

## 2009 Records Management Survey

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The Information You're Looking For.

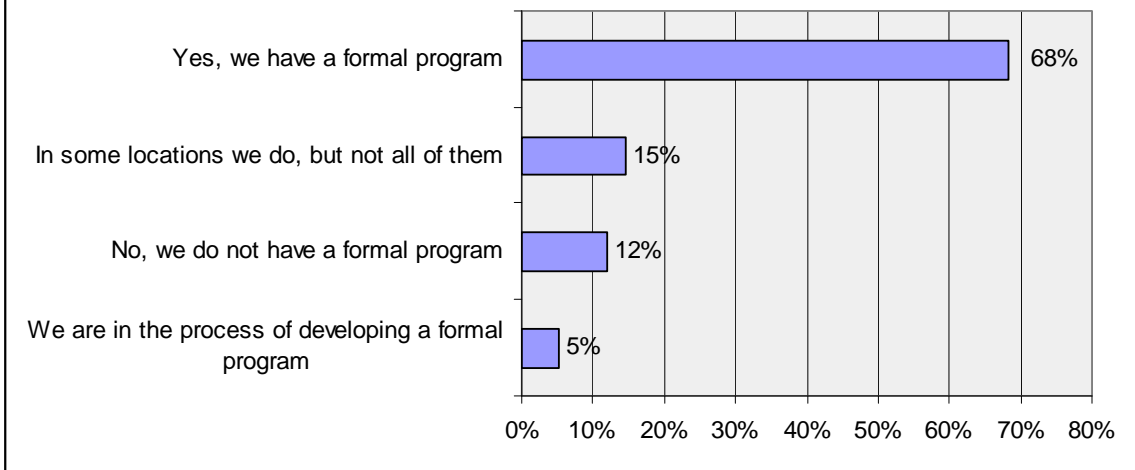
Conducted by Crown Records Management, the 2009 Records Management Survey is Crown's first annual global survey of records management professionals.

Over 100 records management professionals in 40 cities across 14 countries, across a wide range of industries, responded to questions ranging from destruction and imaging services to retention strategies and business continuity planning. Almost half of the respondents are employed at organizations with less than 100 employees. 27% work at companies with 100-499 employees and the remaining in companies with 500 to more than 10,000 employees.

### Summary:

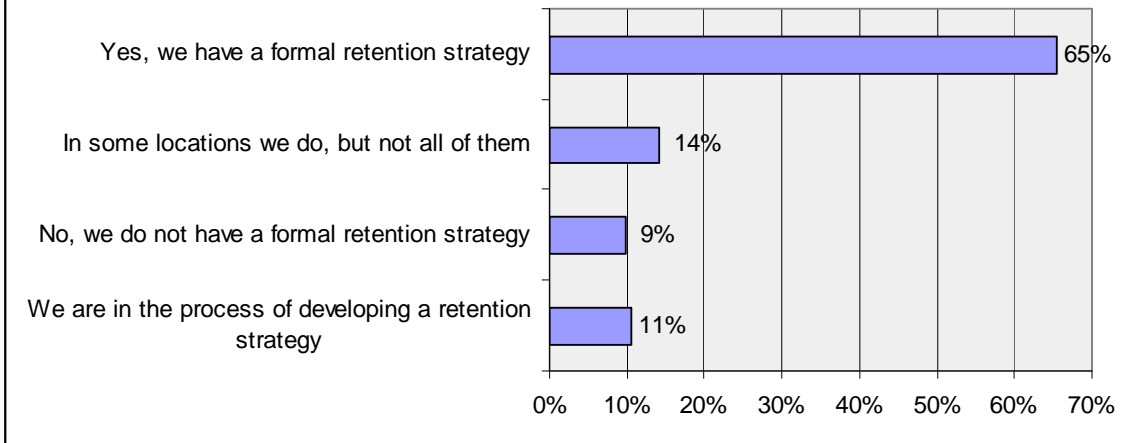
- The majorities of respondents (65%) have Retention Programs in place but tend to leave their strategies unchanged unless there are new compliance requirements or corporate policy directives.
- 80% percent of the respondents have a formal Business Continuity Plan (BCP) in place or are in the process of creating one. Individual responses indicate that some records managers do not know if their organization has a BCP which would indicate that these organizations may benefit by integrating their broad BCP with their records management and retention strategies.
- Consistent with increased regulation and data privacy concerns, more than a tenth of respondents specifically cited data confidentiality and security as a top concern in managing their records program. Another tenth cited the time that's required to manage the program and another tenth, motivating, training and educating their staff and superiors.
- Half of the respondents said they are using electronic data storage services and just over a quarter said they only use "hard copy" storage services. Individual respondent comments cited a need to use a mix of both hard copy and electronic storage solutions as part of their overall records management strategy.
- 41% of respondents who were asked about scanning and imaging said that they are only managing "hard copy" records. 31% have done "back-file" conversions and only 12% have done "day forward" conversions for newly-generated documents.
- A great percentage, 75% of those that do use scanning and imaging services, said that they manage it in-house.
- When asked about what services would improve their Records Management program, reducing overall storage costs and confidentiality/securing outdated records were the top two responses (65%).
- The most frequently cited response to improving IT efficiency was "Data and image back up," which are critical to risk management strategies.
- While transitioning to electronic data storage and risk management issues go hand in hand, the responses indicate that companies will first implement an imaging and hosting program and then formalize their retention strategy before addressing their broader business continuity planning.

