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Developing a changing records culture

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University Records Manager

Overview
• Implementation & change management
• Helpful models & guidance
• Putting the theory into practice

John Kotter
A force for change: how leadership differs from management (1990)
• Establish a sense of urgency
• Form a powerful guiding coalition
• Develop a clear vision
• Share the vision
• Empower others to act on the vision
• Secure quick wins
• Consolidate and keep moving
• Anchor the new approaches

Rosabeth May Kanter
The change masters – corporate entrepreneurs at work (1984)
1. Loss of control.
2. Excessive personal anxiety.
3. Avoid surprises.
4. The “difference effect”.
5. Loss of face.
6. Concerns about competence.
7. Ripples/chaos effect.
8. More work.
10. Real threats.

Simmons & Dickinson
Readiness for change matrix

JISCinfoNet
Implementing an EDRMS: toolkit at http://www.jiscinfonet.ac.uk/InfoKits/edrm
1. Positioning.
2. Project management.
3. Information gathering & analysis.
4. Feasibility study/options review.
5. Making the business case.
6. Defining the statement of requirements.
7. Procuring the solution.
8. Managing the implementation
9. Measuring the results.

EDRMS project: phases directly affecting end users
• Planning
• Laying the foundations
• Piloting
• Rolling out
• Embedding

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