



# **KMSA CONVENTION 2019**

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

**Information Management in the 4<sup>th</sup> Industrial Revolution**  
**Paul Mullon**  
**COR Concepts Information Management Consulting**

**Hosted by**



# Agenda

- ▶ Previous Industrial Revolutions
- ▶ What is the 4<sup>th</sup> 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



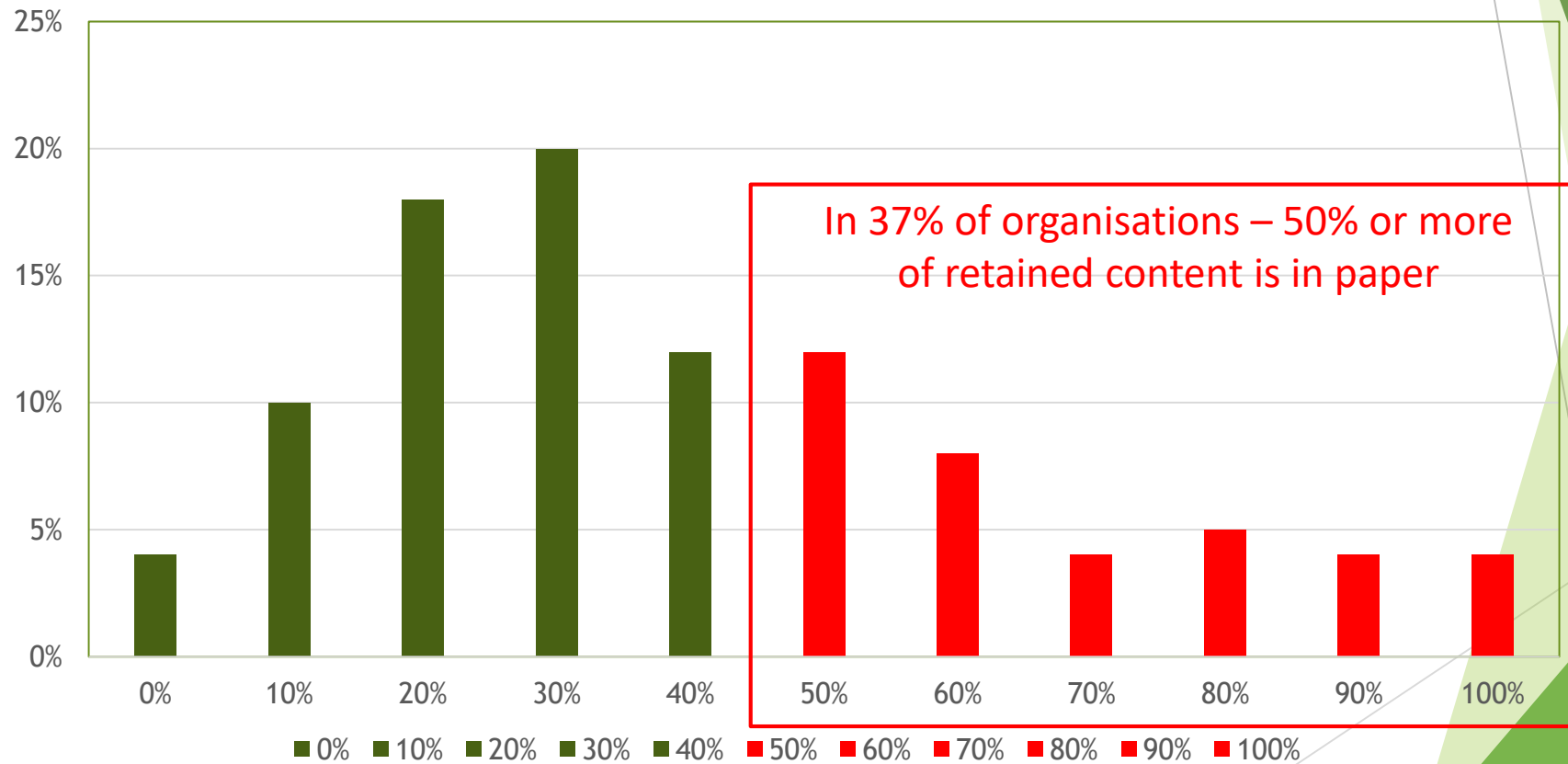
## Navigating the next industrial revolution

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?



