



Australian
National
University

ANU Electronic Records Management System (ERMS) Manual



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The ERMS Manual

The ERMS Manual has been developed to provide staff with information required to ensure effective records management in keeping with ANU Records and Archives Management policy. The ERMS Manual provides guidance to staff in their responsibilities and actions to ensure the effective use of ERMS in the management of University records.

THE ERMS Manual does not provide instruction on how to navigate or use the ERMS. Instructions for use of the system are provided by the [ERMS User Reference Guide](#) available on the ERMS web pages and the ERMS Power User Reference Guide which can be requested by Power Users from University Records. Links to reference documents are placed throughout the manual.

1. Introduction

The University has developed an Electronic Records Management System (ERMS) to facilitate effective records management and improve efficiencies in administrative work practices through managing electronic records in a central repository.

The ERMS assists the ANU to comply with records based legislative requirements, i.e. the Archives Act 1983, the Freedom of Information Act 1982 and the Privacy Act 1988. It also ensures that the University complies with the AS ISO Standard on Records Management (2002).

2. Policy Principles

The Record and Archives Management [policy](#) provides the guiding principles for University records management as follows:

- The University's policy and practice is based on its legislative responsibilities as a Commonwealth agency and on AS ISO 15489, Standard on Records Management.
- Records created or received by staff in the process of conducting University business are vital assets of the University, providing evidence of its decisions, business activities and transactions.
- The University's primary recordkeeping systems are the:
 - Financial Management System
 - Human Resources System
 - Records Management and Archives Systems
 - Research Data Management and Repository Systems
 - Student Administration System
- The Records and Archives Management policy applies to records in all formats (paper, digital or audiovisual) whether registered files, working papers, electronic documents, emails, online transactions, data held in databases or on tape or disks, maps, plans, photographs, sound files and video recordings.

3. The Electronic Records Management System

ERMS is a web based electronic records management system developed by ANU allowing staff to create and contribute University business records. The system can be accessed via the Tools list on the ANU Staff web page at <http://www.anu.edu.au/staff>. Alternatively it can be accessed via the following URL <http://erms.anu.edu.au>

ERMS is for the use of ANU staff and can only be accessed by a staff member using their University ID and HORUS password to Login.

ERMS works in parallel with enterprise systems and network, shared and local drives. It is critical that records are maintained in either ERMS or an enterprise system to ensure there is a single source of evidence. Records which are not captured within an enterprise system need to be captured within ERMS.

The ERMS Desktop Integration Suite (DIS), available for Windows based PCs, allows the creation and contribution of records from Microsoft Office applications such as MS Word or Outlook directly into ERMS.

ERMS replaces the Central Records System (CRS) which was used to manage the University's paper file records. The information about these records which was accessed by CRS is now available through ERMS.

University Records is responsible for managing the University's records and the ERMS recordkeeping system.

4. ANU Business Classification Scheme

The University has created a [Business Classification Scheme](#) which provides a hierarchical classification structure of the University's business. It describes, through scope notes, the University's functions and activities to:

- make it easier to store and find information
- provide consistent groupings for records
- streamline the application of retention and disposal decisions
- assist in determining record security requirements.

A standard set of terms are used to categorise folders in ERMS:

- Functions, the broadest unit of business performed by ANU
- Activities, major tasks and processes undertaken within each Function.

These first two folder levels have been established as navigation folders to allow ERMS users to see and browse through the different Function and Activity folders. Records cannot be placed directly within them.

5. ERMS Contribution Folders

Records are contributed to Contribution folders (at the third level) created under the Activity folders. The Contribution folders are created by ERMS Administrators in University Records and ERMS Power Users following [Folder Creation and Titling Conventions](#). These Contribution folders are available for authorised individuals to contribute records.

Contribution folders contain records that relate to a specific business process or subject. ERMS is designed as a flat structure without multiple hierarchical layers of folders. Correct ERMS folder titling and using the ERMS search interface allows the easy location of folders, unlike shared or network drive folders which rely on subfolder structures. In exceptional circumstances a Level 4 folder may be created. For example large and complex projects may need Level 4 contribution folders.

When a contribution folder is created the metadata fields are automatically updated to show the location of the folder, name of record creator, and creation and modification dates.

