curtains closed on the RIM Month launch, the event had put RIM into sharp focus, and had set the tone for the exciting and "edu-taining" prospects that the RIM Month celebration seeks to achieve.

RIM TIP #1

FILE IT

Resources Needed:

- Records
- Folder
- Minute sheet
- Treasury tags
- Tools for labeling
- Index
- Storage equipment

Needless Filing:

This is the filing of: publications, "information only" copies, generally issued directives and routine communications.

Docket Files & Use Minute Sheets

1. Assign appropriate classification to all folders.
2. File records received by the Registry then send to the respective officer for action.
3. Place records on the right hand side of the file folder, securing it with treasury tags.
4. File records in date order (the most recent on top).
5. Place Minute Sheet(s) on the left hand side of the file folder.
6. Number all sheets if record has less than 10 sheets. Number first sheet only if record has 10 or more sheets. Use a red ink pen.

FILE IT SO YOU CAN USE IT!

Designed by Krystelle Scott

Spotlight on RIM Implementation Team

The Government of Jamaica ("GoJ") has committed to improved integration and harmonisation of government information infrastructure and systems, and enhanced service delivery through the development and implementation of an effective Government Records and Information Management (RIM) Programme. The RIM Implementation Team consists of Records Management Analysts (RMA) from Jamaica Archives and Records Department, a Projects Coordinator and Consultants from the Office of the Cabinet and the Information Division. The support provided is demonstrated in the chart to the right.

Each Team Member, present and past, shared their experience/views on the RIM Implementation Project.

Current Members of the RIM Implementation Team

Joan Brown-O'Connor
(RMA, JARD)

I am actively involved in all activities as an RMA. I assist with planning, training, engaging stakeholders to fulfil their objectives, monitoring and reporting. Therefore, I have noticed growth among participating entities. They have testified of their ability to locate missing files, identify vital records, remove inactive records and destroy records.

Being a part of the RIM Implementation Team is great. The Team goes above the call of duty and beyond workhours to accomplish tasks and review documents to provide feedback. I enjoy training persons on the various elements of the RIM programme and seeing the expected results. This is my favourite aspect of the RIM Implementation.

The biggest accomplishment of a participating entity is implementing documented records management procedures and implementing a system where records are organised within the entities.

Deniege Chambers
(RMA, JARD)

My favourite aspect of the RIM Implementation is the trainings/ workshops, as they give me the opportunity to interact with various MDAs and their staff. It is a wonderful feeling when the attendees grasp the concepts and are able to proceed with the activities.

The RIM Programme has impacted the entities positively, quite a lot of these entities are enthusiastic to implement the Electronic Content Management simultaneously with the manual RIM Programme. One of the biggest accomplishments is an entity being able to decongest records to create storage spaces through the process of the RIM Implementation Project.

The experience, as a team member, is rewarding to be able to impart RIM knowledge and skill sets to the various Cohorts.

Krystelle Scott
(Senior RMA, JARD)

As an RMA, I provided technical support to assigned MDAs. Now as the Senior RMA, I am responsible for preparing the timelines and reports and generally overseeing the implementation process and providing technical support to the RMAs. Being a part of the RIM Implementation Team is an eye-opening experience. From this unique vantage point, I am able to observe the current RIM practices in the MDAs and watch the transition from the old RIM System to the new one take place.

I have noticed significant growth in the participating MDAs. The handholding provided by JARD decreases as the representatives become more familiar with the activities. Therefore, they can undertake tasks with most of the support coming from their teams and/RIM Committees. If uncertainties arise, the RMAs would only provide instructional advice.

I am most impressed by the accomplishments of HEART/NSTA Trust. The Trust faced numerous setbacks due to the recent merger and a series of staff changes directly impacting the RIM Implementation. However, they were able to re-appoint the RIM Committee. This Committee, along with the Records Manager, assiduously worked to complete four major activities within five months. As of March 29, 2022 the Trust successfully completed the RIM Implementation Project.

My favourite aspect of the RIM Implementation is reporting on entities that are progressing ahead of schedule or have completed their implementation. The best part is knowing that we are involved in making history in Jamaica.

Charnele Hall
(RMA, JARD)

I serve as the Team Lead for the MDAs; guiding the entities in the different activities. As such, I have noticed growth in the entities participating in the RIM Programme. MDAs are more compliant with legislations and are more aware of their functions and the records created. The biggest accomplishments of any participating entity is surveying over 5000 records and developing a new appreciation for RIM.

Being a part of the RIM Implementation Team can be overwhelming at times but it is also rewarding. The end result is definitely worth the hard work. My favourite aspect of the RIM Implementation is conducting trainings. I am able to watch participants be excited about grasping new concepts and completing the survey exercise.

Marland Cranston
(RMA, JARD)

My favourite aspect of the RIM Implementation is helping MDAs with the classification scheme. I love sitting in virtual meetings with members of the various MDAs and helping them identify records series and the titles for the classification scheme. The RIM Programme has had the effect of requiring MDAs to take a systematic approach to records management.

Being a member of the RIM Implementation Team has given me a sense of belonging and commitment to fully "RIM-sensitise" the public sector. My proudest achievement is assisting numerous MDAs with developing their RIM tools. For an example, assisting MDAs with crafting their file plans and conducting records surveys.

