



KMSA CONVENTION 2019

***Leveraging the 4th Industrial Revolution: KM Systems to meet
Africa's
Sustainable Development Goal***

**Information Management in the 4th Industrial Revolution
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Agenda

- ▶ Previous Industrial Revolutions
- ▶ What is the 4th Industrial Revolution
- ▶ Changing dynamics in the “information age”
- ▶ Records and Information Management responsibilities (and challenges)
- ▶ Paradigm shifts

Caveat

- ▶ Focus is on Records and Information Management
- ▶ True “Information Management” must include IT and Business use of information





“A rose by any other name still has thorns.”

Mullon 2019

Previous Industrial Revolutions



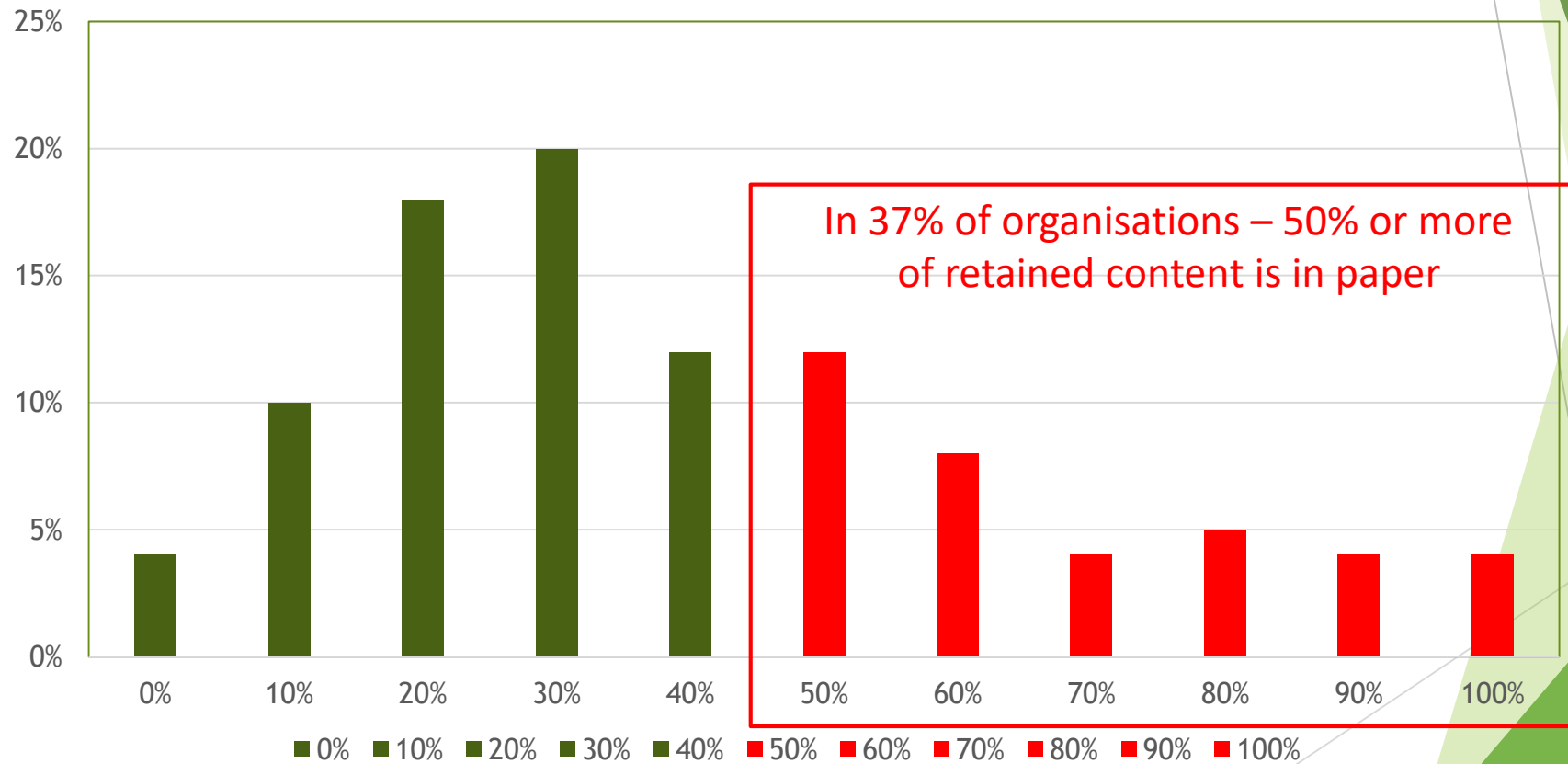
Navigating the next industrial revolution

