

Risk 7: Records, Information, and Knowledge Management



Risk Definition

There is a risk that corporate records, information, and knowledge will be lost and/or will not be reabsorbed into the Department.

The Department faces many challenges integrating records and information management systems into daily operations. Within the Department files tend to be stored on the I-drive and in e-mails, which are not records management systems. Without records and information management, managing knowledge may become a challenge.

This risk has the potential to obstruct the organization from achieving all of its strategic outcomes.

Sources of Risk

Technology Implementation Limitations

The Department does not have the appropriate capacity to manage information adequately. Tools exist, but implementation has not been fully successful because the information management system is seen as cumbersome. As a result, the current systems are being adopted slowly, and in some cases, are being bypassed. Some reasons for the low take-up of the records management system include:

- A single, reliable information system that can be used by all staff is not available
- Not all staff have access to the systems that are in place
- Methods to circumvent InfoBank existed from the beginning
- InfoBank has significant limitations (real or perceived) such as not allowing new team members to see archival information
- There is a prohibitively high expense to expand implementation of the system
- Interoperability gaps exist (e.g. the TRIO system, does not interact with InfoBank)
- There is a three year gap in developing a sound strategy for archiving of information in regional offices, which do not yet have InfoBank or TRIO