Kimberly Blackwin
(RMA, JARD)

I mainly support entities which are to join Cohort IV by sensitising them on the aim of the RIM Project and the activities involved in it. I also support MDAs in the existing Cohorts. I have seen the RIM team from the participating entities become more interested and knowledgeable in Records Management. The biggest accomplishments of any participating entity is completing the programme successfully which will result in improving the RIM practices and contributing to the preservation of Jamaica's documentary heritage.

My favourite aspect of the RIM Implementation is improving the digitisation capacity of the participating entities and looking forward to the establishment of a digital archive database within JARD. Being a part of this team brings meaning to the phrase "team work makes the dream work." Each member always assists in every way to make the RIM Implementation Project a success.

Mekeina McLennon
(Modernisation Projects Coordinator, Office of the Cabinet)

As the Project Lead for the implementation of RIM systems, my role involves providing general project management support and guidance. More specifically, I play a monitoring role, in terms of tracking the implementation status and assessing the issues and risks that may arise during implementation. Hence, I have noticed growth in the participating entities. From the testimonials of some implementing entities, I have seen growth, attesting to the positive impact of the RIM programme. Additionally, I play a contract management role in instances where we have engaged technical consultants to support the implementation of the project. Being a part of the RIM Implementation Team is fulfilling. I have been very fortunate and grateful to be able to work with the team of Analyst from JARD. I have relied heavily on their expertise. I can say that through our collaboration, I have learnt a lot and have gained some Records Management proficiency myself.

My favourite aspect of the RIM Implementation is the quarterly review sessions held with the different Cohorts. These engagements provided me with an opportunity to engage, hear from and interact with the implementing entities. Consequently, I have had the privilege of seeing some of the entities make significant accomplishments. However, I want to highlight and applaud the Jamaica Tertiary Education Commission, a Cohort 2 entity. Mr. Dameon Black and his team exemplified exceptional dedication and commitment to the Project. As a result they are the first Cohort 2 entity to complete their Manual RIM implementation, despite their resource constraints. The entity continues to show commitment to the project and is well positioned to commence implementation of electronic RIM.
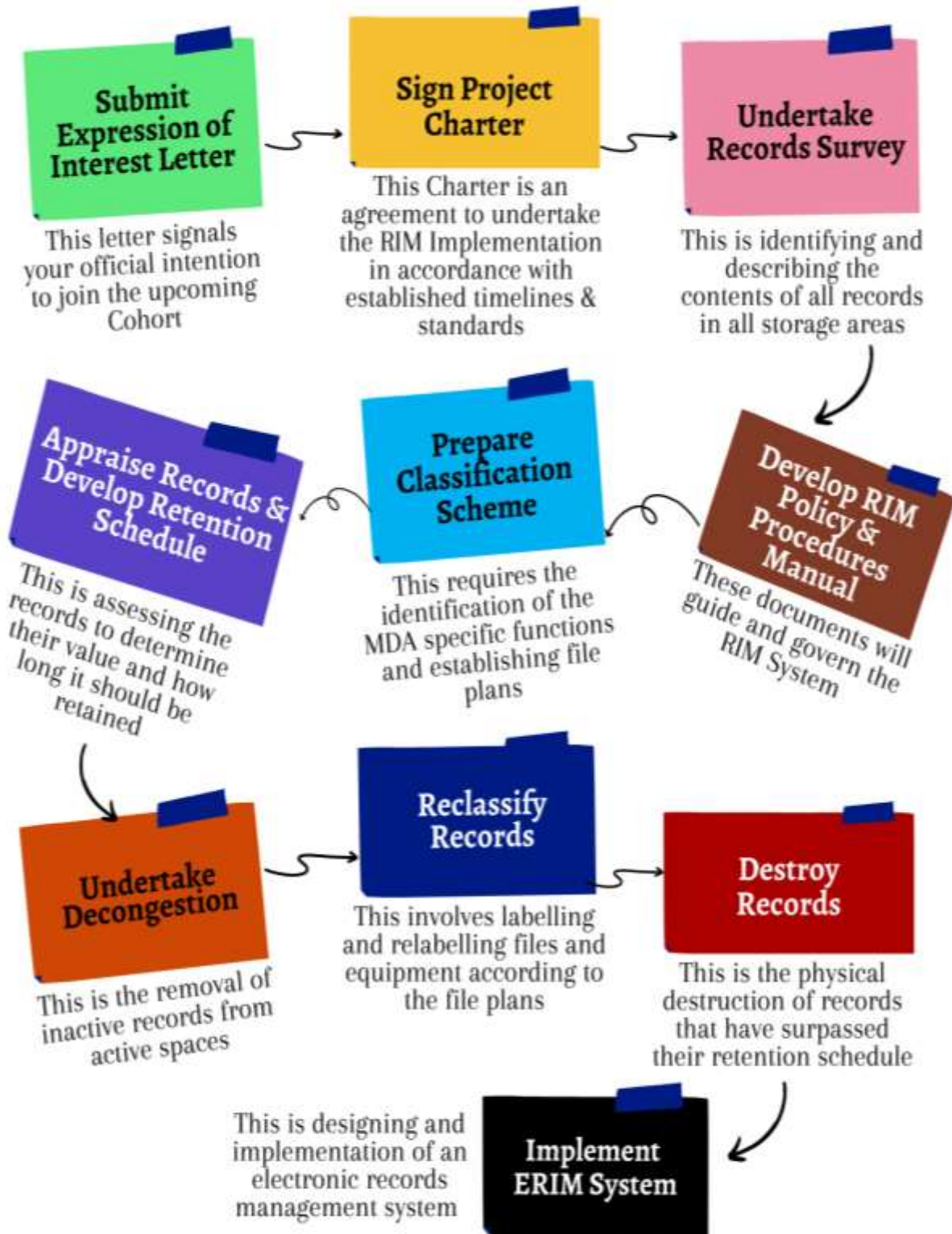
"I believe that the RIM process implemented by JARD will improve service delivery across all MDAs that have adopted this process. In addition, the opportunity for better space utilisation is great without losing critical records."
~ **Daenia Morrison**, Office of the Services Commission