University Service Divisions are business owners of university wide processes e.g. HR, Student Administration, Finance, and Research. Service Divisions are responsible for creating the folder structure and record contribution process for their business processes and communicating these practices to the rest of the University. Any area outside of the Service Division (for this document called 'local area') that is responsible for the function can only create folders in that function with the approval of the Service Division.

Local area business process owners are responsible for creating their own folder structures for the functions that they are responsible for and communicating the local area record contribution process to their staff.

6. Folder Security

The ERMS has been developed in order to promote transparency and sharing of information across the University.

Folders created within ERMS can be accessed by all ERMS users unless otherwise secured, i.e. security is applied as the exception rather than the rule. There may be instances where there is a requirement to secure folders which contain private, confidential or other sensitive information. These folders may need to be restricted to a particular work area or a group by establishing a security group that restricts access to the folders to staff belonging to that group. University Records staff are able to set up new security groups.

For staff files, you will only have access to staff files of your direct reports. Those who do not have access to these folders will not see or be able to search for a folder or the records within a folder.

Access to unclassified student files will be based on student administration roles within the student administration system. Further work is being undertaken to determine authorisation of staff access

levels to classified student files on a need to know basis. If a supervisor who does not have access to the student folder requires information regarding a particular student they will have to request this through an authorised Student Administrator.

In some circumstances, because of their role in the University, staff may belong to a security access group which would allow access to their own file. Accessing your own file is inappropriate. If you access your file, this is audited automatically by the system. A report is generated and sent via email to either the Director, HR or to the Student Records Office for action.

The folder structure for all other records will have an open security model and records will be available to all users unless manually locked down by the ERMS Administrator or Power User.

7. Records in ERMS

What is a Record?

'Information created, received, and maintained as evidence and information by an organisation or person, in pursuance of legal obligations or in the transaction of business.'

(AS/ISO 15489 Australian Standard: Information and Documentation Records Management)

Records provide evidence of ANU business decisions, actions and outcomes. Records come in many forms (digital, audiovisual or paper) and include electronic documents and files, emails, working papers, maps, plans, photographs, digital images, sound files and video recordings.

Potentially all information created, sent or received in the course of carrying out ANU business could be a record. Determining whether a document is a record requires judgement based on the information and context. The [Records Checklist](#) assists with this process.

Personal or other documents that do not provide evidence of ANU business activity are not considered records and should not be stored in ERMS.

Why Are Records Created?

As detailed in the Records and Archives Management policy the University ensures that records are created to document its business and are captured in recordkeeping systems for:

- Business continuity: so that staff undertaking University business can access past decisions and activity.
- Protection of rights: the University's own legal, financial and other rights and its obligations to its staff, students, and others affected by its actions
- Accountability: so that scrutiny can be made of its business by anyone authorised to do so.

Records Creation Responsibilities

The Records and Archives Management policy outlines the responsibility of University staff in the creation of records as follows:

- Records should be captured into a recordkeeping system as soon as possible after creation so that evidence is readily available to support University business.
- University records created or received by email or electronic documents held on personal computers must be incorporated into a recordkeeping system.
- Oral decisions and commitments should be recorded and incorporated into a recordkeeping system. Formal meetings should be documented by an agenda, minutes and any supporting documentation.

Records Management Responsibilities

To ensure the integrity of the University's recordkeeping the Records and Archives Management policy outlines records management responsibilities. Overall responsibility lies with the Library (Scholarly Information Services) through University Records.

Heads of Budget Units are responsible for:

- making staff aware of their responsibilities in relation to recordkeeping and monitoring compliance
- ensuring staff take responsibility for the capture, management and security of records
- providing facilities and procedures to capture records within the University's recordkeeping systems and to preserve them over time
- seeking advice on appropriate recordkeeping procedures and on the storage and disposal of records when needed
- ensuring staff have the appropriate authorisation to access records required to perform their duties

Staff users must:

- observe all relevant policies, laws, regulations, contractual obligations and procedures
- document activities performed and decisions made on behalf of the University
- incorporate records created or received into the University's recordkeeping systems
- manage records with care to ensure their preservation for as long as they are needed and to maintain information security.

8. ERMS Roles and Responsibilities

There are four key roles in ERMS administration, security management, contribution folder creation, communication and record contribution.

