MoReq2 NOUVEAU EST ARRIVÉ

Or a new tool to help you manage your documents and records, by Marc Fresko.

Marc Fresko: the world moves on

An important new information management standard was published at the beginning of February – MoReq2, the new European specification for electronic records management.

I know this column is meant to address a lot more than just records management – but then there is a lot more to MoReq2 as well, and therein lies its interest. It covers document management and workflows, for example – so read on!

Good records management lies at the heart of information management. Records form both the 'corporate memory' and the audit trail of compliance with laws and regulation. And today 'records' means 'electronic records' – hence the importance of electronic records management (ERM).

But how to manage electronic records is neither easy nor straightforward – hence the arrival of a European specification, MoReq (Model Requirements), a few years ago.

MoReq was conceived by the DLM Forum, a European stakeholder group, and realised by a team of consultants led by me. It met with success beyond our dreams; it is now used, cited, quoted, translated and adapted around the world, as a cursory Google browse demonstrates.

So while MoReq has never been a *de jure* standard, it is widely regarded as a *de facto* standard.

But the world moves on. Content management improved and evolved, our understanding of information increased, and the demand for more in this European standard increased.

This led the DLM Forum to initiate the development of MoReq2 – an evolution of MoReq incorporating many additions. And so it came about that a team from Serco Consulting was awarded the development contract for MoReq2, with funding from the European Commission.

Standing out

To be fair, MoReq2 is one of several specifications for ERM. The Americans have one. The Norwegians have one, as do the Germans, New Zealanders, South Africans and others. But MoReq2 stands out from this crowd in two important ways:
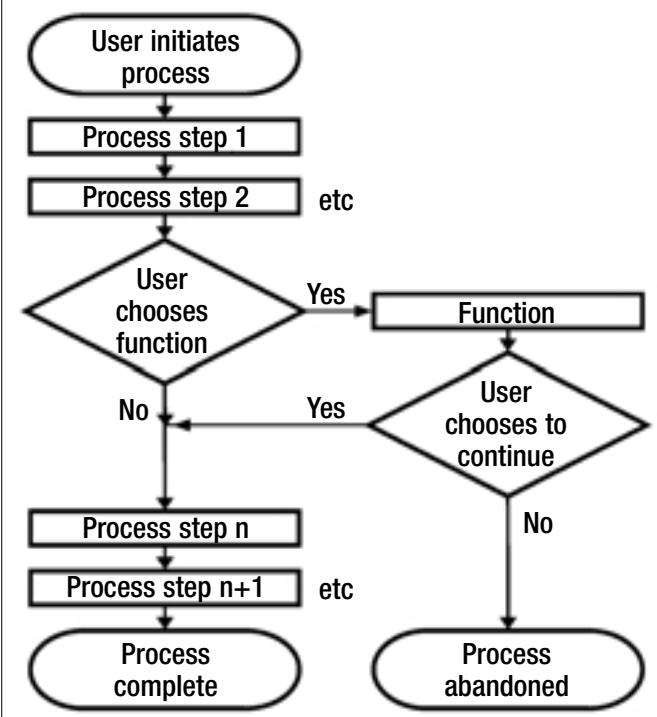
● MoReq2 is the only specification that addresses the private sector as well as the public sector. All the others address only government.

● MoReq2 is the only specification that is multinational in scope. All the others are strictly national, taking into account local legislative and other requirements.

● MoReq2 is the only specification that extends beyond 'pure' records management into the numerous areas required in the 21st century for a real-life, usable implementation.

As well as document management and workflow, it covers the records implications of collaborative working, casework, content management systems, electronic signatures, encryption, offline and remote working, email and fax integration, and DRM – some or all of which are essential elements for success in most organisations.

To take one example, MoReq2 includes requirements for dealing with business processes that call for an ERM to allow records management business processes to be interrupted then re-started by users.

Experience has shown that this simple-sounding requirement – essential to allow users to answer the phone, look something

FIGURE 1: Requirements for dealing with business processes

```
        User initiates
           process
              |
       Process step 1
              |
       Process step 2        etc
              |
           User
          chooses  ----Yes---->   Function
         function                    |
              |                       |
             No        Yes        User
              |   <-----------   chooses to
              |                   continue
              |                       |
       Process step n               No
              |                       |
      Process step n+1    etc         |
              |                       |
         Process              Process
         complete            abandoned
```

up or cope with an error – is poorly implemented in systems. But here, in MoReq2, it is required, described and clearly specified (see the simple flowchart in Figure 1).

MoReq2 was developed with consultative input from over 100 volunteers drawn from around the world. All the significant ERM software vendors supported the effort, as well as dozens of users, consultants, academics and archivists.

So MoReq2 is a practically based standard which can be of real benefit in the real world.

From later this year, MoReq2-compliant software systems will start to become available. A MoReq2 compliance testing scheme is being prepared by the DLM Forum.

So take a look at MoReq2, and build it into the plans for your organisation's records management.

Look at the MoReq2 website at www.moreq2.eu, which contains not only the MoReq2 document but also practical advice and a growing body of related and supporting documentation.

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