Submit Expression of Interest Letter

This letter signals your official intention to join the upcoming Cohort

Sign Project Charter

This Charter is an agreement to undertake the RIM Implementation in accordance with established timelines & standards

Undertake Records Survey

This is identifying and describing the contents of all records in all storage areas

Appraise Records & Develop Retention Schedule

This is assessing the records to determine their value and how long it should be retained

Prepare Classification Scheme

This requires the identification of the MDA specific functions and establishing file plans

Develop RIM Policy & Procedures Manual

These documents will guide and govern the RIM System

Undertake Decongestion

This is the removal of inactive records from active spaces

Reclassify Records

This involves labelling and relabelling files and equipment according to the file plans

Destroy Records

This is the physical destruction of records that have surpassed their retention schedule

Implement ERIM System

This is designing and implementation of an electronic records management system

Designed by Krystelle Scott

Spotlight (cont'd.)

Previous Members of the RIM Implementation Team

Dr. Kaydene Duffus

(Past Consultant, Office of the Cabinet)

I was one of the RIM Consultants and I served in that role for approximately five (5) years. It was a great experience supporting the team in planning and implementing the various strategies for the programme. My favourite aspect of the RIM Implementation was the interaction with the RIM team in the various MDAs and guiding them in completing their project activities, knowing that I was sharing and transferring knowledge for the greater good of Jamaica.

MDAs implementing RIM would have gained significant benefits from the programme. Practitioners are introduced to new working methods to improve the level of RIM efficiency. The view of records management would have also started to change within many of these MDAs, some of which now have a more positive outlook. Many have recognised the critical role RIM plays in their organisations and by extension, Jamaica's national development. Working alongside the relevant teams to restructure and transform their RIM Units is not an easy feat. However, by committing to the RIM Programme, they are supporting Jamaica's development and a brighter future for the RIM profession.

Kasiya Halstead-Brown

(Previous Senior RMA, JARD)

I played the role of Team Leader and RMA in the RIM Implementation. Being part of the Team was challenging at times as everyone did not understand the importance of implementing a RIM system. There was resistance and lack of support at some MDAs. Nonetheless, completing an activity was a great accomplishment as this was one step closer to the Implementation goal.

My favourite aspect of the RIM Implementation was observing RIM Practitioners being engaged and learning that there was more to RIM than loaning files. Despite the challenges, DDIAS/ Records Managers understood the benefit of an efficient and effective RIM System. As a result, they found strategic ways to participate in the Implementation Project.

Cornelia Francis

(Asst. Archivist, JARD)

I was one of the Members that visited different Agencies and was hands-on with the records as it relates to sorting, organising, grouping and taking notes of our findings. Being on the RIM Implementation Team was a great experience. I liked being hands-on instead of being around a desk. I was able to apply my knowledge of records-keeping and learn new techniques. The fact that we were able to directly communicate with the MDAs and their staff was beneficial because I believe it made the communicating of recommendations go more smoothly.

My favourite aspects were the training and observing how the Ministries/Agencies "handled" their records. I was able to learn from other members of the Team. This was good as I believe that everyday should be taken as a new day to learn new things or to improve on the things you already know. I was able to leave that experience more knowledgeable than when I started.

Testimonials

"Over the years JARD has provided excellent customer service and technical support to the Ministry of Transport and Mining, especially as it relates to the RIM Implementation Programme. Also, they conceptualised and delivered outstanding training in Records and Information Management to our team. We remain grateful for your support to our Ministry."
~ **Rose Thomas,** Director, Documentation/Information and Access Services

"The phenomenal team at the Jamaica Archives and Records Department (JARD) has been exceptional in providing support to the Ministry of Tourism. The team is reachable and always willing to offer assistance – we are pleased with the actions received at RIM Committee meetings and during the destruction process. JARD, thank you!!!!!
~ **Kasiya Halstead-Brown**, Director Documentation, Information and Access Services

"PICA is grateful for the patience and guidance received throughout our engagement with the JARD team. The team we interacted with was professional, communicated well and was supportive. We look forward to completing the project together."
~ **Amy Johnson-Lynch**, Senior Project Director