ERMS Administrator: University Records

- Manage the overall systems and recordkeeping processes within ERMS
- Modify, update and manage the BCS structures in ERMS
- Modify, update and manage disposal authorities in ERMS
- Create and manage membership of security groups
- Provide organisation-wide ERMS business support and advice

ERMS Power User: nominated by University Areas or Business Process owners

- Create folders and folder structures within BCS framework, to allow staff to contribute records
- Receive and create lists of approved individuals who are to have access to particular folders
- Submit requests to ERMS Administrator for creation of security groups
- Receive and apply security groups from ERMS Administrator to restrict access to records or folders (as authorised)

ERMS Representative: nominated by University Areas

- Coordinate the ERMS efforts with the local area
- Be the first point of contact for ERMS communications
- Disseminate communications to staff
- Receive, answer or source answers for questions from staff

ERMS User: All ANU Staff

- Create and contribute records
- Request the creation of a contribution folder

9. ERMS Training and Support

ERMS training is compulsory for all staff to ensure the development of skills and knowledge to manage records effectively in ERMS.

ERMS training can be undertaken in face to face training sessions or through the PULSE ERMS online module. For information about training registration as either an ERMS User or ERMS Power User see the University Records [website](#).

Records management advice and support allows staff to continue with business as usual receiving or accessing information. Sources include:

- This manual and associated web links and instructions
- Business Process Owner communications
- ERMS web pages on the University Records website

For further information or assistance, please contact University Records:

- ERMS Helpdesk 54321 option 1 option 7
- Email: records@anu.edu.au
- Website: universityrecords.anu.edu.au

10. ERMS Naming and Titling Conventions

To ensure that the records within ERMS are easily identified a naming convention is used to provide a systematic approach to titling electronic records and folders.

Record Titling Conventions

The [ERMS Naming Conventions Guidelines](#) provide information for naming records within ERMS to ensure that records are appropriately titled, managed and easily retrieved.

Folder Titling Conventions

[Folder titling conventions](#) relate to the titling of contribution folders. They are used to provide a systematic approach to creating consistent and predictable folder titles within ERMS.

Folder Title Conventions List

- Create folders only where there is a genuine business need
- Keep titles short and meaningful
- Ensure that the title does not repeat the name of the BCS Function or Activity folder
- Spell out abbreviations and acronyms
- Only include the organisation or business unit in the title if it is critical to a particular process
- Only include the year in the title to reflect an annual process or activity
- Use specific dates for folders relating to events occurring on a specific date
- For folders relating to a University person, use the University ID number followed by the surname then given name
- For Committee folders, include the full Committee name, date and number of meeting
- For folders related to facilities, include the building number and name