### Does your Organization have a Formal Records Management Program?

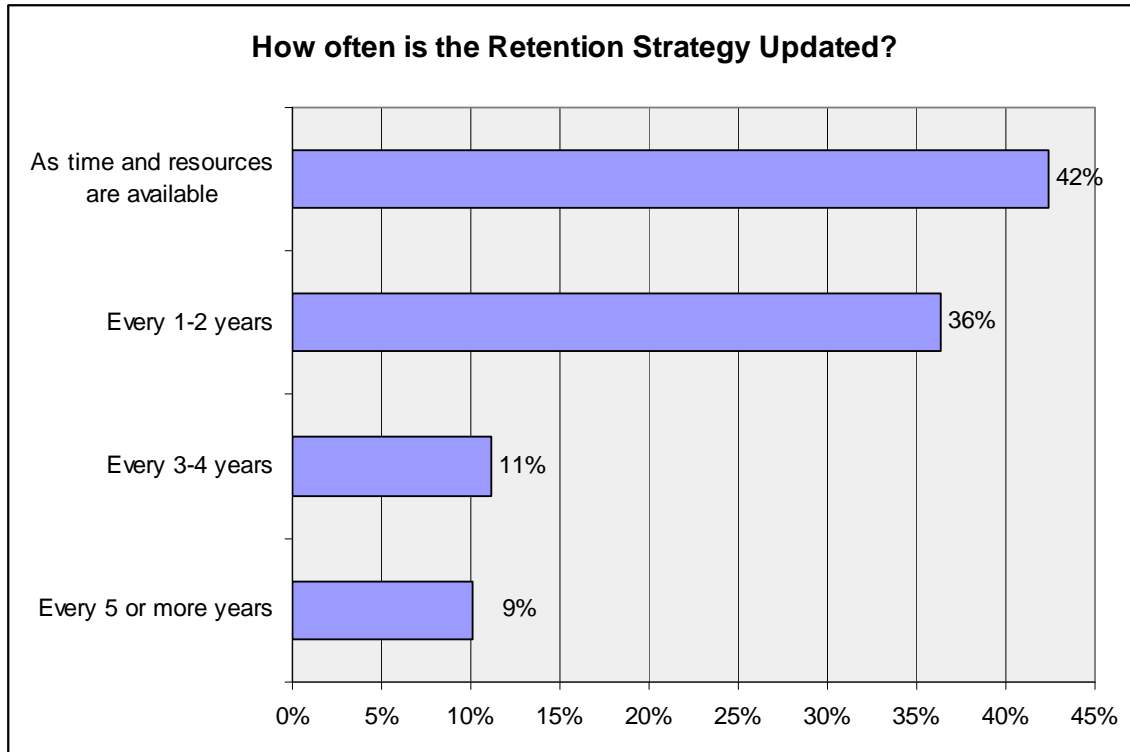


68% of respondents reported having a formal Records Management program in place. 15% reported that they have a formal program in some of their locations but not all of them. 12% do not have a formal program at all and 5% are in the process of formalizing their records management program.

