Together We are Less Alone

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Recordkeeping by Design, ICA Adelaide
Tuesday, October 22, 2019
improv  *noun*

im·prov | ˈim-,präv |

**Definition of improv**

: the art or act of improvising, or of composing, uttering, executing, or arranging anything without previous preparation
• Quick tour of RIM in Norway
• What to do?
• My case: Norwegian Health Net
• Our Action Plan
• We’re in the spotlight – this is our era!
Quick Tour of RIM in the Public Sector in Norway
1. The «Journal»

Proud Father:
King Christian VI
Denmark-Norway
1730-1746
2. NOARK - The Standard
3. Transparency

Add to Shopping Cart
Perfect!

In theory that is.....
The Reality?

We’re failing big time......
per 1 terabyte documentation in the records management system

25 terabyte other places unstructured documentation is stored*

*Anthea Seles, Secretary General of International Council on Archives, Seminar on AI and Archives, September 2018
<table>
<thead>
<tr>
<th>Search terms</th>
<th>Noark system</th>
<th>Shared drives</th>
<th>Outlook server</th>
</tr>
</thead>
<tbody>
<tr>
<td>China + Relations</td>
<td>244 files</td>
<td>175 files</td>
<td>954 943 files</td>
</tr>
<tr>
<td>China + Bilateral</td>
<td>6 files</td>
<td>66 files</td>
<td>326 600 files</td>
</tr>
<tr>
<td>China + Connections</td>
<td>4 files</td>
<td>15 files</td>
<td>228 706 files</td>
</tr>
<tr>
<td>Dalai Lama</td>
<td>12 files</td>
<td>89 files</td>
<td>47 740 files</td>
</tr>
</tbody>
</table>

*Office of the Auditor General of Norway, 2017
41 clicks 9 metadata fields

...to describe and file ONE record
3,485 clicks

765 metadata fields

5 % - 2.5 months of e-mail
What to do?
INNOVATE, SIMPLIFY AND IMPROVE!

Erna Solberg,
Prime Minister of Norway
Norsk Helsenett SF
Norwegian Health Net
Established as a state-owned corporation in 2009 by the Ministry of Health and Care Services in Norway
HELENETTET – The Health Net

Norsk Helsenett provides a secure network for the Norwegian health sector to communicate and exchange vital patient information through a variety of services.
IT SERVICES

PROCUREMENT

ARCHIVES & RECORDS MANAGEMENT

From June 1, 2018:
D-Day
June 1, 2018
Our customers are ten federal agencies representing approximately 4000 end users
What services do we offer?

- Archives and Records Management

«Mail Room»
Our ACTION plan in 3 easy steps
1. Look at your service, really look at it!
2. Deconstruct!
DECONSTRUCTED, STILL APPLE PIE
3. Standardize
...and set a value on each little piece!
And always remember:
We are SERVICE PROVIDERS
They are CUSTOMERS
We’re part of a bigger whole
We cannot just be administrators, executers or naggers. We need to be strategic partners in information governance.
We’re in the spotlight!

But it’s up to us to take advantage of it.....
om å kvitte seg med alle topphemmelige papirer han hadde lagret i arkivene.

From the Netflix Drama The Crown
From the Norwegian Crime Series Monster
Eg har ei vitneforklaring som blei stolen frå arkivet.
Jeg skal lete i mester Luwins arkiv. Han har kopier av hvert ravnebrev.
Gå tilbake til databasen, arkivene, manuelt om nødvendig.
Vi må ta oss inn i arkivet.
Thank You for your attention!

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