

# **IMPLEMENTATION OF ARCHIVE RECORDS MANAGEMENT SYSTEM (ARMS) FOR PRESERVATION OF CORPORATE MEMORY**

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## **ABSTRACT**

*Emerging digital era was effecting the development of corporate memory all over the world. This is also happened to Malaysia. Information that is producing not only in printed format but also in digital was giving big impact on the corporate memory. Corporate memory that is very important to better future development for every organization should be taking care. Preservation of corporate memory is seen as one of best method of handling it. However, the question is what kind of medium that we need to used? To answer this question, this paper was written to emphasize one of best medium to preserve corporate memory that is known as “Archive Records Management System”, (ARMS). Compare to others system in Malaysia, ARMS was seen as best medium to preserve the corporate memory. Therefore, this paper will discuss on how ARMS can work in preserving corporate memory. This is as an impact towards the development of digital era to the emerging of corporate memory.*

**Keywords:** *ARMS, Preservation, Corporate Memory, Digital Era.*

## **INTRODUCTION**

Archive Records Management System, (ARMS) is an Electronic Records Management System (ERMS) which is a set of program of computer in store and track records. Any ERMS should be able to capture

all records created by an organizations either printed or digital format. Moreover it should have a better management of metadata and classification. (Universiti Teknologi Mara UiTM, 2017). These kind of elements were contained in ARMS.

Based on Dgflo, (2014) ARMS is complied with Malaysia and International standard and Arkib Negara Malaysia guidelines (MS-ISO 16175-2 ; MS-ISO 2223:2009). Besides, ARMS are an Electronics Documents and Records Management System (EDRMS) built for the Cloud in Malaysia. Besides, ARMS also comply with Pekeliling Perkhidmatan Bil. 5 Tahun 2007 that is will helps an organization become more systematically and more secure in accessing of informations.

ARMS also are Gold Medal winner for *Educational, Innovation, Creativity & Design Competition* (EICD), 2018 in innovation category. (Faculty of Education, 2018). Besides, ARMS also won Silver Medal in International Business Invention, Innovation and Design (IIBD) Competition, 2016. (Alwi Mohd Yunus, 2018). Besides, based on Faculty of Information Management, (2017) ARMS also were participated in Young Brainer Awards for category Innovation, Design and Research, (2017). These all achievement was showed that ARMS have a very good functions in systems development especially in management of informations.

ARMS also were accepted by Faculty of Information Management, UiTM as the best system in managing records. This system also was used as training tools for Records Management Students. (Dgflo, 2014). Moreover, Dgflo (2014) stated that ARMS can be used in any industries and very users friendly. For example, according to Alwi Mohd Yunus, (2018) ARMS was used in UNITEN, Bank Rakyat, Selangor Invest and many more.

In management of information, ARMS can store variety of format of information not only in printed format but also digital. Corporate memory that is also can represent of information not knowledge of people but others seen like needing a medium to preserve the valuable information.

## **WHAT IS CORPORATE MEMORY ?**

Corporate memory was defined as information that is not only in active format but also historical. (Kamaruddin Yusop, n.d). He also mentioned that, all information should be preserving in order allowing the process of sharing. This is supported by Captain Zuraidi Zainol Abidin (2018) that

views corporate memory as a “brain of institution”. He believes that, without corporate memory, it will effect the function and activities of organizations. Kenneth Megill, (2005) also view corporate memory as one of big scope that can be in various fields such as in records and archive management and also libraries.

Captain Zuraidi Zainol Abidin (2018), explained that corporate memory is function to retain the knowledge of others and also lots of information on variety of format. He also explained that corporate memory was divided into two formats which is tacit and explicit. Tacit is something that is store in memory of people while, explicit is information that is been transfer into paper or records format.

Due to the emerging of corporate memory that can be in any format, it is very important to preserve it. ARMS is seen as one of best way in preserving corporate memory for long term use of information in future.