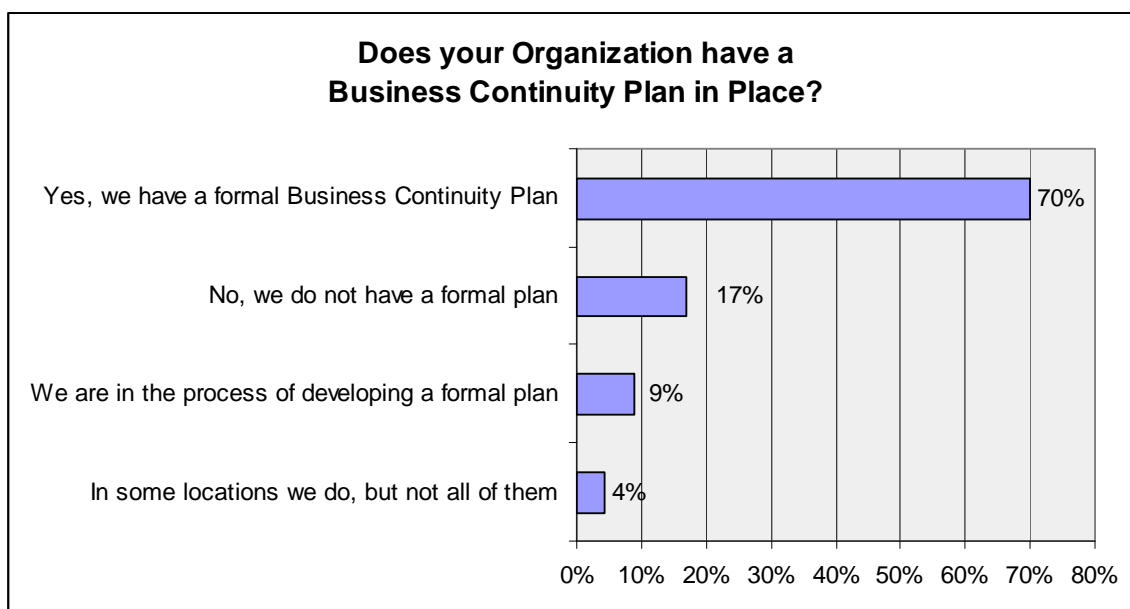
### Does your Organization have a Formal Retention Strategy?



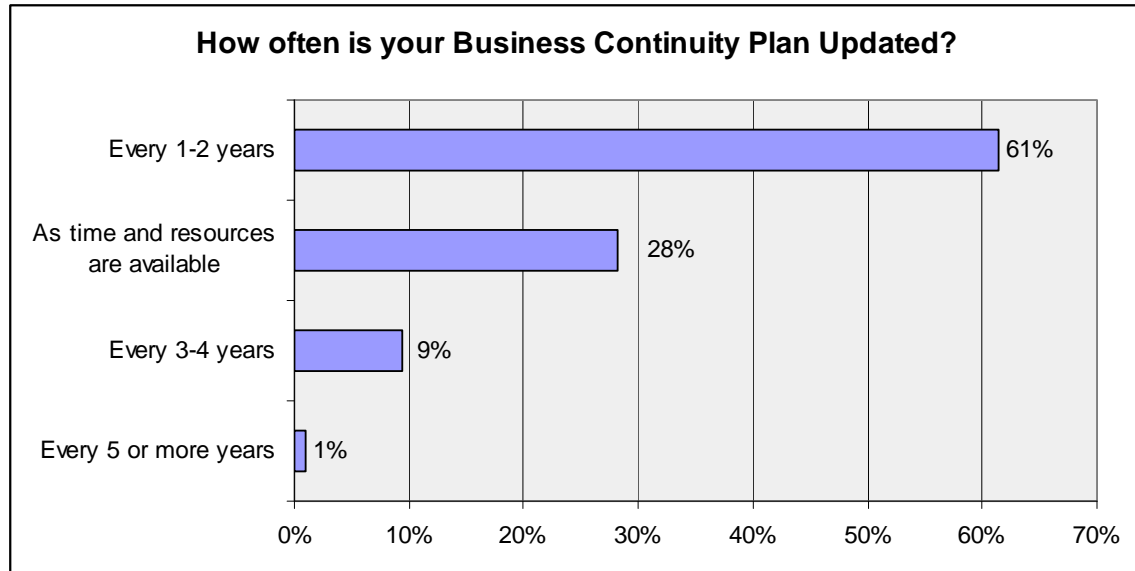
65% reported having a formal retention strategy and 14% said they do in some of their locations but not all of them. 9% reported having no retention strategy at all and 11% are in the process of developing one.