Revolution	Year	Information	
	1	1784	Steam, water, mechanical production equipment
	2	1870	Division of labour, electricity, mass production
	3	1969	Electronics, IT, automated production
	4	?	Cyber-physical systems

MANY ORGANISATIONS AND RIM PROFESSIONALS AREN'T HERE YET

What is being stored?

What %age of your content is in paper form?



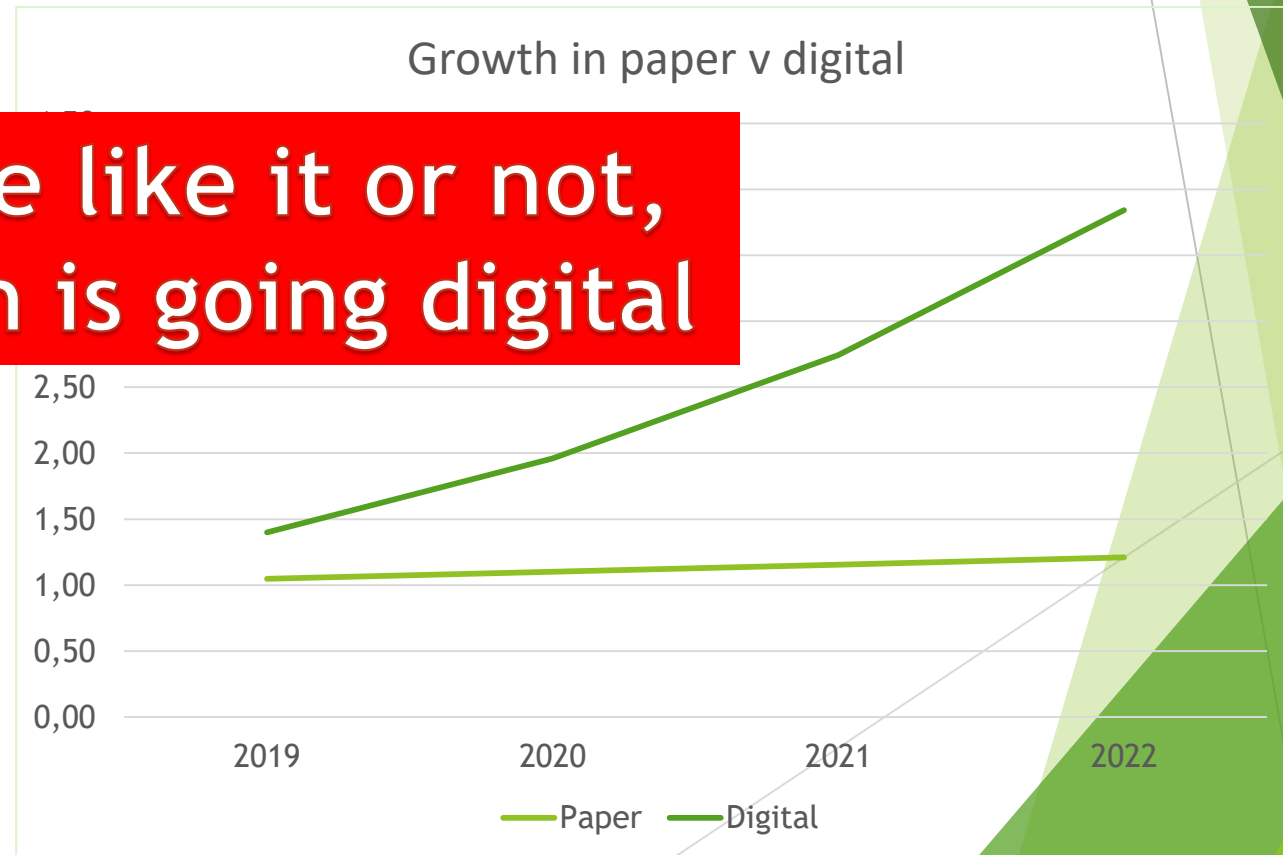
Phew: We're safe!!