Business Process Folder and Record Titling Conventions

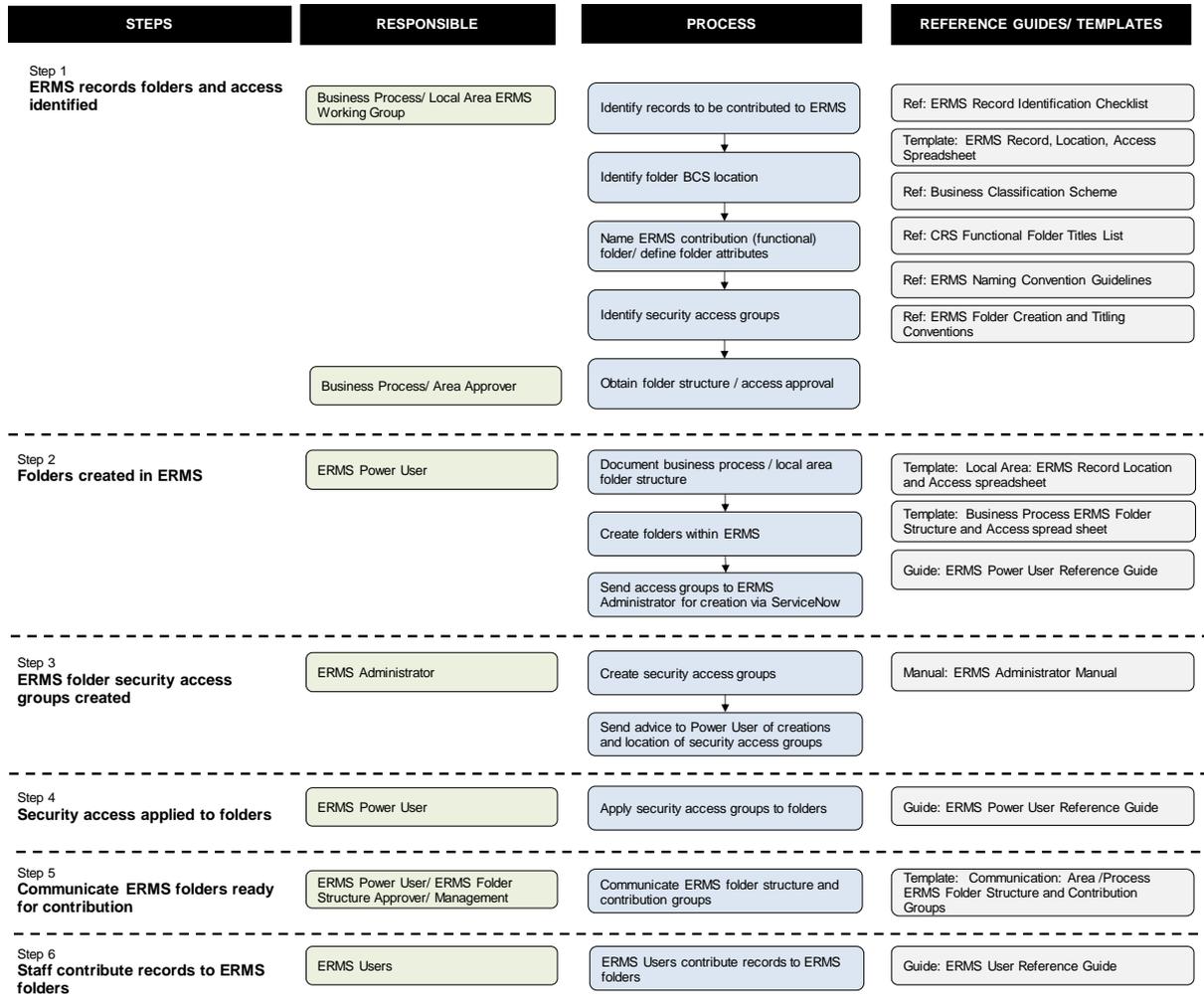
Specific conventions for titling Student, HR, Finance and Research records are provided in the naming convention guides created for each business process. They are available on the ERMS page in the University Records [website](#).

11. ERMS Folder Development and Access Process

The ERMS Folder Development and Access Process outlines the actions required by Power Users to create folders, provide access and finally allow record contribution:

1. ERMS records folders and access identified
2. Folders created in ERMS
3. ERMS security groups created
4. Security access applied to folders
5. Staff contribute records to ERMS folders

ERMS Folder Development and Access Process



1. ERMS records, folders and access identified

This first step incorporates five activities that are documented in the [ERMS Record, Location and Access Spreadsheet](#) (Process guide 4). It facilitates the identification of records and development of folders through a structured approach: documenting business processes, identifying the output from each process and determining if that output is a record.

If the output is acknowledged to be a record then the location of the record is logged. Most often the output or record location will be either an enterprise system or a shared or network drive. If the output of the process is not considered to be a record move on to the next business process.

If the output is a record a decision is made whether the record is to be stored in ERMS or remain in its current location, usually within an enterprise system. For records there is to be a single source of evidence, i.e. the University maintains one official record, not multiple copies. If the record location is an enterprise system move on to the next business process.

If the record is to be entered into ERMS then a container for the record needs to be created, a contribution folder, and the location of the folder within ERMS decided:

- Identify the BCS Function that reflects the type of records that need to be captured
- Identify the Activity folder that is appropriate for the contribution folder by reading the BCS scope notes
- Identify the key terms that need to be applied to the folder that reflect the type of records to be contributed. Do not duplicate the function and activity folder titles as they are included in the contribution folder metadata.
- Create the folder title following the ERMS Naming Conventions

The next step in the ERMS Record, Location and Access Spreadsheet is to develop a name for the access group (individuals requiring access to the folder and record).

A number of approaches can be taken to naming access groups. The access to particular folders may be based on a role, in which case the role would serve as the access group name, e.g. Student Administrators. If a management level requires access to the folder then the security access group name would identify the location of the group and management level, e.g. Facilities and Services Senior Management Group.

Once the name of the access group has been determined a list of the staff members and the University Identification (UID) Numbers are recorded against the Access Group name in the ERMS Record, Location and Access Spreadsheet.

