Implementation of Electronic Records Management System in Public Offices in Malaysia

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1.Introduction

- An introduction to electronic government or E-Government in 1997 has opened a new chapter in records management in Malaysia
- 4th July 2011 the National Key Economic Areas (NKEA) Steering Committee agreed to implement the Electronic Record Management System (ERMS) to the Digital Document Management System (DDMS) under EPP : e – Government Paperless Government.

- To develop an effective and efficient electronic records management system
- to create control over government official records
- to improve government service delivery systems.
- The life cycle of record starts from the creation, storage, maintenance and disposal of records.

2. National Archives of Malaysia (NAM) early preparation

- Creating an Electronic Records Management Division
- Recruitment of archival staff with background in IT field
- The development of expertise and officers who know about technical matters

- e-Strategy for Preservation of Government Records and Archives (e-SPARK)
- Study on best practice
- Australia, United Kingdom, United State, Korea, Canada and other countries.

e-SPARK Project Phase I Tools/guides

- Electronic Records Management and Archives Management Policy
- SOP Archives Management Framework for Electronic Records
- SOP Archives Management of Electronic Records
- SOP Appraisal Management of Electronic Records
- SOP Guidelines for the Management of Electronic Records in Public Offices

- Guidelines on Electronic Records Management
- Electronic Records and the National Archives Act 2003
- Electronic Records Management System
 Specifications
- Electronic Records Management Training and Education Guidelines
- Electronic Records Management in Structured Environment
- Management of Electronic Records in Unstructure
 Environment
- Electronic Records Management in the Web Environment

e-SPARK phase II, 2006 – 2008 encompass 2 components :

- Electronic Records Management System (ERMS)
 - to manage the whole life cycle of electronic records from its creation to disposal
- Archival Management System (AMS)
 - Providing storage space for digital object and its metadata based on Open Archival Information System (OAIS)

- NAM is the lead agency for the development of an electronic records management system
- TRIM Context at NAM commencing 4 February 2008

3. Record Management Issues and Benefits

- High paper consumption involves a high purchase cost
- use of storage space
- Unable to share information
- Loss of institutional memory
- electronic records will be able to speed up service delivery
- Short duration
- Shared by many employees/staff
- Overcome the time and place
- Sustainable record management at the ministerial level
- Better control and uniform rules
- Control its use

4. Strategic Partnership Approach.

- In cooperation with Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)
- NAM become Subject Matter Expert (SME)
- MAMPU more to technical aspect and system development
- Department of Standards Malaysia (SM)
- Standard Industrial Research Institute of Malaysia (SIRIM)

DDMS 2.0 PROJECT TEAM



 In 2009, MS ISO 15489 has finally become MS 2223:2009 – Information and Documentation – Records Management Part 1 – General dan MS 2223:2009 – Information and Documentation – Records Management Part 2 - Guidelines

- NAM also sits on the Committee Meeting of the Government Information Technology and Internet Committee (GITIC)
- the basis of standardizing electronic records management approaches and methods in Malaysia

5. The initial stage of implementation of ERMS / DDMS project

- NAM together with MAMPU and local IT Company to develop an ERMS / DDMS system as a team
- NAM guides the regulatory and legal matters

- NAM also identifies the needs and constraints faced by public offices. Selection to implement DDMS in all 25 ministries.
- several public offices entities as a pioneer project
- Two prerequisites for the implementation of DDMS
- File Classification Plan (FCP)
- Records Disposal Schedule (RRS)

- The lack of a dedicated setting for record management
- No specific Departmental Records Officer (DRO)
- NAM established five task forces to assist FCP development
- Train staff to gain a common understanding and approach
- Workshop with ministries.

Introduction to uniform classification codes:

- House Keeping Records
 100 Administration
 - 200 Management, Land, Building and Infrastructure
 - 300 Asset and Store Management
 - 400 Financial Management
 - 500 Human Resources Management

Functional Records

600 – First Function
700 – Second Function
800 – Third Function; and so on

- Development of RDS, it is a step after FCP is developed
- Must get approval from NAM's Director General

6. Towards the Implementation of ERMS/DDMS

Records Management Aspects:

- File Classification Plan as a Prequalification to be use as a baseline for every department
- Mapping Process.

- Formation of Records Management Committee
- To plan, design, implement and monitor the records management program based on the requirement from MS2223
- Guidelines for the creation and registration of Electronic Records in the DDMS environment

- Implementation of centralised and decentralised registry
- Location to be identify
- For decentralised registry, there will be a different set of file classification plan
- Implementation of hybrid records management and are place in the centralised registry

- For centralised registry, the classification coding will be the same as in the physical file and in the DDMS
- Keep in registry and not for circulation purposes
- The content of the records electronic must be the same as in the physical file

Infrastructure requirements:

 At least PC/note book with 2gb RAM, Operating System XP or higher, Google Chrome (Best View) and having access to internet.