"The Jamaica Archives and Records Department has been an Agent of change as it relates to the Implementation of the Records and Information Management Programme. They have provided the support and guidance needed to champion this cause. So, we at the Child Protection and Family Services Agency say, 'Thank You'."
~ **Ms. D. Treleven**, Registrar

"JARD has been an invaluable resource in the successful implementation of the RIM Project at the Jamaica Tertiary Education Commission (J-TEC). Over the years, JARD has provided guidance, the requisite tools and training to personnel which led to the establishment and operationalisation of the Document, Information and Resource Centre (Registry) at J-TEC. We are appreciative of the direction you have provided and look forward to your continued support."
~ **Sashauna Powell**, Team Lead, Document Information and Resource Centre

I have received excellent service from JARD's RIM Analysts on our RIM Implementation journey. The analysts, especially Ms. Krystelle Scott who is assigned to the Office of the Cabinet, consistently provides exceptionally high levels of service. Ms. Scott in particular is approachable, wise and reliably provides thoughtful responses to various queries. I salute the team and wish them all continued success!"
~ **G. Thomas**, Director Documentation, Information and Access Service

"The RIM Project initiative is to be commended as it helps to regularise record-keeping, and put things into perspective. The implementation of the RIM Project also supports standards as, in previous years gone by, each entity managed records using their individual principles and procedures. Additionally, the JARD Team has been very helpful, especially Joan and Krystelle who go beyond the call of duty when called upon."
~ **Ms. S. Denton**, Office of the Public Defender

RIM TIP #2
STORE IT

Records storage precautionary measures:

- Keep file room door locked if a staff member is not present.
- Enable security features on computers and electronic records management software.

- Keep selected records in fire-rated insulated equipment e.g. vaults.
- Duplicates can be maintained in paper form at another location.
- Provide adequate facilities and equipment (automatic fire suppression systems and fire extinguishers) and alarms (automatic smoke detectors) because water damage records can be salvaged; burned records cannot.

Schedule periodic cleaning (vacuuming) and inspection (fumigation).

IF NOT STORED PROPERLY, YOU WILL LOSE IT!

Designed by Krystelle Scott

60th Anniversary – Interesting Facts about JARD

The Jamaica Archives evolved out of Island Secretary's Office (ISO), which was established in 1659. In 1879, that institution was abolished and some of the responsibilities of the Island Secretary's Office were bequeathed to the Island Records Office.

On February 15, 1955, Clinton Vane de Brosse Black, CD, JP, F.S.A was appointed the first Government Archivist of Jamaica and the first in the Commonwealth. **February 15, 1962** is the official date of the opening of the building known as the Jamaica Archives Unit. The Unit was built to resemble the Georgian buildings that surround it.

G-RIM is the only Records Management network in Jamaica and it is chaired by the Government Archivist.

Interesting historic records held at the Archives Unit include:
- A record of "Con" Phillips, the notorious Mistress of the Revels (Kingston Register of Marriages, 1762);
- The only official marriage of Annie Palmer, the "White Witch" of Rose Hall estate (Register for St. James); and
- The trial of Lewis Hutchinson, the mad murderer of Edinburgh Castle, St. Ann (stored in the records of the Grand Court).

The Archives has four (4) collections that been added to the UNESCO, Memory of the World International Register. These are the:
  i.   Registry of Slaves of the British Caribbean 1817-1834, inscribed in 2009 and held collectively with Bahamas, Belize, Dominica, St Kitts and Nevis, Trinidad and Tobago and the United Kingdom
  ii. The Indentured Immigrants Collection, inscribed in 2010
  iii. The Silver Men of Panama: West Indian Labourers at the Panama Canal, inscribed in 2011 and held collectively Barbados, Jamaica, Panama, Saint Lucia, United Kingdom, United States
  iv. The West India Committee Collection, inscribed in 2016 and held collectively with Anguilla, Antigua and Barbuda, Jamaica, United Kingdom, Montserrat

RIM Implementation at the HEART/NSTA Trust

Contributor: Samantha Robinson Edwards, Records Manager

Preparing the Records Classification Scheme and File Plan

Prior to the merger of the HEART Trust/NTA, the National Youth Service, the Jamaica Foundation for Lifelong Learning and the Apprenticeship Board in 2019 to form the HEART/NSTA Trust, there was no structure in place to guide how records were filed and arranged. All four entities utilised a subject classification system to file their records, that is, alphabetically placing correspondences or documents that related to the same subject in the same file. This system allowed employees of the individual entities to easily locate a record related to the same subject. However, since the merger, it was recognised that the subject classification method of arranging files was not best suited for the Trust due to:

- the inability to ascertain why some records were created in each entity as employees do not understand the subject matter;
- overlapping or duplicating of subject titles as the list of subject titles have grown;
- inconsistent subject titles made it difficult to retrieve information; and
- some records related to the same subject matter were found in different files.

With the Trust signing the Records and Information Management (RIM) Project Charter in November 2019, this paved the way for the RIM Department to develop and implement a Function-Based File Classification Scheme in keeping with the RIM Programme implementation activities and the

Jamaican Standard JS ISO 15489-1:2017 Records Management which stipulates that: "*Development of business classification schemes that are applicable to records should be based on an analysis of functions, activities and work processes*". Classifying records based on business functions provides more stability in the event of another merger or decentralisation as it will be based on why the records were created (function) and not what they are about (subject).