More than one security access group can be recorded as requiring access to a Contribution folder. Once security access group members are individually recorded (names and UID) as part of an access group, from that point only the access group name needs to be used.

The final activity in the Business Process step is for approval to be obtained from the person authorised to approve the creation of the folder and the access group.

The Power User sends the Record Location and Access spreadsheet to the approver. In the case of university wide business processes folders, the Service Division Director must always be the folder and access approver.

Prior to sign off of the Service Division folder structures, the service division folders records and access are copied across to the Business Process ERMS Folder Structure and Access spreadsheet (Process guide 6) for sign off. This template is used as a formal advice of business process folder creation and record contribution conventions and communicated to all individuals involved in the business process e.g. HR Practitioners. Approval is provided via an email confirming the folder structure and access groups.

2. Folders created in ERMS

The Power User creates folders within ERMS referring to the ERMS Power User Reference Guide.

The Power users then send the list of access groups and membership to ERMS Administrator for creation via ServiceNow. (Process guide 5: Request Creation and Changes to Security Access Groups)

3. ERMS Folder Security Access Groups Created

The ERMS Administrator creates the requested security access groups and advises the Power User of creation and location of security access groups. (Process guide 5: Request Creation and Changes to Security Access Groups)

4. Security access applied to folders

The Power User applies the security access groups to the folders.

5. Staff contribute records to ERMS folders

Communication is issued to relevant staff of ERMS folder structure and contribution groups. This communication can be sent by either the Power User, ERMS Business Process Folder structure approver, i.e. the Service Division Director or Local Area Management.

Staff members can refer to the [ERMS User Reference Guide](#) which provides a step by step explanation of how to contribute a record.

12. Capturing, Creating and Searching for Records

Creating records within ERMS ensures that the University's business activities and transactions are managed and maintained in a central repository for immediate use or historic reference.

ANU no longer creates official paper files and requires that paper records be converted to electronic records. Records can be created in ERMS through the contribution of existing electronic records or conversion of paper records to PDF as an electronic record.

The [ERMS User Reference Guide](#) provides step by step instructions on how to create and contribute electronic records into ERMS.

Key steps in creating a record

1. Determine if the document or information is a record (Process guide 1: [Records Checklist](#))
2. If necessary, convert paper document or information into an electronic record by scanning (Process Guide 2: [Scanning Records into ERMS](#))
3. Identify the location of the record using the [Business Classification Scheme](#) and any Business Process Folder structure
4. Create a title for the record using the [ERMS Naming Conventions Guidelines](#)
5. Upload the record into ERMS

1. Determine if the document or information is a record

Utilise the [ERMS Records Checklist](#) (Process guide 1) to identify whether a document or information is a record. Key indicators to determine if a document or information is a record include:

- it is created or received by staff in the process of conducting University business, and
- documents decisions and actions taken on behalf of the University, and
- provides evidence of an outcome or decision.

Questions to ask to determine if a document or piece of information is a record:

- Does the record capture decisions, reasons, actions, that may be required as evidence of ANU business processes
- What are the implications or risks if this record is not kept?

2. If necessary, convert paper document or information into an electronic record by scanning

It is important that in the process of scanning paper records the integrity of the record information is retained.

The quality standards required for converting paper records into electronic records, as stipulated by the National Archives of Australia (NNA) are as follows:

- Scan quality of 300dpi (dpi - dots per inch)
- Colour settings are set to greyscale unless colour is important to the message/ content of the record requiring a colour setting
- File type must be Adobe Acrobat – Portable Document Format (.pdf)

It is important that all records are verified by the individual contributing them. Undertaking this check ensures that all ERMS users have access to relevant, complete and useful records into the future as well as complying with legislation and ANU policy. (Process guide 2: [Scanning Records into ERMS](#))

3. Identify the location of the record

Refer to the [Business Classification Scheme](#) or search the Business Process Folder structure to locate the appropriate contribution folder.

In most cases the contribution folders for records have been communicated to the ERMS user by either the University Business Process Owner (HR, Student Administration, Finance and Research etc.), or the Local Business Area. Any queries re where to contribute a record should first be made to the local area Power User or the identified University Business Process Owner.

4. Create a title for the record

Records within ERMS need to be titled to adequately reflect the information held within the record. This allows easy retrieval of the record in ERMS and limits record duplication.

