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Developing a changing records culture

M Sarah Wickham
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

- Positioning.
- Project management.
- Information gathering & analysis.
- Feasibility study/options review.
- Making the business case.
- Defining the statement of requirements.
- Procuring the solution.
- Managing the implementation.
- Measuring the results.
- Project closure.

EDRMS project: phases directly affecting end users

- Planning
- Laying the foundations
- Piloting
- Rolling out
- Embedding

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