The Jamaica Archives and Records Department (JARD) provided Ministries, Departments and Agencies with 13 common areas of the Function-based Classification Scheme. This meant that the RIM Department would focus on developing the Scheme for the functional areas that were specific to the HEART/NSTA Trust. Fortunately, the Trust has an Organisational Systems and Processes (OSP) Department with the responsibility for identifying the core and sub-functions and how they relate to the achievement of the Organisation's mandate, mission, and vision. The OSP Department also analyses and maps the key and supporting processes within each Division to ascertain the step-by-step activities and/or transactions and their associated inputs and outputs. This made the RIM Department's work effortless as the OSP Department addressed the seamless integration of functions, processes, and activities across all four entities and ensured that each record had a defined place in the classification scheme. At the end of the

process, we added nine (9) defined specific functional areas to complete the Function-based Classification Scheme.

For the financial year 2020-2021, the RIM Department identified three departments to pilot the development of the Records File Plan and the reclassification of one record series. A record series is a group of records pertaining to a particular function that resulted from the same activity. This was a daunting task but the Analysts from JARD provided the necessary assistance. Kimberly Blackwin conducted a one-day online training workshop and took the three departments on a virtual tour to understand the need for the records file plan, how to use the Classification Scheme to develop the file plan and the process of reclassifying the files. Then, Krystelle Scott supported the teams with the development of their records file plan by reviewing drafts and making the necessary recommendations for improvement. Each team worked tirelessly drafting and updating their plans until Ms. Scott gave the stamp of approval.

With time against us, the RIM Department worked with each team incessantly to reclassify one record series. The benefits of this exercise were clear as reclassifying by business function helped to:

- connect the records to the context of their creation;
- document the relationship of each record to others from related activities;
- provide consistency in describing records;
- utilise a standardised directory structure that mapped records in electronic format to paper records;
- enable the quick retrieval of records; and
- reduce unnecessary duplication of records.

The experiences gained in the pilot phase has encouraged the RIM Department to work assiduously and assist the remaining departments and institutions to develop their file plans and reclassify records to ensure the structured management of the HEART/NSTA Trust's information assets.

Purchasing Software Services: Factors to Consider

Contributor: Shrona Scott (Information Technology Professional)

Decision-making is an essential aspect in the procurement of services to improve one's market share. Various factors guide the decision-making process in whether one builds their software applications, outsources from a vendor or uses the Cloud computing/Software-as-a-service (SaaS) services. Three such factors are: Functionality, Cost of the System and Security.

In the article "Features vs Functionality: How to accurately compare software systems (Free Template)", Paget (2017) established that the functionality of the system was more important than the features. Before a company sources a vendor or service, they should have a prioritised list of functional requirements that the system can accomplish. A system or service will be selected or built that best model the high-level functional requirements of priority. Paget (2017) details that system functionality when purchasing should be tested. Usually, testing is done in a trial period (if offered by the vendor or service provider) or during implementation.

Testing assesses the efficiency of the system in its desired outcomes, its usability, and the learning curve of the system. All the tested factors ensure that the system is the optimal choice for the organisation. If the system is operational but not user-friendly, it would be a costly investment for the company regarding current and future staff training and possibly restructuring or replacing the system due to its complexity. System functionality leads to the cost factor.

The cost of the system addresses the price of the service or procurement of the software application and the costs associated with implementation, data migration, staff training, and data cleansing before migration. The cost aspect of the research is usually addressed as economic feasibility. Implementation would consider the system's ability to integrate with other software or systems in the company's environment. A cost-benefit analysis breaks down the cost associated with each aspect of the system and the payback/breakeven of the system.

The payback/breakeven period is when the company sees returns on its investments (ROI). Any investment by a company is to improve the business processes and increase revenue and market share. McGuire (2019), in "7 Things to Consider before Buying Software", stated that purchasing an expensive system is not necessarily correct. Instead, a system selected based on a budget as well as functionality is optimal. The cost factor would also include obtaining suitable security, the next element for discussion.

The security feature or service offered by the provider is an essential factor to consider when making a purchasing decision. Security breaches can be costly/detrimental to a company. McGuire (2019) offered a helpful tip that the privacy policy of any software/service should be reviewed and agreed upon by both the vendor and the purchasing company. The security aspect of the software system or service should address the access to data, data

storage and the protective measures to mitigate breaches. It should also address the policies that govern the frequent monitoring of users' access to data and incident management, should a breach occur (Best Practices for SaaS Security, 2018).

In conclusion, companies seeking to build or purchase their application or venture into cloud computing must contemplate various considerations before doing so. Three factors for consideration are functionality, cost, and security of the system. Functionality is the ability of the system to meet user requirements. The cost entails the price of the software, implementation, data migration, software maintenance and security. The Security aspect addresses the storage of the information and the policies related to the security/ safekeeping of data from faults/ breaches. Those three factors contribute to the overall feasibility of the system in the company's environment.