It is the individual's responsibility to name a record using the [ERMS Naming Conventions Guidelines](#) to provide the necessary guidance.

For university wide business processes the owners of the process (e.g. HR, Student Administration, Finance, and Research etc.) provide record titling conventions specific to the process and can be found on the ERMS [website](#). These conventions specify folder and record naming conventions that must be followed.

5. Upload the record into ERMS

While all staff members have access to ERMS the ability to contribute records to folders is determined by having permission to access contribution folders. A staff member trying to upload a record into ERMS and unable to find the relevant contribution folder will need to:

- check folder access lists provided by University wide process owners or those provided by the Local Area
- talk to Local Area or Business Process Power Users
- contact ERMS helpdesk with the enquiry.

Disposing of original records after scanning

The disposal of original paper records after scanning must be undertaken in accordance with the National Archives of Australia's General Records Authority for source (including original) records after they have been copied, converted or migrated. It is important that:

- original signed contracts are forwarded to University Records once scanned for secure storage
- other original records are retained for a minimum period of 4 months to allow for quality control processes to take place
- only records which have already been contributed to the ERMS are disposed of

Recommended practice is to retain a box for scanned original records in the local area labelled with the date of the first record. When the box is full it is labelled with the date of the latest record. When all records in the box are more than 4 months old the contents of the box can be disposed of by placing in a secure paper recycling bin or shredding.

Searching for records

ERMS has advanced searching capabilities that allows browsing through folders and searching for specific record titles using a sophisticated search function. Folders titles, record names, metadata and record content can be searched to find a specific reference.

Metadata

'Structured or semi-structured information that enables the creation, management and use of records through time and across domains. Recordkeeping metadata can be used to identify, authenticate and contextualise records and the people, processes and systems that create, manage, maintain and use them.' Australian Government Recordkeeping Metadata Standard Version 2.0, 2008

Metadata can be used to search for particular documents and information in the ERMS as it describes information about records and the context in which they are captured and used. It includes descriptive data, which is sometimes referred to as properties of a record. This can include record title, author, date created, subject matter, and details about the 'type' of record, record ownership, versions and tracking changes which validate records as evidence.

In ERMS each record inherits metadata from the Contribution Folder in which the record resides. This includes record location details, record classification terms and disposal Class ID. Other metadata is automatically generated by ERMS. This includes Document ID, Filer (person who uploaded the record) and Date Filed.

Metadata required to be completed for records within ERMS includes:

- Title – the title of the newly contributed record (based on the [ERMS Naming Conventions](#))
- Type – to be changed only if it varies from the default document type (e.g. image, email, video)
- Date created – the original date the record was created in its native application, if different from the date of contribution

Other metadata fields can be completed include Comments, Description and Keywords. Further instructions on how to enter metadata can be found in the [ERMS User Reference Guide](#).

Appendix A: ERMS Glossary

ERMS Glossary of Terms	
Term	Description
Access	The means of finding, using or retrieving information, held in the ERMS subject to rules and conditions.
Active Directory	The ANU Active Directory of staff and the Light-weight Directory Access Protocol (LDAP) are used to by populate the list of ERMS users and members of security groups.
Activity	The second level of the BCS. Activities are the major tasks performed by the ANU to accomplish each of its functions. The scope of an activity encompasses all the transactions that take place in relation to it.
Audit trail	Data that allows the reconstruction of a previous activity, or which enables attributes of a change (such as date, time or user) to be stored so that a sequence of events can be determined in the correct chronological order.
Browse	ERMS Search Page function. The process of finding content by browsing (navigating) through library or folder structures in order to find records.
Business Classification Scheme (BCS)	The BCS is a standard set of terms used in ERMS to structure folders and categorise ANU records in a consistent manner, ensuring control over the way that information is stored.
Capture	The process of contributing record into the ERMS and assigning metadata to describe the record and place it in context, allowing the appropriate management of the record over time.
Central Records System (CRS)	The former records management database used to register and manage physical files. CRS paper files are stored outside the ERMS, but metadata about their location and management are maintained in the ERMS. Digital versions of some CRS files may also be stored in the ERMS.
Check In	The process of uploading a new revision of a document already in the ERMS (i.e. one that has been checked out and edited). <i>Note: 'Upload' is used for contributing new documents to ERMS, and 'Check In' is used for contributing new revisions of an existing ERMS document.</i>
Check out	The process of accessing a document in order to revise it which prevents other users from making revisions at the same time. Only