42% that their Retention Strategies are updated “as time and resources are available.” 36% said every one or two years. 11% said every three to four years and 9% every five or more years. Several individual respondents cited that their retention strategies are updated an alignment with governmental and industry legislations and in response to management requests and global policies. This indicates that timeframes for retention strategy reviews are less driven by stringent timelines and more likely driven by external influences such as corporate office policies and external compliance requirements.



70% of respondents said that they do in fact have a business continuity plan in place. 17% said they do not. 9% said they are in the process of developing a plan and 4% said they do in some locations but not all of them. A notable number of respondents said they were not sure if their company had a business continuity plan in place or not.

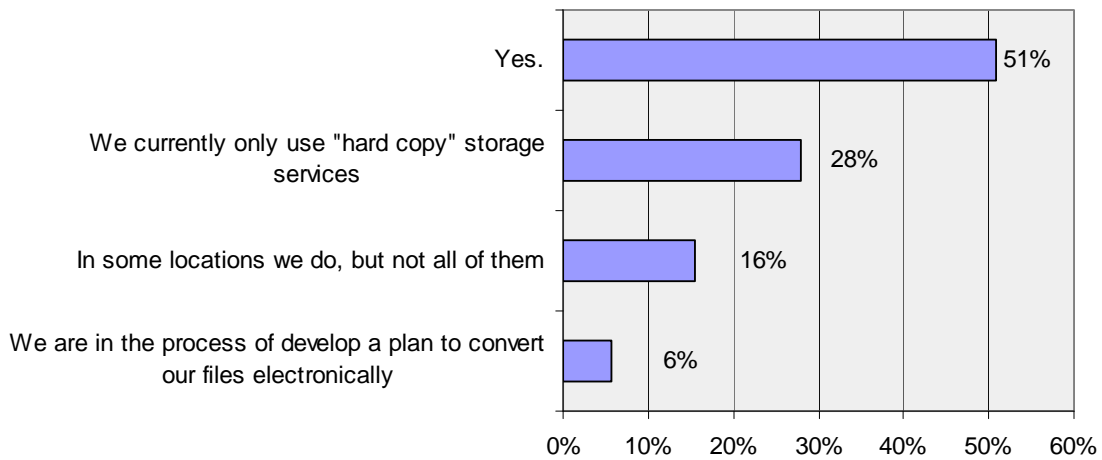


61% said their Business Continuity Plans are updated every 1-2 years. 28% said "as time and resources are available." 9% said every 3-4 years and 1% said every five years or more. A notable number of respondents weren't sure how often their business continuity plans are updated which would indicate that it's not handled by their department. A few others also indicated that their Business Continuity Plans are updated even more often than once or twice a year, indicating twice a year and even quarterly underscoring the importance of this strategic planning.

**Noting the strict compliance requirements within the business community, what special requirements and/or programs do you have or need?**

