

Info-byte:

Automation Implementation Issues

What is the main issue?

Once you have evaluated and chosen your archives/records management computer system you will need to continue to manage the project to ensure successful implementation.

What are the factors in successful implementation?

- Choosing the right software and hardware
- Developing a realistic implementation schedule which allows enough time to redress any unexpected technical or operational problems
- “Marketing” the new system well to your recordkeeping staff
- Training recordkeeping staff adequately and in a timely fashion
- “Marketing” the new system well to record creators and users
- Ensuring creators and users receive appropriate training
- Piloting the system before rolling out across the organisation to fix any bugs or faulty procedures in a controlled way
- Securing the agreement of IT colleagues to procurement of system and installation on the IT platform
- Ensuring there is enough support from in-house IT professionals and vendor
- Ensuring that your contract with the vendor is watertight enough to cover any unexpected technical or operational problems at implementation time
- Factoring in a review after about 6 months to ensure that all procedures are as efficient as possible and system functions are operating as effectively as possible

In summary:

- Follow the steps indicated by best practice for an automation project
- Be realistic in your budget, aims, outcomes and scheduling
- Build partnerships with technical personnel
- Keep all affected colleagues informed about progress



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