

RECORDS MANAGEMENT, KNOWLEDGE MANAGEMENT, AND INFORMATION MANAGEMENT – ARE THEY CONVERGING OR DIVERGING? NANCY BURT, [FIDELITY INVESTMENTS RECORDS & INFORMATION MANAGEMENT WITH JILL SNYDER, NATIONAL ARCHIVES AND RECORDS ADMINISTRATION](#) (MODERATING): GROUP CONCLUSIONS

Records Management & Records Management are converging ; they need to and are

Records management needs a model in which the records are utilized more for their knowledge content.

We need to think about records management issues like version control and how that impacts our use of the knowledge in records.

We have people problems, primarily, how to get people to do it (both records management and KM have similar problems).

KM is the conceptual information - language issues with each domain; need more clarity to be able to collaborate whereas records management is more focused on “container” issues and metadata, retention and policies of handling the “containers.”

The retention policies of records management, developed to mitigate risk, are in tension with the need/desire to retain the knowledge that is contained in records.

Value of records management is efficiency and that can be applied to KM.

KM practices can contribute to records policy management: trust, communication, awareness and education, data synchronization

Need to reconcile different terminologies in KM and RM practices, and utilize various technologies to integrate them.