- Cost and location for scanner:
 - Support terrain compliant drivers, optical scan resolution up to 600 dpi, scan up to 20ppm/40ipm at 300 dpi, able to scan up to 1000 pages daily duty cycle, 50 page automatic document feeder, and catch misfed pages with ultrasonic double feed detection.

Applications:

- Determine the user role
- Record Administrator (RA) Records Officer
 Agency/Officer in charge
- System Administrator (SA) system administer with IT background
- End User (EU)
- Information Worker (IW) at Registry
- View Only User (VOU) support staff

Change Management and Trainings:

- Awareness and exposure
- Implementation of records management procedure
- Training on DDMS

- Implementation is done phase by phase
- Top Management
- Officers and supporting staff
- Access and sharing become faster and easier
- Real time transaction
- Progress is monitored in gant chart

System Design and User Implementation

- The platform is web based solution
- Cloud computing concept
- Application system, software and hardware is based at data centre under the supervision of MAMPU
- Accessible through 1Gov*Net/MyGov*Net or internet.





- System is developed based on requirement from MS ISO 16175 : 2012 Information and documentation – Principles and functional requirements for records in electronic office environments - Part 2 : Guidelines and functional requirements for digital records management systems.
- Eight stages of Record life cycle are, create, identification, classification, maintain, hybrid records management, retention and disposition, discriminate and administer.

- Application test has been done on September dan October 2014
- 2 agencies pioneer :
 - Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)
 - Malaysia's Performance Management and Delivery
 Unit (PEMANDU)

Records Management Procedure in DDMS Application The Elements:

- Creation of records
- Records capture Capturing incoming mail Capturing outgoing mail Capturing attachment Capturing facsimile Capturing official email Capturing forms **Capturing Financial records**

- Security and access control
- Searching and detection
- Circulation and usage
- Minutes and order
- Capturing amendment of misfilling
- Opening and closing new file volume
- Updating User Profile
- Records Disposal




Each record describing the decision, direction and management of the leadership is maintained as a departmental memory of the institution

- In the Year 2015, MAMPU and NAM has implemented DDMS 1.0
- Ministries (25) and agency (4)
- 20,000 active users are registered
- DDMS 1.0 developed by an outsource company
- Pay Per Use Per Month
- 2 years contract basis

Transition to DDMS 2.0

- Attachment of Archives Officer to every ministries
- Feedback on the usage of the system consist of the infrastructure needs, space, software and hardware
- Meeting Committee of Communication Content and Infrastructure (CCI) on May 2015
- Implementation of DDMS2.0 for the year 2016

DDMS 2.0 will have the following key goals :

- Centralized system for all stakeholders to standardize the Records Management processes across all agencies, with robust security mechanism
- Compliance with MS ISO 16175
- Integration with Email clients such as Outlook and Zimbra
- Integration with third party application myMesyuarat
- Data migration from DDMS 1.0 to DDMS 2.0
- The DDMS 2.0 project will have Joint Application Development (JAD) model, wherein MAMPU's team will be actively engaged during the entire project lifecycle.

Implementation of DDMS 2.0, NAM is the system owner and responsible for:

- To provide and update standard and procedure of records management
- User manual
- Compliance to all public sectors
- Impact Assessment Study DDMS 2.0
- Allocation for the improvement of DDMS 2.0 at RMKe-12 (Five Years Malaysia Plan)

- Allocation and implementation for Change Management including forum/user group, promotion, training
- Implementation up to different level security of access
- Data leakage protection system issue
- To plan and implement DDMS 2.0 from the year 2017 with MAMPU



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Record No: ARKIB.100-1/6/5(4)

Classification: Open/Unclassified

Tajuk: Pelaksanaan Pekeliling Kemajuan Pentadbiran Awam (PKPA) Bil.4 Tahun 2018 myPortfolio: Panduan Kerja Sektor Awam - Ketua Setiausaha,Kementerian Pelancongan,Seni Dan Budaya Malaysia.

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Jenis Surat: Surat Masuk

No. Rujukan Tuan: (None)

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Tarikh Surat: Mon 19 Nov 2018

Tarikh Terima Surat: Thu 1 Nov 2018

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Nama Pewujud: En. Mohd Ridhwan Shamsudin

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Conclusion

- DDMS has bring a new era of changing especially in the landscape of records management in public sectors.
- Smart sharing between MAMPU (as technical support) and NAM (as SME) has bring Malaysia to a level of managing records like any other developed countries.
- The system is developed based on the current needs of organisation
- DDMS will be implement to the national level and will become one of NAM important agenda in the future.

THANK YOU....