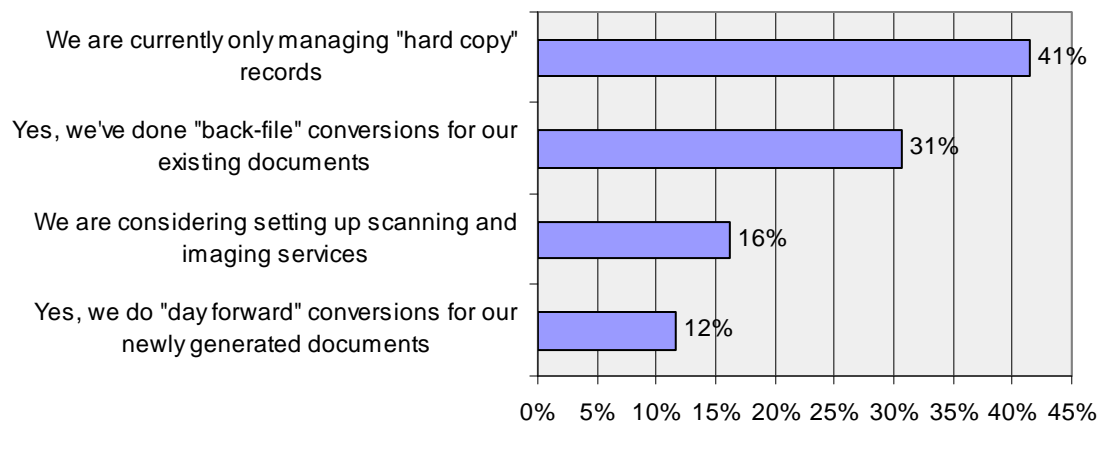
A significant number of respondents cited specific regulatory bodies that they are required to adhere to all of which have specific rules about how long to save documents in both hard copy and electronic formats. The second most popular answer was confidentiality in general, ensuring that their records were safely secure with limited accessible by unauthorized users. Other special requirements cited include secure Web sites with special logins, customized security approvals, automated processes and procedures, and staff training. Respondents all mentioned the need to ensure there is security at their offsite storage facilities including protection from fires, floods, etc. Automation and data recovery were also cited.

### Does your organization use electronic data storage services?

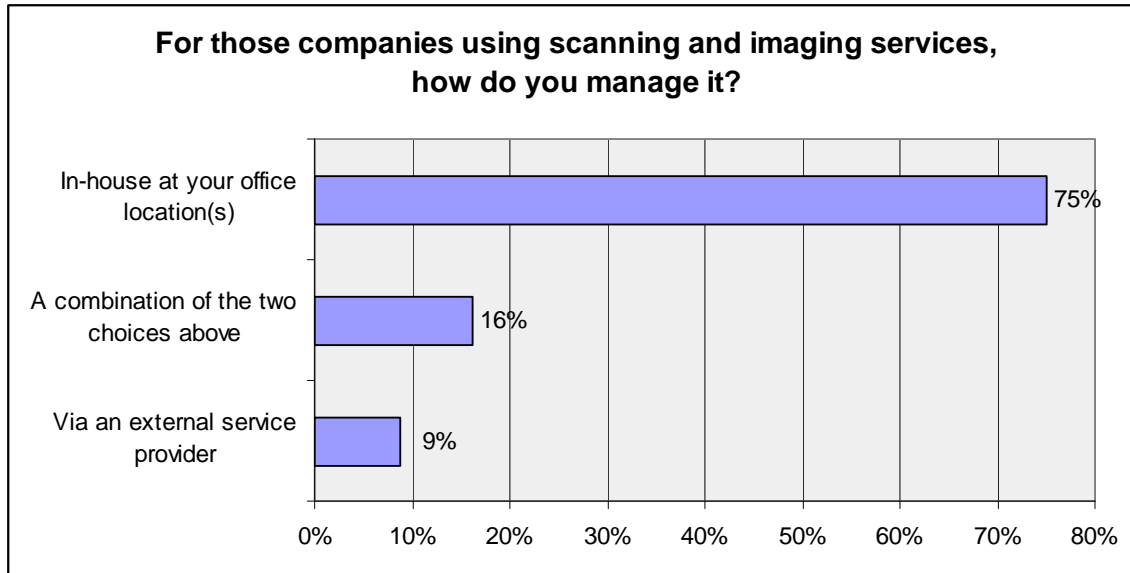


Half of the respondents said they are using electronic data storage services and just over a quarter said they only use "hard copy" storage services. 16% said they use electronic storage in some of their locations but not all of them and 6% are in the process of converting to electronic data storage. Individual respondent comments cited a need to use a mix of both hard copy and electronic storage solutions as part of their overall records management strategy.

### Does your organization use scanning and imaging services?



41% of respondents are only managing "hard copy" records. 31% have done "back-file" conversions and only 12% have done "day forward" conversions for newly-generated documents. 16% are considering setting up scanning and imaging services. A notable number of those that are in fact using scanning and imaging services, four specifically mentioned that they perform this service for specific departments only, indicating that they are "testing the waters," the functionality, ease of use and process for more immediate business needs first before implementing a full blown imaging program within their organizations.



