



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.*



GETTING STARTED

a. RIM VISION

- i. Must be aligned with the company vision

b. RIM MISSION

- i. Describes how RIM will support the company vision and activities

c. RIM VALUES

- i. Should follow the company values; identify those values that are key to RIM Program

d. RIM GOALS/OBJECTIVES

- i. Goals – large over-arching aspirations; best to choose about three achievable goals for the RIM Program
- ii. Objectives – detailed steps to meet those goals

e. RIM STRATEGIES

- i. Assessment – use the Generally Acceptable Principles or other assessment tool that will assess the current maturity of the RIM Program
- ii. Projects – identify and describe projects that will make the management of business records more efficient; and, the RIM Program more robust and mature.
- iii. Implementation Roadmap – organize the projects in a timeline to understand how the projects will build the program and to make sure your resources are available at the designated time
- iv. Governance documentation – Policy, Procedures, Standards, Guidelines