RIM TIP #3
DESTROY IT

Inactive records should be removed at least once per year; or more frequently for papers with shorter retention periods.

File operators are expected to dispose of records according to the organisation's approved retention/disposition schedule.

Only 5% of records are vital and should be retained permanently.

A list of files that exceed their retention period should be prepared and submitted to the RIM Committee for deliberation.

The Head of Entity, or any Officer (s)he so directs, has the duty to approve all Requests for Records Disposition Authority Forms

ADHERE TO LAW OR BE CHARGED FOR IT!

Designed by Krystelle Scott

Disposition of Official Records

Contributors: Deniege Chambers, Kimberly Blackwin, and Joan Brown-O'Connor, (Records Management Analysts, JARD)

Definition of Disposition and Official Records

The disposition process is an essential part of records management that rests on the premise that most records, whether paper or digital, cannot be kept for long periods or even permanently. Records can be categorised as temporary and permanent.

Temporary records are disposable after a specified period or after an event. While permanent records require long-term preservation because of their legal, historical, research or other values that they hold.

In most cases, records disposition is primarily focused on temporary records. This activity ensures that Government records are efficiently disposed of at the end of their lifecycle. When records have reached the end of their lifecycle a Retention and Disposition Schedule is utilised to guide how long records are kept before it is safe to dispose of them using various destruction methods.

The Archives Act of Jamaica (1982) defines official records as all papers, documents, records, registers, printed material, maps, plans, drawings, photographs, microfilms, cinematograph films and sound recordings of any kind whatsoever, officially received or produced by any public organisation for the conduct of its affairs or by any officer or employee of a public organisation in the course of his official duties. These records provide evidence of an entity's functions, operations, policies, and procedures and must be managed. It is evident from the defined term that records have a lifecycle concept wherein it is created, distributed, used, maintained and then disposed.

Importance of Disposition

Storage maintenance over time is often expensive. As the volume of records grows, access tends to be slower and more difficult. Other important factors of disposition includes:

- Proper records disposition promotes efficiency in a records management programme and will comply with the lifecycle concept of managing records.
- The ability to justify the availability of complete and accurate information will allow organisations to protect the legal and financial right of the government, and staff who work with the records.
- Irregularities in destruction can bring about suspicion, if an organisation is taken to court or if there is an access to information request, the records would have been destroyed to suppress evidence. In addition, having a records disposition programme will allow an organisation to prove that destruction took place as a normal activity in the business practice.
- Furthermore, besides accountability and defence against litigation, an effective and efficient records disposition programme will make retrieval easier, avoid unnecessary destruction and eliminate the need for additional storage.

Procedures for Requesting Records Disposition

Contributors: *Deniege Chambers, Kimberly Blackwin, Joan Brown-O'Connor and Charnele Hall (Records Management Analysts, JARD)*

Records that are closed and considered inactive, due to their temporary value and surpassing their retention period, may be destroyed once approved by the Archives Advisory Committee (AAC).

In order to destroy records, a series of steps outlining the Records Disposition Procedures must be adhered to. These steps are as follows:

1. Conduct a records inventory exercise on all the records to be destroyed. If the records are damaged, it is recommended that you try to capture as much data as possible, especially if there are any unique identifiers.

2. List all the records on a Records Finding Aid form developed or provided by JARD to capture important information such as the name of the file, file description, the open and closed date of the file, along with the location. Other information beneficial to your organisation may also be captured.

3. In triplicate, complete and sign the Request for Records Disposition Authority (RRDA) Form provided by JARD. The RRDA form must state the name of your organisation along with a brief but comprehensive description of the records and the inclusive dates.

4. Prepare a cover letter requesting permission from the AAC to destroy the records. The letter should state the number of boxes of records (or cubic feet), as well as the justification for destruction. The letter should also be signed by your head of entity or the chairperson for the RIM Committee.

5. Prepare a retention schedule signed by the Head of Entity and the RIM Committee chairperson.

6. Once the steps are completed, the information should be packaged and sent to:
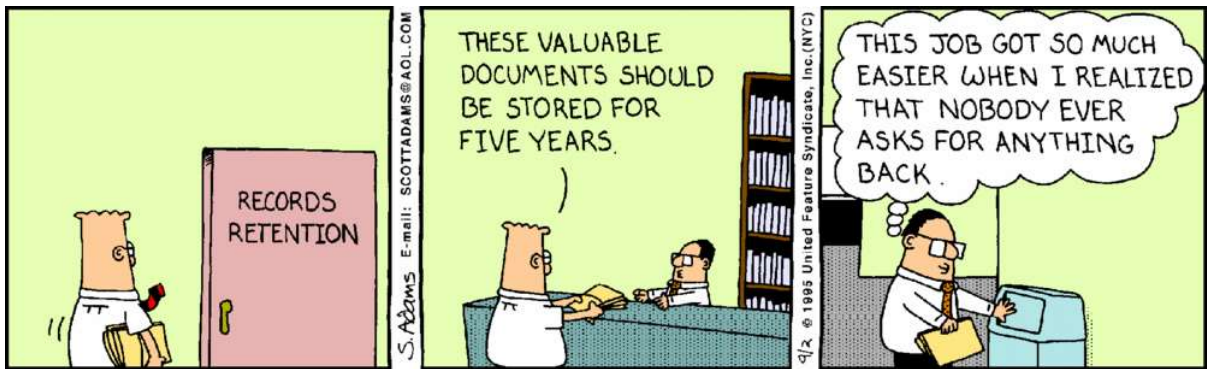
   > The Office of the Government Archivist
   > Jamaica Archives & Records Department
   > 59-63 Church Street
   > Kingston