ERMS Glossary of Terms	
	one user at a time can check out a record at the same time, however multiple users can continue to view the record whilst is checked out.
Cloned folder	A new active folder that is created with the same properties as those of a closed folder.
Closed folder	A folder that is closed, preventing the addition of further records.
Content	Content could be any record (document, image, video, audio, email or other object) that is checked into the ERMS repository. In most cases, this guide refers to 'records' rather than 'content'.
Contribution	Refers to the process of saving records into ERMS.
Contribution folder	A third or lower level ERMS folder that ERMS users can contribute documents to.
Desktop Integration Suite (DIS)	The Desktop Integration Suite (DIS) connects MS Office applications and Windows Explorer to the ERMS.
Digitisation	The process of creating digital files by scanning or otherwise converting analog materials, e.g. scanning a paper record.
Disposal	The retention, deletion or destruction of records in or from a recordkeeping system, as authorised by records authorities.
Disposal class	A component of a records authority which acts as a set of rules within an electronic records management system. It is comprised of a disposal trigger, a retention period and a disposal action which may be applied to a record plan entity.
Disposal freeze	A mechanism within an electronic records management system that can prevent any disposal action from taking place, even if the retention period for a digital record has elapsed. The disposal freeze mechanism may be applied to prevent the disposal of records identified as being subject to a pending or ongoing freedom of information or legal discovery process, or records identified as being subject to a formal National Archives disposal freeze.
Disposal trigger	The point from which the disposal action is calculated. This can be a date on which action is completed or a date on which an event occurs. Examples include 'Destroy 20 years after last action' or 'Destroy 75 years after date of birth'.
Electronic messages	Any communication using an electronic system for the conduct of business internally or externally. Common examples include email, instant messaging and SMS (short messaging services).

ERMS Glossary of Terms	
ERMS	Electronic Records Management System (ERMS). The ANU enterprise system for managing the ANU's information over time for the purpose of meeting business needs, retaining evidence, compliance with legislative and governance requirements, and ensuring good administration.
ERMS Administrator	A role within the ERMS system that: <ul style="list-style-type: none"> • Manages the overall processes within the ERMS • Modifies, updates and manages the BCS structures and disposal authorities in ERMS • Creates and manages membership of security groups • Provides organisation-wide business support and advice for ERMS
ERMS Power User	A role within the ERMS system that: <ul style="list-style-type: none"> • Creates folder and folder structures, under the BCS framework, to allow staff to contribute records • Receives and creates lists of approved individuals who are to have access to particular folders or records • Submits requests to the ERMS Administrator for creation of folder access groups (i.e. security groups) • Receives folder security groups from ERMS Administrator • Applies security groups to restrict access to records or folders (as authorised)
ERMS Representative	A role which coordinates the ERMS in the local area: <ul style="list-style-type: none"> • Is the first point of contact for ERMS communications • Disseminates communications to staff • Receives, answers or sources answers for questions from staff
ERMS User	All ANU staff who require access to ERMS in order to capture, find, retrieve and edit records.
Field	A set of one or more related data elements that represent a category of information within the ERMS.
File	The term file is used in ERMS to refer to an electronic file (e.g. documents, images etc.). The term 'file' is not be confused with ERMS 'folders' which are used to group and organise records (much like a physical folder).
File census	A stocktake of all ANU physical files.
Folder	A folder is an electronic representation of a physical folder or an electronic folder (like a folder in Windows explorer). Folders can contain either records (e.g. documents) or sub-folders.
Function	The first level of the BCS. Functions represent the major responsibilities that are managed by the ANU to fulfil its goals.

