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SABS STANDARDS DIVISION

Recommended practice

Change management recommendations for records management programmes

This document does not have the status of a South African National Standard.

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Table of changes

Change No.	Date	Scope

Foreword

This recommended practice was approved by National Committee SABS SC 46D, *Information and documentation – Archives/Records management*, in accordance with procedures of the SABS Standards Division, in compliance with annex 3 of the WTO/TBT agreement.

This document was published in August 2010.

Annex A forms an integral part of this document.

Introduction

Records management has become an integral function within organizations of all sizes spanning all industries in the public and private sectors. The nature of the organization will determine the extent to which compliance with regulations is required, and which other drivers are at force in creating the need for formal and standardized records management practices. Regardless of the nature of the drivers, all organizations are faced with the challenges of ensuring that the appropriate staff is made aware of the records management programme, and of implementing the programme in such a way that it becomes integrated into daily activities.

This recommended practice provides methods and tools that can be used to ease the transition to a records management culture within any organization.

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Change management recommendations for records management programmes

1 Scope

1.1 This recommended practice provides guidance on how to implement change management recommendations for records management programmes within any public or private organization. Although it is designed primarily for internal clients, some of the outputs may be used to communicate elements of the records management programme to external stakeholders.

1.2 This recommended practice is designed to be used:

- in conjunction with SANS 15489-1 and SANS 15489-2, for governmental organizations, and for policy and guideline documents produced by the National Archives and Records Service (NARS);
- to provide guidance on communication and change management tools that can be used at any stage of a records management programme;
- when a new records management programme is introduced within an organization or when any significant changes are to be made to the programme;
- when rolling out a records management programme to additional organizational units;
- to standardize a records management programme across companies in the case of multinational or geographically dispersed organizations; and
- when a merger and acquisition activity requires the standardization of records management procedures.

1.3 This recommended practice is intended for use by records managers and programme teams involved in the implementation of records management programmes.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies. Information on currently valid national and international standards can be obtained from the SABS Standards Division.

SANS 15489-1:2004/ISO 15489-1, *Information and documentation – Records management – Part 1: General*.

SANS 15489-2/ISO/TR 15489-2, *Information and documentation – Records management — Part 2: Guidelines*.