

Effective Records and Information Management

Practical approaches for sustainable
document, records and knowledge
systems



Two-week professional development workshop
1 to 12 July 2019

Week 1 - Achieving International Standards in Information and
Records Management

Week 2 - Protecting Your Organisation from Cybercrime and
Enhancing Your Information

Public Administration International *in
association with*

eunoia

LISTENING - ENGAGING - TRANSFORMING



ACCREDITED
SHORT COURSE PROVIDER
BRITISH ACCREDITATION COUNCIL
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PAI is accredited by the
British Accreditation Council
for Independent Further and Higher Education

About the workshop

Every organisation needs accurate information to develop, deliver and assess the effectiveness of its policies, programmes and services and to make informed decisions. Poorly managed content can result in severe consequences for an organisation; relying on inaccurate or out-of-date information can lead to bad decisions being made and the implementation of unnecessary or ineffective policies.

Poor information and knowledge management can also mean unnecessary expenditure on keeping material that is no longer needed as well as decreased productivity due to the need to recreate data that cannot be found. An inadequately maintained information environment provides increased risk of criminal activity such as cybercrime, corruption, fraud and money laundering.

This workshop is in two modular weeks which can be attended as separate modules or as a two-week programme to gain a more comprehensive understanding of effective approaches to managing information resources in all formats and media. It provides practical tools and methods to design and implement sustainable knowledge and content management systems.

Week one concentrates on achieving international standards in information and records management and week two will focus on protecting your organisation from cybercrime and enhancing your information security.

Who is it for?

Our workshop is aimed at senior decision-makers, records and information managers, records practitioners and anyone concerned with improving corporate governance and organisational effectiveness through better information handling. It will focus on international standards and practical experiences in the UK and in a range of other countries with a view to sharing global good practice. It will be particularly useful for those in organisations considering introducing enhancements to their information infrastructures.

As this is a records and information management focused workshop, it is not aimed at system analysis and IT professionals and will not focus on programming solutions.

How participants will benefit

During week one the workshop will:

- Introduce you to best practice for information and records management as expressed in ISO 15489
- Explain the key components of corporate intellectual control
- Show you how to analyse and develop information management procedures
- Explore how to build capacity among information creators, users and managers
- Consider the best ways to monitor and evaluate knowledge management systems.

During week two the workshop will:

- Help you to apply systematic processes for information retention and disposal
- Demonstrate the key principles of informational security
- Identify and analyse the key risks to your information resources
- Introduce you to the types of cybercrime and cyber enabled crime
- Show you the steps to take if a cyber attack on your information is suspected.

“I appreciate you hosting me at your institution and equipping me with skills to make a difference in the Parliament of Ghana.”

Wilhelmina Sylvia Aidoo
Deputy Director Human Resources
Parliament of Ghana

What the workshop will cover

The workshop will include seminar sessions, discussions, case studies, practical work and visits. It has been designed to be flexible so that it can be adjusted wherever practicable to meet your specific requirements and those of your organisation.

You will be able to:

- Assess the information and knowledge management strengths and weaknesses of your organisation
- Design intellectual control systems including classification, indexing and retention/disposal
- Better understand the features, functions and challenges of electronic records management, knowledge and content management systems
- Develop tools and processes to determine business requirements for information management
- Identify key information security risks
- Advocate enhanced information security initiatives in your organisation.

You will be invited to give an informal presentation on your own system and to talk about the particular challenges faced in managing information and records in your own organisation and country.

Programme outline week 1

Week 1	AM	PM
Day 1	<ul style="list-style-type: none"> • Welcome and introductions • Overview of the workshop • Workshop content • Expectations The conceptual framework	Types and uses of records and information Participants' informal presentations: key issues
Day 2	Capturing and registering records <ul style="list-style-type: none"> • Registration, physical and electronic capture Classification and indexing systems	<i>Visit: A Government Agency</i>
Day 3	Retention and disposal <ul style="list-style-type: none"> • Life-cycle appraisal • Using electronic systems Storage of records <ul style="list-style-type: none"> • Physical and electronic storage equipment 	Assessing information system needs Developing requirements for information and records management systems
Day 4	<i>Visit: An archive and centre for public records</i>	Managing information projects <ul style="list-style-type: none"> • Planning activities and timelines • Managing deliverables and budgets • Managing consultants
Day 5	Managing semi-active and archival material <ul style="list-style-type: none"> • Appraisal, arrangement, description, preservation and conservation Records and information as a vital resource The concept of an information enriched organisation Participants' action plans	Review, feedback and scope for follow-up Presentation of certificates of attendance

Programme outline week 2

Week 2	AM	PM
Day 1	<ul style="list-style-type: none"> • Welcome and introductions • Overview of the workshop • Workshop content • Expectations The nature of cybercrime	Information security <ul style="list-style-type: none"> • Preventing loss, inappropriate access and unauthorised destruction • Case study
Day 2	Identifying and managing risk	Mitigating risks: vital records and disaster planning
Day 3	Information security training and development Case study	<i>Visit - A court</i>
Day 4	Responding to a suspected cybercrime <ul style="list-style-type: none"> • Initial actions and key decisions • Limiting damage • Next steps Case study	Responding to a suspected cybercrime <ul style="list-style-type: none"> • Practical exercise • Collecting digital evidence • Using specialists and experts
Day 5	Components of a successful information security strategy Participants' actions plans	Review, feedback and scope for follow-up Presentation of certificates of attendance

We reserve the right to change the programme as necessary.

