BLACKBIRD FOR TRAINING

Advanced Records Management Issues

6 – 17 September 2027
Berlin (Germany)

Advanced Records Management Issues

Ref: 3255615_205925 **Date:** 6 – 17 September 2027 **Location:** Berlin (Germany) **Fees:** 10600 GBP

Introduction

Organizations today are under increasing pressure to manage their records effectively. Rapid digital transformation, expanding regulatory requirements, overwhelming volumes of information, and weak governance structures have made records management more complex than ever. When records are poorly managed, the consequences can be serious—ranging from compliance violations and operational inefficiencies to data breaches, financial losses, and reputational damage.

This intensive 10-day program is designed to equip participants with advanced knowledge and practical tools to diagnose records management challenges, identify root causes, and implement sustainable solutions across both physical and electronic environments. The course is aligned with international best practices, including the framework of the International Organization for Standardization ISO 15489, as well as modern information governance principles.

Participants will gain hands-on experience in designing corrective strategies, strengthening compliance, enhancing systems, and implementing modern digital records management initiatives.

Course Objectives

By the end of this course, participants will be able to:

- Diagnose complex records management challenges within organizations
- Identify lifecycle gaps and operational inefficiencies
- Develop robust classification, retention, and governance frameworks
- Address electronic records management challenges
- Strengthen compliance with legal and regulatory requirements
- Mitigate cybersecurity and confidentiality risks
- Implement digital transformation strategies for records
- Conduct records audits and risk assessments
- Develop policies, procedures, and structured improvement plans
- Lead organizational change in records management initiatives

Course Outlines

Day 1 — Foundations of Records Management Problems

- Core records management concepts and organizational impact
- Common system failures
- Lifecycle gaps and inefficiencies
- Root causes of weak record-keeping practices
- Governance and accountability issues
- Organizational maturity assessment
- Workshop: Records management diagnostic assessment

Day 2 — Policies, Governance & Organizational Challenges

- Ineffective or missing policies and procedures
- Role ambiguity and responsibility gaps
- Information governance frameworks
- Organizational culture and resistance to change
- Leadership alignment challenges
- Building accountability structures
- Exercise: Designing governance frameworks

Day 3 — Classification & Filing System Issues

- Weak classification structures and duplication
- File plan design challenges
- Metadata inconsistencies
- Ineffective indexing and labeling
- Storage and retrieval inefficiencies
- Physical records management issues
- Workshop: Redesigning classification systems

Day 4 — Retention, Disposal & Legal Risks

- Retention schedule weaknesses
- Risks of over-retention and premature destruction
- Legal admissibility of records
- Regulatory compliance obligations
- Litigation risks and evidence handling
- Disposal authorization controls
- Case Study: Legal consequences of poor retention practices

Day 5 — Electronic Records Management Challenges

- Digital information explosion
- Uncontrolled shared drives and storage
- Email and messaging record issues
- Lack of formal electronic records systems
- Enterprise integration challenges
- Automation gaps
- Workshop: Electronic records improvement planning

Day 6 — Technology, Digital Transformation & Innovation

- Electronic document and records management systems
- Cloud governance challenges
- Artificial intelligence in records management
- Workflow automation technologies
- Data analytics and information insights
- Emerging digital trends
- Case Study: A successful digital transformation initiative

Day 7 — Compliance, Risk Management & Security

- Compliance failures and audit findings
- Information security vulnerabilities
- Privacy and confidentiality challenges
- Cybersecurity threats to records
- Risk assessment methodologies
- Managing sensitive and classified information
- Workshop: Records risk assessment exercise

Day 8 — Disaster Recovery & Business Continuity

- Records loss scenarios and organizational impact
- Disaster recovery planning gaps
- Business continuity integration
- Backup and redundancy strategies
- Emergency response planning for records protection
- Crisis management for information assets
- Simulation: Responding to a records disaster scenario

Day 9 — Auditing, Performance Measurement & Improvement

- Records auditing frameworks
- Performance indicators and maturity models
- Monitoring and evaluation techniques
- Continuous improvement strategies
- Benchmarking against best practices
- Return on investment in records programs
- Exercise: Conducting a comprehensive records audit

Day 10 — Strategic Solutions & Implementation Roadmap

- Developing corrective action plans
- Implementing modern records systems
- Change management strategies
- Training and awareness initiatives
- Stakeholder engagement
- Building long-term sustainability
- Future trends and innovation
- Final Project: Presentation of a Records Management Improvement Strategy

Why Attend This Course? Wins & Losses!

- Resolving critical records management weaknesses
- Reducing legal and regulatory exposure
- Improving operational efficiency
- Enhancing information accessibility
- Strengthening governance and accountability
- Supporting digital transformation initiatives

Participants leave with practical, immediately applicable skills to elevate records management systems within their organizations.

Conclusion

Records management is no longer a routine administrative function—it is a strategic imperative. In today's data-driven environment, unmanaged or poorly governed records can expose organizations to significant operational and legal risks.

However, when handled with the right structure, tools, and leadership approach, records management becomes a powerful organizational asset. It enhances compliance, improves decision-making quality, safeguards institutional knowledge, and drives operational excellence.

This program empowers professionals not just to fix problems but to transform records management into a sustainable, value-generating function that supports long-term growth, resilience, and strategic success.