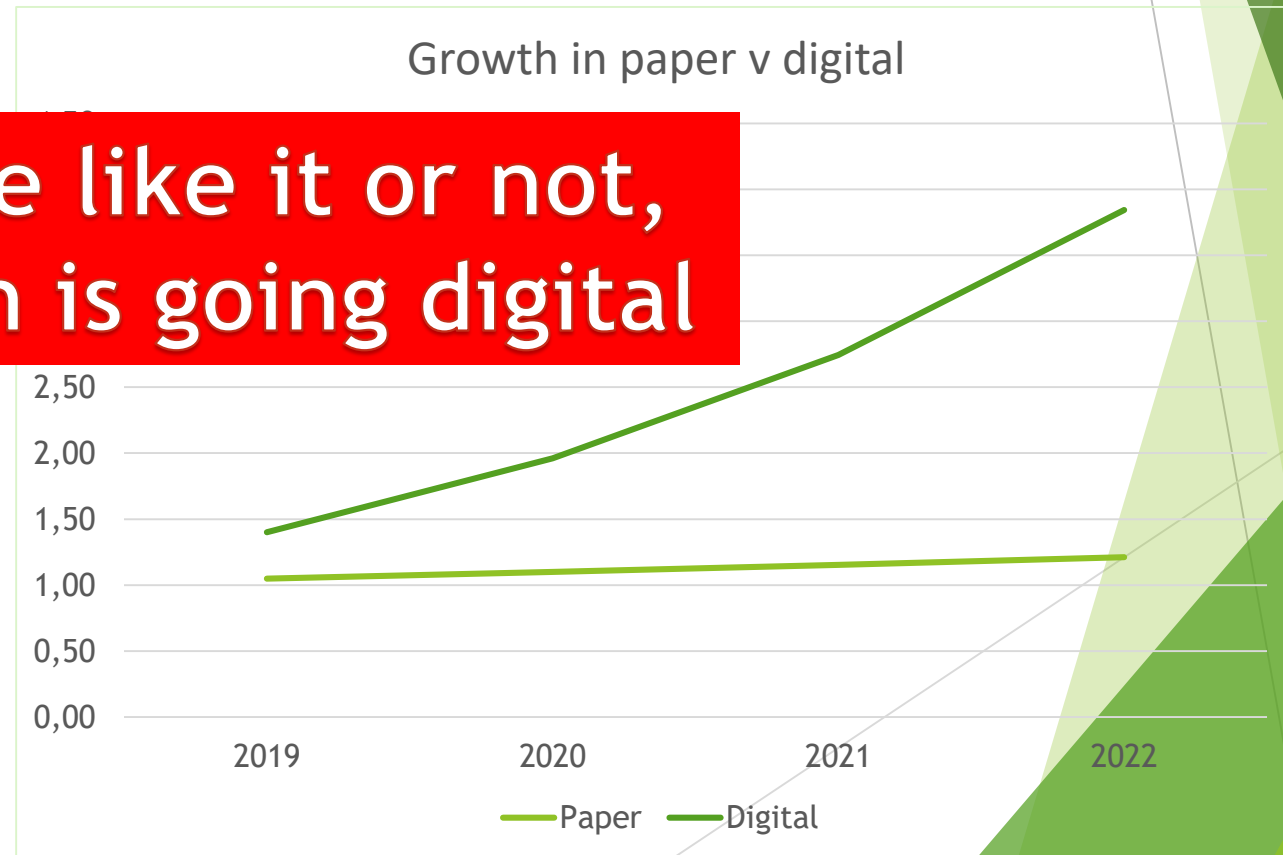
# Phew: We're safe!!

- ▶ 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

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



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# **Thank You!!**

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