Language

The workshop is conducted in English. You will need to have a good working knowledge of the language.

Location and arrival arrangements

The workshop is based in central London. We can arrange travel to and from one of the London airports into central London if you let us have your flight arrival details in good time. The cost of airport transfers is included in the workshop fee.

Fees

The fee for the workshop will be £3,950. The fee for attending just one week is £2,100 and for just week two is £2,095. The fee includes tuition, travel to and from the airport in London, travel on scheduled visits which form part of the programme¹, presentation material and other documentation. It also includes a sim enabled Android tablet for you to use during the workshop and take home with you for future reference and follow up. We also provide a light lunch and refreshments during each working day as part of the fee.

Other costs

Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per day for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from a light lunch on working days) and other incidental expenses.

Value Added Tax

We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are “employed by the government in furtherance of its sovereign activities.” In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

Ways to pay

You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We accept payment by credit or debit card but there is a surcharge for this way of paying. Please contact us if you would like to pay by credit or debit card.

Discounts

We offer a 10% reduction on the full tuition fee if we receive payment no later than 21 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

Cancellation

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation.

Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept an appropriate substitute at any time without penalty but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

Please see our website for our full terms and conditions. If you would prefer a hard copy of our full terms and conditions, please let us know.

<http://www.public-admin.co.uk/terms-and-conditions-for-booking/>

Insurance

We advise you to arrange travel and health insurance cover before you leave your home country.

¹Travel to and from the airport in London and on scheduled visits in the programme are provided at cost.

Workshop Director

The Workshop Director will be Neil McCallum. Neil's career began as a UK public servant including periods as a departmental records officer and Head of Administration. For the past 25 years he has been directing and delivering highly successful projects addressing public sector records management issues around the world. Recent assignments include working with the Supreme Court of Nigeria, the Attorney General's Department in Ghana, the Judiciary of Botswana and in courts, prisons and currently police stations in Ethiopia, all on enhanced records and information management related issues. Earlier experience includes directing government-wide records management reform programmes for the governments of The Gambia, Ghana and Tanzania. Neil is a civilian member of the UK Government's Stabilisation Unit, created to support fragile states and countries emerging from conflict. He has just completed a functional review of the Ministry of Interior and Federal Affairs in Somalia.

Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector worldwide. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice in delivering public services. This workshop is one of our range of specialist UK-based professional development workshops designed to meet the needs of public services worldwide.

We pride ourselves on our:

- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

Eunoia

Eunoia is a partnership of practitioners with a wide range of experience in public sector change. Eunoia's partners have delivered highly successful organisational development projects across Africa, Asia, and the Caribbean and in the UK. They are currently working on a range of reform initiatives in Bangladesh, Ethiopia and the UK.

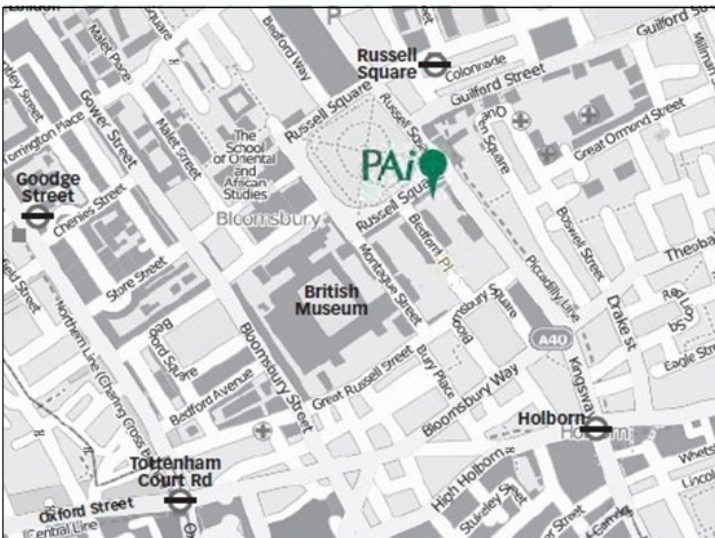
How to apply

Please complete the PAI application form and post, fax or email it to Clare Walters, Programme Manager, at the address on the bottom of the page.

You can also apply online via our website www.public-admin.co.uk

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact Claire Cameron, Director. We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

Where we are



Public Administration International

56 Russell Square London WC1B 4HP UK

T: + 44 (0)20 7580 3590 F: + 44 (0)20 7580 4746 E: pai@public-admin.co.uk