Information Management Roles and Responsibilities in NRS

All Staff

- We are **all** responsible for how we manage information. The Civil Service code expects us to 'keep accurate official records and handle information as openly as possible within the legal framework'.

- We should all follow the Scottish Government's [Information Management Principles](#) and in particular we must ensure that:

  - we treat information as an NRS asset

  - we keep records of what we do

  - our information is accurate and fit for purpose

  - we can find the information that we need and make it accessible to others

  - we handle, keep and dispose of information securely

  - the way we use information complies with regulations and legal requirements

- To help you create and manage information responsibly you can turn to the following colleagues for direction, guidance and support.

Records Manager

- The records manager has operational responsibilty for information management within NRS.

- He ensures that NRS operates proper arrangements for the management of our records throughout their lifecycle, and that legal obligations are met for the creation and retention of records in all formats.

- He is responsible for developing and implementing information management policies, procedures and standards, and for maintaining the NRS records management plan.

- He promotes and champions the effective and consistent application of standards and procedures for document and records management across NRS.

Information Management Leads (IML)

- Each business area has a designated information management lead.

- The IMLs role is to support the records manager by acting as a focal point for information management within their business area.

- They will help plan, introduce and champion change as we move towards EDRM.

- Guide new users of *Objective eRDM* and its successor on the use of the systems and on applying the correct standards and approaches.

- Support users of any interim solutions, ensuring that they follow the correct standards and procedures.

- Channel any issues or contraints encountered to the records manager.

- Periodically review the consistency of application of standards and consider any measures required to improve this.

- IMLs will have an understanding of:

    - business processes within their business area

    - records management terminology

    - our document naming conventions

    - key files, documents and information systems

    - the information needs of the staff within their business area

- The work is not full time but is integrated with their current role.

Information Management Support Officer (IMSO)

- IMSOs are a further localised point of contact for information management within NRS.

- They can provide colleagues with support, guidance and advice on information management, and in particular on good document naming.

- IMSOs act as gatekeepers for eRDM and are assigned additional privileges and tasks to complete from time to time.

- IMSOs should have a similar understanding of the business processes and information needs of staff in their area, and of our document naming conventions and information systems.

- Again the work is not full time but is integrated with their current role.

How do you become an IML or IMSO?

- Staff must be nominated and agreed by their business lead and the records manager.

- IMSOs are nominated to the eRDM Team by the records manager.

- Anyone who thinks they might like to take on this role this should speak to their line manager or the records manager.