Records Management

22 – 26 February 2027
Rome (Italy)



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MERCURY

Records Management

Ref: 16413_1078706 **Date:** 22 – 26 February 2027 **Location:** Rome (Italy) **Fees:** 6200 Euro

Introduction:

Records Management is the systematic control of records throughout their life cycle—from creation or receipt through classification, use, maintenance, retention, and final disposition. This course equips participants with a theoretical and conceptual foundation in organizing, preserving, retrieving, and disposing of records in both paper and digital formats. Participants will learn methods to ensure compliance, data integrity, accessibility, and security of organizational documents.

The scope covers policies, procedures, classification structures, metadata, retention schedules, and audit practices. This Records Management program emphasizes applying conceptual models to real-world institutional settings. Learners will confidently design or evaluate records systems aligned with regulatory and business needs.

Targeted Groups:

This Records Management training targets professionals seeking specialized knowledge and skills:

- Archivists and records officers in government, corporate, or non-profit settings.
- Compliance, audit, and risk management professionals.
- Information governance and data management specialists.
- Office managers or administrators oversee document workflows.
- Project managers and program leads are responsible for institutional memory.
- Legal, HR, and regulatory staff handling sensitive documentation.

Course Objectives:

Participants will achieve the following objectives by completing the Records Management course:

- Understand core theories and definitions of records, archives, document lifecycle, and information governance.
- Analyze various records classification schemes, retention schedules, and metadata models.
- Design a records retention policy suited to organizational needs and legal requirements.
- Evaluate digital records management systems, access control models, and security strategies.
- Interpret regulatory, privacy, and audit compliance issues in records management.
- Develop plans for disposition, archiving, and disaster recovery of records.
- Apply theoretical frameworks to institutional scenarios, ensuring usability, integrity, and compliance.

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Targeted Competencies:

Participants will gain the following competencies during the Records Management program:

- Ability to distinguish and classify record types according to function, format, legal risk, and business value.
- Skill in constructing retention schedules with appropriate retention periods, triggers, and disposal rules.
- Competence in applying metadata and indexing strategies to improve retrieval and usability.
- Capability to assess digital records systems, migrations, and digitization strategies.
- Competence in designing policies for access control, security, and audit trails.
- Capacity to plan archival transfers, destruction workflows, and disaster recovery sequences.
- Ability to advise on governance frameworks and compliance with recordkeeping laws.
- Readiness to evaluate workflow integration and continuous records management monitoring.

Studying Scenarios:

In this Records Management training, participants will develop their skills through the analysis of the following scenarios:

- The public agency needs to classify and purge ten years of paper and scanned documents.
- The corporate legal department must design a retention schedule aligned with regulatory rules.
- Hospital archives both electronic medical records and legacy paper charts.
- Multinational firm migrates records from an old system to a new digital archive.
- The university handles student records, sensitive research files, and alum archives.
- Non-profit develops policies to control access, anonymization, and disposal.

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Course Content:

Unit 1: Foundations of Records Management:

- Definition of records, documents, and archives in institutional settings.
- Historical evolution of records management theory and practice.
- Records life cycle: creation, capture, use, maintenance, disposition.
- Distinctions: active, semi-active, and inactive records.
- The role of information governance and records management policies.
- Legal, regulatory, and compliance context in records work.
- Core terminology: retention schedule, metadata, record hold, legal hold.

Unit 2: Classification, Indexing & Metadata:

- Principles of classification schemes by function and activity.
- Taxonomies, file plans, and hierarchical classification models.
- Choosing and applying metadata for records: descriptive, structural, and administrative.
- Indexing strategies include controlled vocabularies, keywords, and thesauri.
- Relationship between classification and retrieval efficiency.
- Cross-referencing and secondary classification approaches.
- Integrating classification and metadata into digital systems.

Unit 3: Retention, Disposition & Lifecycle Policies:

- Designing retention schedules: defining retention triggers and periods.
- Legal holds and suspensions of disposition.
- Disposition strategies: destruction, transfer, and archival retention.
- Disposal methods: shredding, deletion, tape erasure, and degaussing.
- Archival transfers and long-term preservation planning.
- Disaster recovery, backup, and continuity for records.
- Policy implementation and institutional roll-out.

Unit 4: Digital Records & Electronic Records Systems:

- Characteristics of electronic records vs. paper records.
- Evaluating and selecting electronic records management systems ERMS.
- Migration, format conversion, and digital preservation concerns.
- Access control, encryption, and audit trails for electronic records.
- Versioning, integrity, and authenticity assurance techniques.
- Integration with content management and enterprise systems.
- Scalability, indexing, and search capabilities.

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Unit 5: Audit, Compliance & Performance Monitoring:

- Records audits, reviews, and performance metrics.
- Compliance with privacy, data protection, and industry standards.
- Internal control frameworks and accountability models.
- Risk assessment for records and information assets.
- Monitoring, reporting, and continuous improvement.
- Benchmarking, maturity models, and records management evaluation.
- Strategic governance and future trends in records management.

Final Insights & Key Takeaways:

This course equips learners with both theory and structure to manage records effectively in paper and digital domains. The knowledge ensures that organizations handle recordkeeping with compliance, accessibility, and long-term integrity.