## **HOW ARCHIVE RECORDS MANAGEMENT SYSTEMS (ARMS) PRESERVE CORPORATE MEMORY ?**

Preservation is playing an important roles in order to make sure the longevity of corporate memory. ARMS is a digital preservation that is helps in ensuring the reliability to access the authentic digital information. (Library Technology Reports, 2008). This is also being mentioned by National Museum Australia, (2012) about the function of digital preservation in order to increase the accessibility of digital object for long terms use.

In better understanding of ARMS works in preserving corporate memory, here below a lifecycle stages of ARMS:

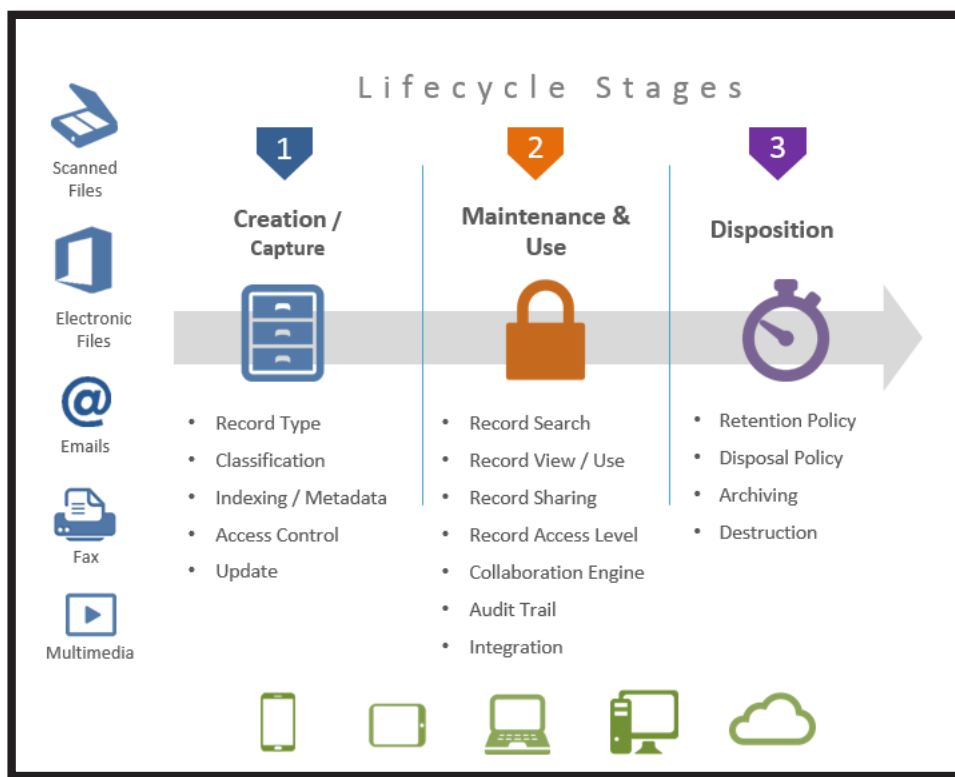
Based on Figure 1, here some explanation on how ARMS works in preservation of corporate memory:

### **ARMS support multiple digital file formats**

Corporate memory that is containing lots of information can be in variety of format. Variety format of information needs different of way to take care and need lots of cots. Therefore, it is important to have a medium that can keep variety format of information in one place. Based on Johan Mohd Sharif, (2018) ARMS can keep lots of information that is in different

format. This is supported by Dgflo, (2014) that stated about format that ARMS can keep include pdf, mp4, wav, dwg, avi and many more. Moreover, Dgflo, (2014) mentioned that ARMS are integration with office automation software which is Microsoft Office and Libra Office.

Others than that, ARMS also can upload different type of records. For example, memo, minutes of meeting, proposal, and many more. (Johan Mohd Sharif, 2018). This is will allow corporate memory that transfer from tacit to explicit can be kept with a proper medium.