A great percentage, 75% of those that do use scanning and imaging services, said that they manage it in-house. Two of those that manage this in-house noted that they have in-house servers or send back-up disks to outside storage facilities.

**If you had to name your top three Records Management Challenges or issues in order of priority, what would they be?**

Consistent with increased regulation and data privacy concerns, more than a tenth of respondents specifically cited data confidentiality and security as a top concern in managing their records program. Another tenth cited the time that's required to manage the program and another tenth, motivating, training and educating their staff and superiors. 5% cited a need for physical space and a desire for quicker, easier access to their files. Another 5% noted media storage as an issue.

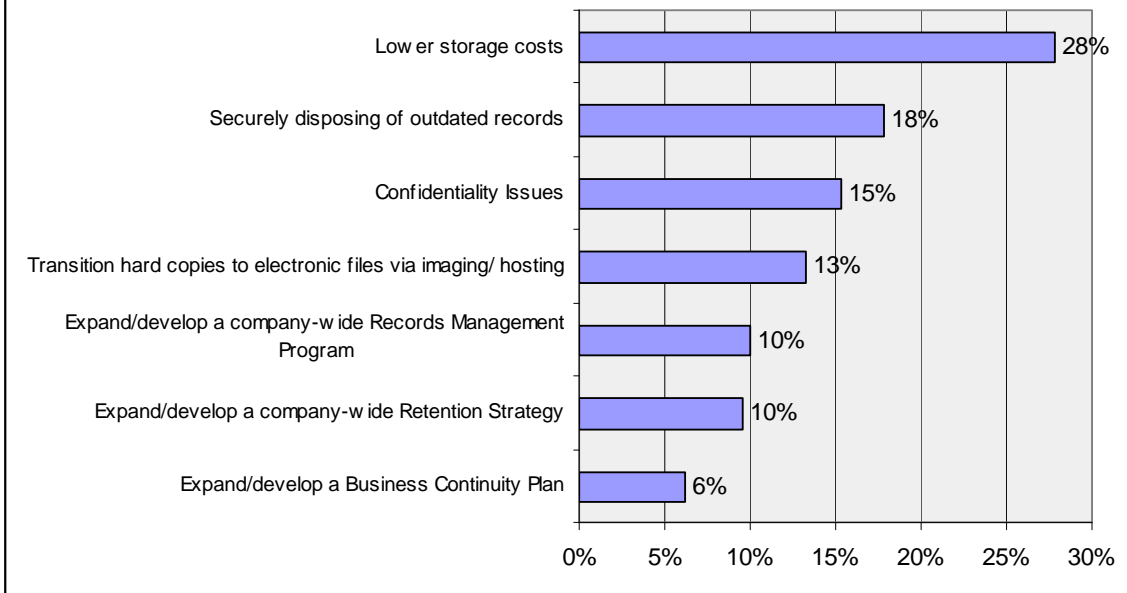
A small number of respondents mentioned a need for global/regional standardization of their program, servicing their internal departments, converting old records into new systems, user-friendliness of their records management programs and in-house processes.  
Physically sorting files

**Given the need to improve IT efficiency, what solutions and services would help you meet your data back-up needs over the next 2-3 years?**

The most frequently cited response to this question was "Data and image back up" reinforcing the assumption that many records managers are concerned with Risk Management and Business Continuity Planning, being aware that data and image backup are critical aspects of their risk management strategies. This response was followed by a need for sophisticated, secure Web systems and a need to purchase scanners and other office equipments. This is aligned with earlier responses indicating that many organizations are still choosing to conduct their scanning and imaging in-house.

Other responses included massive scanning capabilities, high-end servers and databases, skilled employees, more physical space and a need to instill a self-discipline with the organization. At least one organization has already established a goal to convert a percentage of its records from hard copy to digital format in the next two to three years.

### What solutions is your organization looking for to improve its overall program?



Almost a third of respondents are seeking ways to reduce their overall storage costs. Securing disposing of outdated records and confidential issues represent more than a third (33%) of the responses, again, due to the stringent regulatory requirements and data privacy issues in place today. While transitioning to electronic data storage and risk management issues go hand in hand, the responses indicate that companies will first implement an imaging and hosting program and then formalize their retention strategy before addressing their broader business continuity planning.