BLACKBIRD FOR TRAINING

Records Management Issues

17 – 21 October 2027
Amman (Jordan)



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Introduction

Organizations today operate in an environment defined by rapid digital growth, complex regulatory expectations, and an unprecedented volume of information. As governance requirements tighten and data flows multiply, managing records has become significantly more demanding. Weak record practices can expose organizations to compliance violations, operational inefficiencies, cybersecurity incidents, financial penalties, and reputational harm.

This intensive 1-week program is designed to provide participants with advanced knowledge and practical tools to diagnose records management challenges, uncover root causes, and implement sustainable, organization-wide solutions across both physical and digital environments. The course aligns 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 developing corrective strategies, strengthening compliance frameworks, improving systems, and leading structured digital transformation initiatives in records management.

Course Objectives

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

- Diagnose complex records management weaknesses within their organizations
- Identify lifecycle gaps and operational inefficiencies
- Design effective classification, retention, and governance frameworks
- Address electronic and digital records management challenges
- Strengthen compliance with legal and regulatory obligations
- Mitigate cybersecurity, privacy, and confidentiality risks
- Conduct records audits and structured risk assessments
- Develop policies, procedures, and actionable improvement plans
- Lead organizational change and modernization initiatives in records management



Course Outlines

Day 1 — Foundations, Governance & Organizational Challenges

- Core concepts of records management and its strategic impact
- Common system failures and lifecycle gaps
- Root causes of weak record-keeping practices
- Governance structures and accountability frameworks
- Role clarity and leadership alignment
- Organizational culture and resistance to change
- Assessing organizational maturity

Workshop: Records management diagnostic assessment and governance design exercise

Day 2 — Classification, Filing Systems & Retention Management

- Classification structures and file plan development
- Eliminating duplication and improving metadata consistency
- Indexing, labeling, and retrieval efficiency
- Physical records management challenges
- Retention schedule development and control
- Risks of over-retention and premature destruction
- Legal admissibility and regulatory compliance considerations

Case Study & Workshop: Redesigning classification and retention frameworks

Day 3 — Electronic Records & Digital Transformation

- Managing the digital information explosion
- Shared drives, email, and uncontrolled storage risks
- Electronic document and records management systems
- Integration with enterprise platforms
- Automation gaps and workflow optimization
- Cloud governance considerations
- Artificial intelligence and emerging technologies in records management

Workshop: Electronic records improvement and digital transformation planning



Day 4 — Compliance, Risk Management & Security

- Compliance failures and audit findings
- Information governance and regulatory obligations
- Privacy and confidentiality challenges
- Cybersecurity threats to records
- Managing sensitive and classified information
- Risk assessment methodologies
- Litigation risks and evidence management
- Disaster recovery and business continuity integration

Simulation & Workshop: Records risk assessment and disaster response scenario

Day 5 — Auditing, Performance Measurement & Strategic Implementation

- Records auditing frameworks and methodologies
- Performance indicators and maturity models
- Monitoring and continuous improvement strategies
- Benchmarking against international best practices
- Measuring return on investment in records programs
- Developing corrective action plans
- Change management and stakeholder engagement
- Building long-term sustainability

Final Project: Presentation of a Comprehensive Records Management Improvement Strategy

Why Attend This Course? Wins & Losses!

Organizations that invest in structured records management gain measurable advantages.

- Resolve critical weaknesses before they escalate into legal or operational crises
- Reduce regulatory and litigation exposure
- Improve efficiency and reduce information retrieval time
- Enhance governance, transparency, and accountability
- Strengthen cybersecurity and data protection controls
- Support broader digital transformation strategies

Participants leave the program with practical, immediately applicable tools that enable them to strengthen, modernize, and sustain effective records management systems within their organizations.



Conclusion

Records management is no longer a routine back-office function. It is a strategic priority that directly influences compliance, risk exposure, operational stability, and informed decision-making. In a data-driven world, unmanaged or poorly governed records can quickly become a significant organizational liability.

When supported by clear governance, modern systems, and capable leadership, records management evolves into a powerful strategic asset. It protects institutional knowledge, enhances transparency, improves efficiency, and strengthens resilience.

This 1-week program equips professionals not only to address existing gaps but to build a structured, future-ready records management framework that delivers lasting value and supports sustainable organizational success.