**Figure 1. Lifecycle Stages of ARMS**

**ARMS is allowed on creation and capture of information**

ARMS also help in creation of records and capture information. Based on Dgflo, (2014) ARMS will help organizations to maintain its corporate memory due to workflow of organization or business process management. This is also supported by Alwi Mohd Yunus, (2018) that mentioned about the important of workflow or file plan that will contribute to the creation of

records. Dgflo, (2014) also mentioned that ARMS are can function based on user functions and profile.

Besides, Alwi Mohd Yunus, (2018) said that ARMS also has proper classification that will easier the retrieval process. This is also will avoid from records duplication, misplaced and losses Dgflo, (2014). Alwi Mohd Yunus, (2018) also mentioned about metadata that contains in each of the information. Metadata that will explain on the information store in ARMS will allow the authenticity.

Dgflo, (2014) also explain that ARMS can allow digital and non digital documents to be captured, classified, store, manage and dispose. This is will help the organization to reduce paper usage due to process of transferring paper records to digital format. So that, it will allow corporate memory can be using in the long term period

### **ARMS provided better maintenance and use**

According to Dgflo, (2014), ARMS is system that can be used by more than 20,000 users in a single Cloud Systems. ARMS also can be used and access in server depends on user request. (Johan Mohd Sharif, 2018). Dgflo, (2014) with supported by Johan Mohd Sharif, (2018), ARMS storage is up to 200 TB. Basically, Government of Malaysia used that capacity. Based on storage of ARMS, it will allow lots of corporate memory can be kept without worries.

Besides, Dgflo, (2014) also mentioned that, all transaction in ARMS is tracked by systems in order to ensure the authenticity. ARMS also have powerful search and view of records functions. This is also allowing all process of internal or external records either in printed or electronically. (Dgflo, 2014). This is showed that, all types of corporate memory can be more easier to access and allow transaction data.

### **ARMS allowed disposition**

ARMS also have retention and disposal policy based on National Archive of Malaysia. Retentation and disposal process will helps to reduce the physical storage of corporate memory. (Dgflo, 2014).

Besides, Alwi Mohd Yunus, (2018) said that retention and disposal in ARMS can be set based on needs of records keep in ARMS whether need to retain or not. He also mentioned that, there is disposal notification of ARMS that allow users to take action on disposal of records when the time comes. This is will help organization to identify which records that

is still valid, up to date and need to be kept or not. So that, it will avoid confusing in future and also reduce the storage.

### **ARMS provide secured information**

A good system is a system that has a better protection. Moreover, to preserve corporate memory in a digital system needs a good security in order to make sure the information is secured. According to Dgflo, (2014) ARMS is a highly secured system, matured and reliable.

Besides, in order to allow information on a secured format, Johan Mohd Sharif, (2018), highlighted that, ARMS has a two protection which is encrypted data and secure share. He explains that, encrypted data is a way to protect data if a system was accessed by unauthorised persons. If a threat happens, the unauthorised person still cannot view the data because ARMS was setting the data to be encrypted and difficult to read. Besides, Johan Mohd Sharif, (2018), also explains that secured share as one of alternatives to avoid confidential information from being exposed by others. He also said that, secured share is a process where users can email and share documents to others but, only in a certain period. The receiver also cannot download the documents. After a certain period, the documents are no longer accessible. This shows that, corporate memory that is preserved in ARMS will be fully protected due to the security preparedness in this system.

### **CONCLUSION**

In a nutshell, it is very important to preserve corporate memory nowadays. This is because, people tend to forget and the possibility of losing valuable information is high. Therefore, it is important to take steps in preserving corporate memory. In allowing the process of preserving corporate memory, it is important to identify the best medium. ARMS that is fully compliant with the National Archive of Malaysia and follows MS-ISO 16175-2 and MS-ISO 2223:2009 standards is a best medium to keep and preserve corporate memory for future use. Moreover, ARMS functions towards the preservation of information that are explained in this paper should help others or future researchers in preserving corporate memory.

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