IMS 5047 – MANAGING BUSINESS RECORDS

Week 5

Introductory exercise indicating the 'flow aspect' of business transactions.

The following exercise is meant to open up discussion of records capture issues and document management.

• Mrs Joan Bloggs, invalid pensioner, writes in to Microsoft Corporation [via the conventional postal system] to complain about the fact that her daughter’s wedding already booked had been cancelled by Bill Gates' act in buying the church and setting it up as an internet cafe. She would take legal action on the grounds that the new owner of the church inherited the previous obligations of the former owner. She intends to sue Gates unless she receives a payment of $500,000.

• The letter is duly scanned into the electronic document storage system and forwarded electronically to Gates’ lawyers.

• The lawyers employ an external private investigator who finds out that Mrs Bloggs did indeed have a daughter who was getting married on that day, but that the Church authorities had no record of the booking. A draft reply is prepared by the lawyers refusing to entertain Mrs Bloggs’ request, and is sent to Gates’ personal secretary and copies are sent to you as records manager, and in accord with your initial document.

• Gates personal secretary fills out the standard electronic covering minute which guarantees Bill will read it, and Gates, electronically, authorises the despatch of the reply by the lawyers.

• The lawyers produce a signed reply [paper] which is copied, and one copy sent to you.

Questions

• Which documents should be captured as records?
• How many records are there?
• How many transactions are there? Should it be viewed as one interlinked transaction?
• What sort of technologies does the story imply or specify?
• What are the 'data' needs (ie. supporting data contextualising the transactions that are occurring)?