

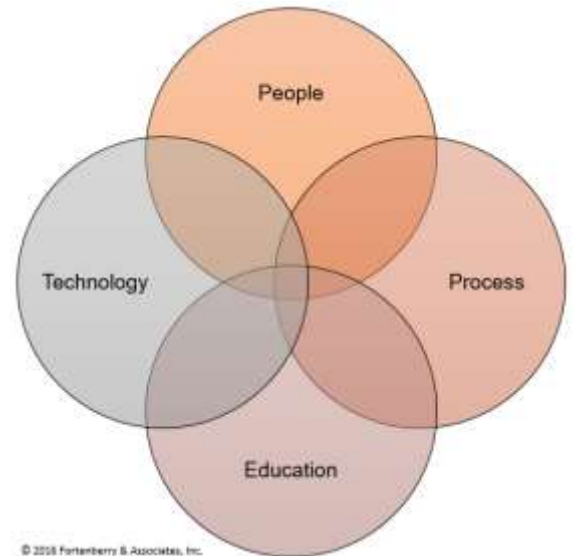
# Four Components of Successful Records & Information Management Programs

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## People

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Multiple groups of people contribute to the overall success and effectiveness of a records management program. We see three main groupings: **Leaders**, **Contributors**, and **Users**. Each plays a different role in making the overall program a success and the absence or ineffectiveness of one or more of those groups will make for a challenging program.



## Process

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Having effective processes which support organizational activities, requirements, and mandates are very important to overall success. By identifying processes across the organization which generate, receive, or utilize information within their business procedures, an effective RIM process can supplement and enhance existing practices, thereby increasing productivity and compliance.

## Technology

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Records & Information Management technology has become the norm in today's business and government environments, and is essential to the effectiveness of any RIM program. Most technological solutions offer a wide array of capabilities and opportunities for integration with existing and future technology and processes.

## Education

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As with any system, process or policy, its effectiveness is limited only by the resources available and ability of its users to understand and implement it in their work environment. Education across an organization is *vital* to the success and effectiveness of your RIM program. An organization can have the best technology and most complete processes developed, but if the user does not understand how it fits in their environment, their effectiveness and compliance are heavily impacted, even to the point of overall system or program failure.