Upon receipt of the disposition request, a JARD Analyst will make contact and visit your organisation to validate the records. Thereafter, a report will be generated. This report and the disposition request will be submitted to the AAC for final deliberations. Once a decision is made, your organisation will be informed in writing within ten (10) working days after the date the decision was taken.
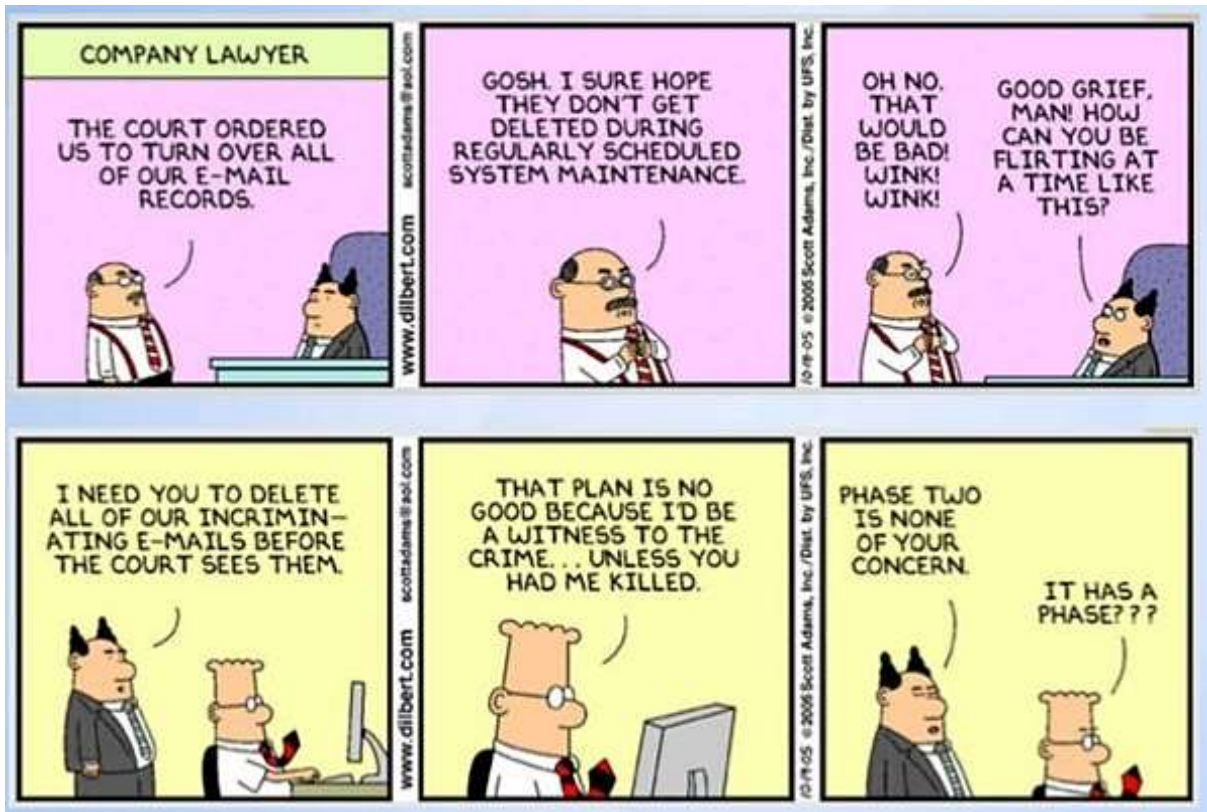
Entertainment Corner

