



RECORDS & INFORMATION MANAGEMENT STRATEGIC BUSINESS PLAN OUTLINE

*It's not a product, it's a process... it's not a concept, it's a business practice...
It's not a project, it's a business function.*

- I. RIM Vision
- II. RIM Mission
- III. RIM Values
- IV. RIM Goals/Objectives
- V. RIM Strategies
- VI. RIM Performance Indicators (metrics to support value, growth and resources)
- VII. RIM Customers & Stakeholders
- VIII. RIM Working Environment**
- IX. RIM Trends
- X. RIM Issues
- XI. RIM Action Plans
- XII. RIM Reports

The RIM Business Plan provides

- *a blueprint for the RIM Program, and*
- *one comprehensive view for measuring and reporting the RIM Program compliance and effectiveness.*



What resources are you managing?

You must know in detail the current resources you have before you can begin to plan your RIM program. If it is just you, start with you can do best. As you look at other activities that need to be accomplished you can then support your proposal for additional resources.

VIII. RIM WORKING ENVIRONMENT

- a. RIM Roles and Responsibilities **PEOPLE**
 - 1. Business hierarchy (*where does RIM currently fit in the organizational hierarchy?*)
 - 2. Business Partners - legal, security, facilities etc. (*what partnerships do you already have? What partnerships do you need to build? Why?*)
 - 3. RIM Staff (*based on goals and objectives, what staffing is or could be assigned to which projects/tasks?*)

- b. RIM Budget **MONEY**
 - 1. (*Do you know how much money can be spent for RIM activities? Is the RIM budget folded in with another business function/do you share the budget with other business functions? Is it possible to work with your management to gain a 'budget line item' to cover the fixed costs in order to maintain continuity of services offered?*)

- c. RIM Technology **TOOLS**
 - 1. (*What technologies does the RIM business function use and/or control?*)

- d. RIM Space/Facilities **SPACE**
 - 1. (*Is there a specific space(s) that RIM uses to perform RIM functions including office/desk/cubicle/storage space?*)