: DIGITAL RECORDS MANAGEMENT, ELECTRONIC DOCUMENT MANAGEMENT AND WORKFLOW SYSTEMS COURSE

Introduction

This programme equips professionals with the knowledge and practical skills required to create, organize, protect, retrieve, retain and dispose of digital records throughout their lifecycle. It explores electronic document management systems (EDMS), digital filing structures, metadata, indexing, version control, access management, document workflows and records governance. Participants learn how to establish document classification schemes, organize electronic repositories, implement controlled document access and improve records retrieval. The programme also examines digitization of paper records, scanning and indexing workflows, electronic approvals, retention schedules, audit trails and the management of records with legal, administrative or historical value. Practical exercises address the implementation of digital records procedures in public institutions, educational organizations, financial institutions, NGOs and private enterprises. The course emphasizes reliable information retrieval, records authenticity, confidentiality and compliance with applicable records management and data protection requirements.

Course Objectives

- Explain digital records management principles and electronic document lifecycle processes.
- Design records classification schemes, metadata structures and digital filing systems.
- Implement document capture, indexing, retrieval and version control procedures.
- Configure electronic document workflows and approval processes.
- Apply access controls, retention schedules and disposal procedures.
- Identify risks relating to records integrity, confidentiality and unauthorized access.
- Develop a practical digital records management improvement plan.

Course Modules

> Module 1: Fundamentals of Digital Records Management
- Records, documents, information assets and their organizational significance.
- The records lifecycle from creation to final disposition.
- Principles of authenticity, reliability, integrity and usability.
- Digital records management policies and organizational responsibilities.

> Module 2: Electronic Document Management Systems
- EDMS concepts, components and organizational applications.
- Document repositories, libraries and electronic filing structures.
- User roles, system permissions and document ownership.
- Evaluating EDMS requirements, features and implementation options

> Module 3: Records Classification and Metadata Management
- Developing file plans and classification schemes.
- Metadata fields, naming conventions and indexing standards.
- Subject classification, document identifiers and searchable attributes.
- Maintaining consistency and interoperability across records repositories.

> Module 4: Document Capture, Digitization and Indexing
- Preparing paper records for scanning and digitization.
- Scanning standards, image quality and file format selection.
- Optical character recognition and searchable document creation.
- Quality checks, indexing accuracy and digitization documentation.

> Module 5: Document Storage, Retrieval and Version Control
- Organizing electronic files and repository structures.
- Search techniques, indexing and records retrieval.
- Document versioning, check-in/check-out and co-authoring controls.
- Duplicate identification, file integrity and repository maintenance.

> Module 6: Electronic Workflows and Document Approvals
- Mapping document routing and approval requirements.
- Configuring review stages, roles and authorization rules.
- Tracking document status, deadlines and outstanding actions.
- Electronic signatures, approval evidence and audit trail considerations.

> Module 7: Records Security, Access and Privacy
- Role-based access control and least-privilege principles.

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- Confidentiality classification and secure information sharing.
- Data protection, privacy and handling sensitive records.
- Audit logs, unauthorized access monitoring and incident reporting.

> Module 8: Retention, Disposal and Archiving

- Developing records retention schedules.
- Applying retention periods and legal hold requirements.
- Secure disposal, deletion authorization and disposal registers.
- Archiving, preservation and long-term accessibility considerations.

> Module 9: Records Governance, Compliance and Continuity

- Records management policies, standards and governance responsibilities.
- Legal, regulatory and audit requirements applicable to records.
- Backup, recovery and business continuity for digital repositories.
- Records audits, compliance reviews and continuous improvement.

> Module 10: Digital Records Management Implementation Project

- Assessing existing records processes and identifying weaknesses.
- Designing a classification scheme and metadata structure.
- Developing a digital document workflow and retention framework.
- Presenting an implementation plan with security, training and performance measures.

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