Credit: Docsvault

Credit: Memes Monkey

Credit: Mike Brannon

Credit: University of Washington

Credit: University of Washington

Credit: PBworks
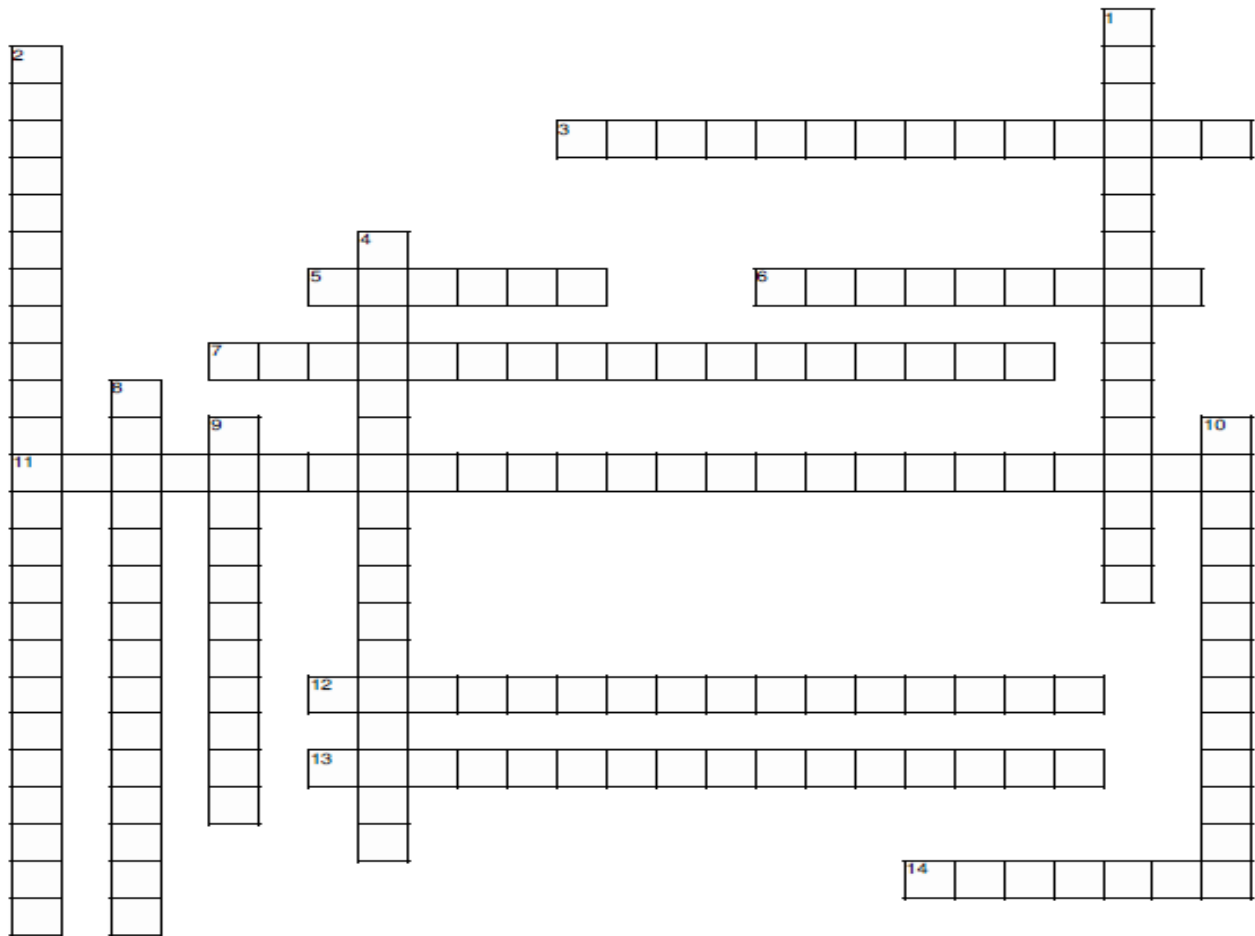

Credit: Karyn Peverill

Credit: Texas State Library & Archives Commission

Credit: University of Washington

Records Management Crossword Puzzle

Please use the words listed below and the clues to complete the crossword

Created on TheTeachersCorner.net Crossword Maker

| RecordsManagement | ArchivesAdvisoryCommittee | Authentic | RecordsLifecycle |

| DocumentControl | InactiveRecord | ObsoleteDocuments | RecordsInventory | Archive |

| VitalRecord | RecordsRetention | DocumentManagementSystem | Record | RecordsCentre |

Across

3. This is not required in the day to day operations of an organization but are still occasionally consulted and have some value to the organization

5. Recorded information regardless of medium or physical characteristics

6. This is a characteristic of a record

7. These must be removed from circulation to prevent unintended use

11. The body which authorizes the destruction of official records

12. The life span of a record from its creation or receipt to its final disposition

13. An established time span in which a particular record may be retained in an organization

14. An accumulation of historical records, or the physical place they are located

Down

1. A detailed list of the quantity, type, function and organization of records

2. Electronic system designed to organize and manage documents

4. The systematic control of an organisation's records, throughout their life cycle, in order to meet operational business needs

8. Ensuring documentation is approved and contains current information

9. Essential for the continuation or reconstruction of the organization after a disaster

10. This is an area for lower-cost storage, maintenance, and reference use of inactive records pending their ultimate disposition

Calendar of RIM Month Activities

			April 2022			P a g e	29
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Phases of the Moon: 4:   11:   20:   26:

Holidays and Observances: 15: Good Friday, 17: Easter Sunday, 18: Easter Monday

RIM Wednesdays

April 6

RIM Month Launch

April 13

April 20

Virtual Training on Records Appraisal

    Facilitator: Dr Kadene Duffus-Dacres
Time: 1:00pm – 3:00pm
Platform: Microsoft Teams

April 27

Virtual Training on Project Management (**for Cohort Four** potential entities only)

Facilitators: JARD Analysts
Time: 10:00am – 12:00pm
Platform: Microsoft Teams

April 29

Release of RIMZINE Issue 2 – Diamond Edition

JARD

Visit our locations

Office of Government Archivist
59 - 63 Church Street, Kingston

Archives Unit
27 King Street, Spanish Town,
Saint Catherine

Audio Visual Unit
36–38 Red Hills Road, St Andrew

Government Records Centre
59 - 63 Church Street, Kingston