The Implementation of Electronic Records Management System in Public Offices in Malaysia

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ABSTRACT

This paper discusses the implementation of Electronic Records Management System (ERMS) known as Digital Document Management System (DDMS) Project by the Government of Malaysia. It explains the role and experiences of the National Archives of Malaysia (NAM) in planning the initiatives to overcome challenges pertaining to electronic records since 2002 until the department collaborated with the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) through a Strategic Partnership program. The introduction of e-Government in 1997 has marked the new beginning for records management in Malaysia. The NAM initiated a project named e-Strategy for Preservation of Government Records and Archives (e-SPARK) in 2002 as the initial initiative to fulfil the needs of records management in public sector. The project was initiate to develop the effective and efficient electronic records management in the government. The project also works to control the official records of the government and to improve the government delivery services. The outcome of the e-SPARK project has opened the route for the wider approach of electronic records management. A number of documents and guidelines have been developed by the NAM resulted from the project. This paper also discusses the procedures and needs to implement the DDMS Project such as the development of Fail Classification (FC) which determined the structure of records management and Records Disposal Schedule (RDS) which determined the disposition of records. Other needs discussed including the establishment of the Committee of Records Management, guideline preparations, centralized and decentralized registry system and hybrid records management approach. The needs for the infrastructure such as equipment were also explained. The "user role" set for the DDMS application includes Records

Administrator, System Administrator, End User, Information Worker, and View Only User. This paper also explained the compliance to the International Standard Organisation (ISO) and Malaysian Standard (MS) documents that were used as a guideline in the implementation of DDMS Project. The features of the system such as Create, Capture, Security, Tracking and Search, Distribution and Disposal of Records were also briefly covered in this paper. There are also details about the implementation of DDMS 1.0 and the transitions to DDMS 2.0. The transitions from DDMS 1.0 to DDMS 2.0 was needed to improve the effectiveness of electronic records management in public sector. DDMS 2.0 has the improved features and able to reduce the cost of maintenance at the same time able to focus on the more "key goals" than the previous version. This paper also highlights the role of NAM as the owner to the system that responsible for preparing instructions, study of impact, allocation of budget and expansion plans for the DDMS application which have become the core to the electronic records management in Malaysia.

Keywords: National Archives of Malaysia (NAM), Electronic Records Management System (ERMS), Digital Document Management System (DDMS), Strategic Partnership, e-SPARK,