



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 are you doing? How much are you accomplishing?
Who are your customers and stakeholders?**

- VI. RIM Performance Indicators (metrics to support value, growth and resources – measure volumes, frequency, space utilized)
 - a. Records Creation
 - i. Classification/Indexing Systems
 - ii. Metadata Systems
 - iii. Imaging
 - b. Records Maintenance
 - i. Records Centralized Onsite/Offsite Storage
 - ii. Records Backlog Conversion Projects
 - iii. Records Destructions ‘On Hold’
 - iv. Records Searches – ad hoc
 - c. Records Disposition
 - i. Records Destruction Process
 - d. Records Programs
 - i. Training
 - ii. RRS Review - Records Series/Categories
 - iii. Governance Documents – Review/Approved
 - iv. Disaster Recovery Plans
 - v. Vital Records Plans
- VII. RIM Customers & Stakeholders
 - a. Customers - Internal
 - i. Functional Areas
 - ii. Records Liaisons
 - b. Customers – External
 - i. Off-site Storage
 - ii. Consultants
 - iii. Vendors
 - c. Stakeholders
 - i. Legal
 - ii. Compliance
 - iii. Risk Management
 - iv. Tax
 - v. IT