

# **GLIS 660 Enterprise Content Management**

Winter 2017 Wednesday 11:30 am – 2:30 pm Edu 433

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Office hours: Wednesday 2:30 – 4:30 pm or by appointment

## **Course Description**

This course covers the management of an organization's content in both paper and digital forms that relate to the organization's operational processes for compliance, governance and decision-making purposes. This course addresses principles, strategies, methods and tools used in the lifecycle management of the content, including capture, workflow, classification, metadata, collaboration, web content, preservation, and delivery. The course consists of lecture, guest lectures, software demonstration, tour, student presentation and discussion.

## **Learning Outcomes**

- To identify the definition, characteristics, and functions of records management (RM) and enterprise content management (ECM) in both paper and electronic formats;
- To enable to develop workflow, business classification scheme, functional analysis, and retention schedule of records;
- To identify software applications on electronic records management systems (ERMS) and enterprise content management systems (ECMS) and to understand their market trends; and
- To recognize technical, legal and management issues associated with RM and ECM.

## **Selected Reading Materials**

Franks, Patricia C. 2013. *Records and Information Management (RIM)*. Chicago, IL: American Library Association. eBook version available at <http://site.ebrary.com.proxy3.library.mcgill.ca/lib/mcgill/detail.action?docID=10860410>. Also Chapters 1-2 in PDF available at MyCourses.

ISO 15489-1:2001. Information and documentation -- Records management -- Part 1: General.  
ISO/TR 15489-2:2001. Information and documentation -- Records management -- Part 2: Guidelines.

Reference Model for an Open Archival Information System (OAIS).  
<http://public.ccsds.org/publications/archive/650x0m2.pdf> (accessed Jan. 5, 2017).

Personal Information Protection and Electronic Documents Act (PIPEDA)  
<http://laws.justice.gc.ca/en/P-8.6/> (accessed on Jan. 5, 2017).

Hagmann, Juerg (2013), "Information governance – beyond the buzz", *Records Management Journal* 23 (3): 228-240.

US Department of Defense. DoD5015.2-STD. Design Criteria Standard for Electronic Records Management Software Applications. April 25, 2007.  
<http://www.dtic.mil/whs/directives/corres/pdf/501502std.pdf> (accessed Jan. 5, 2017).

European Commission. MoReq2010 (Model Requirements Specification for the Management of Electronic Records). <http://www.moreq.info> (accessed Jan. 5, 2017).

## Course Evaluation

Specific guidelines on each paper are distributed. Due dates are indicated in the weekly schedule. Papers are due in the beginning of the class on due dates. Late submission will be permitted **ONLY** with family emergency or physical illness (doctor's certificates required). Late submission without permission will be **deducted 2 penalty points per day**. Follow standard academic paper formats and page limit (Times New Roman, **12 fonts, page number, double line space**, 1 inch or greater margin on left/right and top/bottom). Do **NOT** exceed the number of the given page limit. Non-standard paper formats will get penalty points deducted. References should be included for citations strictly. Otherwise, penalty points (1 to 3 points) will be deducted in each case, depending on the seriousness of the case. If you write papers in French, **notify to instructors in advance and turn in the hard copy AND its electronic file on due date. Paper submission should be done via myCourses/Evaluation.**

- Group project (3 students per group; 50%):
  - Part 1: Development of business classification schemes (25%)
  - Part 2: Development of retention schedule (25%)
- Final Paper (Individual or group paper up to 3 students): position paper (30%)
- Tour report (individual) (5%)
- Paper presentation (10%) and discussion participation (5%)

**Weekly Schedule** (may be changed according to the class progress and guest speaker's availability)

### Session 1: Jan. 11, 2017

Topic: Overview of the course; definitions and features of records and records management; electronic records management (ERM); enterprise content management (ECM).

### Session 2: Jan. 18, 2017

Topic: Life cycle and continuum models of RM and recordkeeping systems; standards on records management (ISO 15489).

### Session 3: Jan. 25, 2017

Topic: Subject-based and function-based classification schemes.

### Session 4: Feb. 1, 2017

Topic: Workflow; functional analysis.

**Session 5: Feb. 8, 2017**

Topic: Functional analysis cont'd; selected presentation of group project report 1; business classification scheme exercise and review.

**Session 6: Feb. 15, 2017**

**Group project Part 1 due**

Topic: Records compliance; retention schedule; governance, e-discovery.

**Session 7: Feb. 22, 2013**

**Tour report due by Feb 24, 4pm**

Topic: Tour to document storage and RM repository and ERM software company.

Session 8: Mar. 1, 2017 – study break

**Session 9: Mar. 8, 2017**

**Group project Part 2 due**

Topic: Retention schedule cont'd; selected presentation of group project report 2; functional requirements of RM systems.

**Session 10: Mar. 15, 2017**

Topic: selected presentation of group project part 2; life cycle of ECMS; metadata, web content management.

**Session 11: Mar. 22, 2017**

Topic: ERM and ECM software market trends; software demo and practice.

**Session 12: Mar. 29, 2017**

**Presentation 1 of final paper**

**Presentation 1 of final paper**

Topic: Panel discussion and presentation 1 of final Paper; development of records management program.

**Session 13: Apr. 5, 2017**

**Presentation 2 of final paper & final paper due**

Topic: Panel discussion and presentation 2 of final paper.

Turn in your paper to Prof. Park's mailbox or email it to [epc.park@gmail.com](mailto:epc.park@gmail.com) by April 5, 4 pm, 2017

## **Academic Integrity**

Office of Graduate and Postdoctoral Studies

“McGill University values academic integrity. Therefore, all students must understand the meaning and consequences of cheating, plagiarism and other academic offences under the Code of Student Council and Disciplinary Procedures (see [www.mcgill.ca/integrity](http://www.mcgill.ca/integrity) for information).”

“If you have a disability please contact the instructor to arrange a time to discuss your situation. It would be helpful if contact the Office for Students with Disabilities at 398-6009 before you do this.”

“Additional policies governing academic issues which affect students can be found in the McGill Charter of Students' Rights:

<http://ww2.mcgill.ca/students-handbook/chapter1.html>.”

The students have the right to write exams in French. No extension, delay or late assignments will be accepted. The only acceptable circumstances for an extension or a delay: personal illness and illness in the immediate family (physician's certificate required).

### **Communication Policy Statement**

E-mail is one of the official means of communication between McGill University and its students.

**As with all official University communications, it is the student's responsibility to ensure that time-critical e-mail is accessed, read, and acted upon in a timely fashion.** If a student chooses to forward University e-mail to another e-mail mailbox, it is that student's responsibility to ensure that the alternate account is viable.