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Hard delete	The rendering of records in the ERMS database to make them permanently unreadable. Only the ERMS Administrator can hard delete an ERMS record.
Indexing	The process of establishing access points to facilitate retrieval of records or information.
Libraries	<p>Libraries are the top level in the ERMS folder structure and are a means to group and organise folders and records. Within ERMS, there are two types of libraries, Enterprise Libraries and System Libraries.</p> <ul style="list-style-type: none"> • Enterprise Library: The Enterprise Library in ERMS is the ANU Library which acts as a central area within which, all ANU records are stored, organised and managed. • System Libraries: Are used to organise records that are part of a particular system process, e.g. records that are currently checked-out.
Mass metadata update	An ANU software application used to migrate bulk data to the ERMS.
Metadata	Descriptive data about a record such as record title, author, date created, subject matter, and details about the 'type' of record (e.g. email, image, document, dataset etc.). Sometimes referred to as the 'properties' of a record.
Metadata propagation	Where the attributes associated with a folder (such as any specific reference number, creator details, or other metadata applied to a folder) are filtered down to all lower level subfolders as well as any records within those folders.
Migration	The act of moving records from one system to another while maintaining their authenticity, integrity, reliability and usability.
Native format	The format in which the record was created or in which the originating application stores records.
Native interface	The ERMS interface, used by the ERMS Administrator to configure the ERMS.
Navigation folders	Navigation folders are used in the ERMS to locate contribution folders (where documents can be contributed to). Records cannot be contributed to navigation folders.
Normal Administrative Practice (NAP)	Is a provision under the Archives Act that provides for the destruction of Commonwealth records whose destruction is not otherwise covered by a specific law or an authorised records authority. Facilitative, transitory or short-term records, rough

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	drafts and working papers, reference copies and external publications are all examples of the types of records that can be considered for destruction as a normal administrative practice.
Oracle WebCenter Content	Oracle WebCenter Content is an enterprise-class content management application for the management of content-enabled business processes and documents. The ERMS is based on the Oracle WebCenter Content application.
Physical record	A record in hardcopy form, such as a folio, paper file, bound volume or photograph.
Records	A record is any material that is created, sent or received by the ANU in the course of carrying out business. Records are valuable assets and provide evidence of ANU decisions, actions and outcomes. Records can be in any format, including email, photographs, images, letters, forms and images.
Records authority	A records authority is an instrument issued by the National Archives of Australia to give its approval to Australian Government agencies to dispose of Commonwealth records. Records authorities may also state which classes of records are to be retained as part of the archival resources of the Commonwealth. Records authorities that permit destruction generally specify the minimum length of time that Commonwealth records must be retained.
Records management	The field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposal of records, including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records.
Search	ERMS Search page function. The process of using search terms to execute a query in order to return documents that meet the search terms. There are simple and advanced search options which allow the user to refine search terms.
Security Group	The designation in the ERMS allocated to a user, user role or record to indicate the level of access.
Security Options	The following folder security options exist in ERMS: <ul style="list-style-type: none"> • Read: User/group can open and view records within a folder • Write: User/group can open and view, contribute and edit records within a folder • Delete: User/group can open, view, edit and delete (soft) records with the folder • Access Control: User/group can modify records access controls within the folder

ERMS Glossary of Terms	
	<ul style="list-style-type: none"> Remove: Removes the selected user or group from the list
Sentencing	The process of identifying the disposal class a record belongs to and applying the disposal action specified in the relevant records authority.
Soft delete	Removal by an ERMS User of the pointer (i.e. location information) that allows the ERMS to identify where a record is stored.
Upload	The process of uploading a new record to ERMS.
User profile	A summary of all attributes allocated to a user of the electronic records management system. It includes all data known to the system, such as username, ID and password, security and access rights and functional access rights.
Version control	A process which allows a record's data to be edited and revised while retaining the history of the changes. Version control functionality allows for older versions of the record to be recalled if necessary.
Web User Interface	The ERMS interface, accessible to ERMS Users and Power Users from an Internet web browser.

Appendix B: List of ERMS Manuals, Guides and Process Guides

Manual
ERMS Manual (this document)
ERMS Administrator Manual

ERMS Guides
ERMS User Reference Guide
ERMS Power User Reference Guide
ERMS Naming Conventions Guidelines
ERMS Folder Creation and Titling Conventions

ERMS Process Guides
ERMS Process guide 1 How to Identify a Record and Records Checklist
ERMS Process guide 2 Scanning Records into ERMS
ERMS Process guide 3 ERMS Folder Development and Access Process
ERMS Process guide 4 ERMS Record, Location and Access Spreadsheet
ERMS Process guide 5 Request Creation and Changes to Security Access Groups
ERMS Process guide 6 Business Process ERMS Folder Structure and Access Spreadsheet
ERMS Process guide 7 Request a Physical Record Paper File
ERMS Process guide 8 Request the Creation of an ERMS Folder