- ▶ That's a lot of paper, so traditional records management is safe?

**Whether we like it or not,
Information is going digital**

Sources:

- IDC
- Pulp and paper industry



AIIM - Intelligent Information Management

1. Every organization is on – or should be on – a **Digital Transformation journey**
2. A rising tide of information chaos & confusion.
3. Demand for new information management practices
4. 4 key IIM practices:
 1. Modernizing the information toolkit.
 2. Digitalizing core organizational processes.
 3. Automating compliance & governance.
 4. Leveraging analytics & machine learning.

Modern data sources

- ▶ Email messages and attachments
- ▶ Social media and blog posts (consumer and business)
- ▶ Text messages and instant messages
- ▶ Photos, videos and audio (multi-media, photos, videos, conference calls, voice mails, memos, etc.)
- ▶ Machine-generated data (log files, call detail records, etc.)
- ▶ Technology data - from cars, robotics, Process automation, factory automation
- ▶ Structured data (database/transactional)
- ▶ Scanned images
- ▶ Other Electronic content (Born digital documents and records)
- ▶ Paper records

Think how few of these are under Records and Information Management control!

Key observations

- ▶ Some organisations are already in 4.0
- ▶ Some parts of organisations are still in 2.0
- ▶ Most records managers are comfortable in 2.0
- ▶ Massive shift towards data (Big data), systems generated data
- ▶ This will be out of records control
- ▶ Information Governance is a burning evidence that there is a need to manage diverse information objects

How RIM can help the organisation succeed

Requirement	Information Management value
Corporate Governance	Compliance to all laws. Retention and disposition management. Protection of Privacy information Improved risk management
Employee retention	Improved working environment – faster access to accurate information
Regulatory compliance	Accurate, timeous, complete reporting
Profitability and cost containment	Deletion of unnecessary information. Management of storage costs
Process efficiency	Reduced process steps. Faster, accurate, more complete processing
Customer satisfaction and retention	Better service. Faster resolution of queries.
Innovation and competitive advantage	Faster time to market Better analytics and research information management New Information-centric products and opportunities

How new technologies can assist RIM

- ▶ Machine learning
- ▶ Indexing and classification (Auto tagging)
- ▶ Analysis of e-mail and other unstructured content)
- ▶ Automated business rules - physical, electronic, retention and destruction
- ▶ Assistance with eDiscovery, policy audits, investigations

Key RIM implications

- ▶ Build closer relationships with IT
- ▶ Build closer relationships with business
- ▶ REALLY understand classification (beyond file plans)
- ▶ Move towards Information Governance (IG) and think “IG by Design”
- ▶ Add value to business processes (Capture records early)
- ▶ Get the physical records house in order
- ▶ Understand electronic records (and documents)
- ▶ Understand digital preservation

Opportunity or Threat (Paradigm shifts)

- ▶ Information is at the heart of business disruption
- ▶ The choice to disrupt or be disrupted lies with you
- ▶ New technologies can assist with repetitive mundane tasks
- ▶ Savvy records managers will focus on and learn new value-add skills
- ▶ There will be pain. How much, depends on whether you force the changes or are forced.
- ▶ Your organisation will change. Your organisation is changing.
- ▶ Understand, manage, optimise, leverage information assets.
- ▶ Add value. Be relevant.



**KNOWLEDGE
MANAGEMENT
SOUTH AFRICA**

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Thank You!!

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