Canon
CANON BUSINESS PROCESS SERVICES, INC.

RECORDS MANAGEMENT

RECORDS NEEDS ASSESSMENT (RNA)

FACT SHEET

/8

Key recordkeeping principles

Improve records management programs, processes and systems

An effective records and information management program is critical to an organization's ability to meet today's increasingly complex and demanding regulatory and technological challenges. Canon Business Process Services offers a comprehensive approach to the design, development and implementation of enterprise-wide information governance programs.

The focus of Canon records consultants is to significantly improve the programs, processes and systems that manage records-based information. Our Records Needs Assessment (RNA) service is fundamental to this aim.

MEASURE INFORMATION GOVERNANCE CAPABILITY

RNA encompasses all records-based information, regardless of format. RNA provides the guidelines and tools with which an organization can manage its records efficiently, effectively and in compliance with business and regulatory requirements. Canon consultants utilize our proprietary RNA methodology, the Information Governance Capability

Maturity Model. This methodology is based on an extensive portfolio of industry best practices and eight key recordkeeping principles ("The Principles") developed by ARMA International and include accountability and compliance.

With a minimum of intrusion, our consultants document current records management approaches and assess the gaps. A proprietary online survey, designed for benchmarking, is used to gather data from employees. Supplemental one-on-one interviews enable probing of issues and add insights to the analysis by subject matter experts. Both tools are important research vehicles that enable an organization to hear unfiltered feedback from employees on current organizational records initiatives.

GAIN CONTROL OF YOUR INFORMATION ASSETS

The unique combination of the RNA approach, our technical and quality management skill sets and extensive domain experience enables clients to understand their current maturity level in managing records and the gaps

compared to a desired state. The plan for improvement helps organizations set a course and mobilize resources in ways that facilitate success.
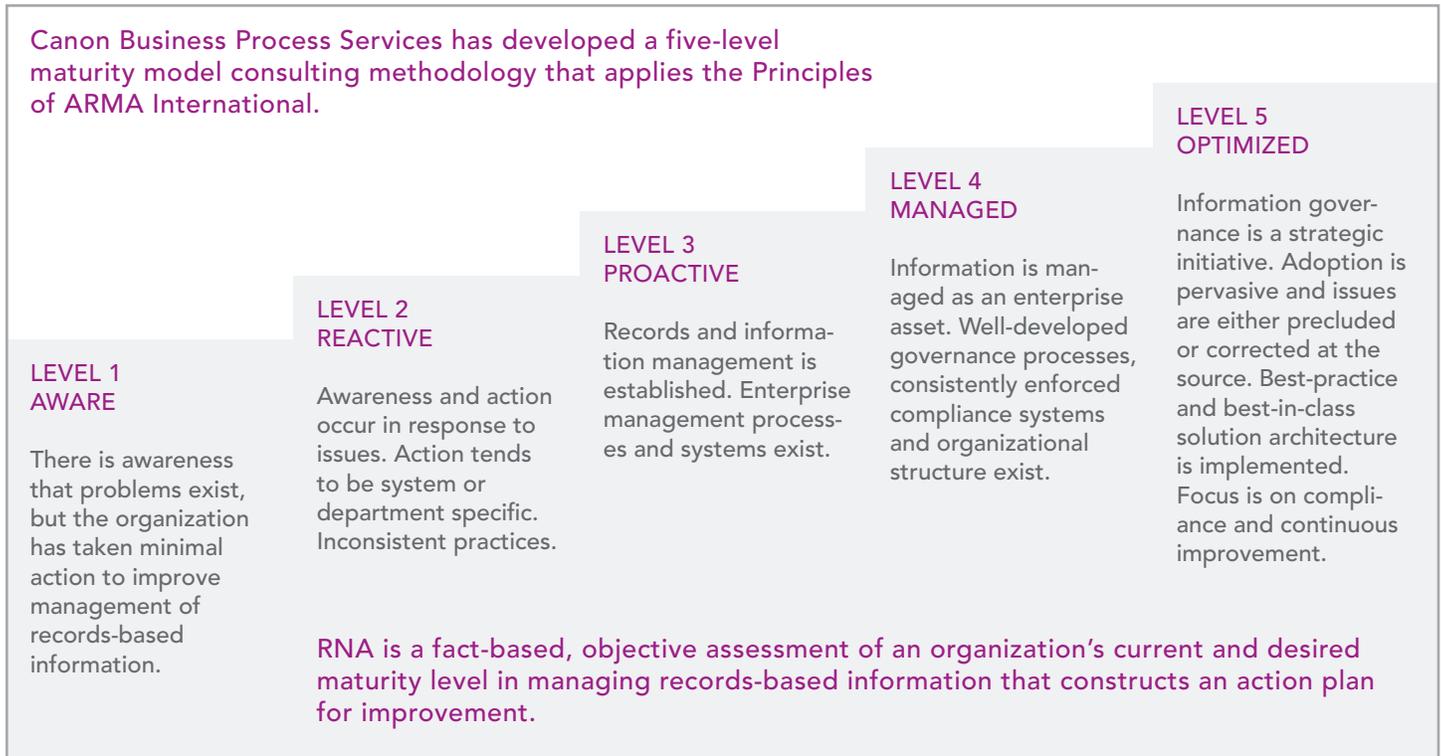
RNA BENEFITS
+ Protection against risk
+ Improved regulatory compliance
+ Enabling technology
+ Business process improvement
+ Improved ability to define and meet retention requirements
+ Practical, legally sound records and information management policies
+ Ability to meet emerging compliance challenges such as social media

RNA ADVANTAGES
+ Sound methodology
+ Objective and fact based
+ Professional in-depth analysis
+ Experienced domain experts
+ Cost-effective
+ Confidential

Canon Information Governance Capability Maturity Model

Canon Business Process Services has developed a five-level maturity model consulting methodology that applies the Principles of ARMA International.

LEVEL 5
OPTIMIZED

Information governance is a strategic initiative. Adoption is pervasive and issues are either precluded or corrected at the source. Best-practice and best-in-class solution architecture is implemented. Focus is on compliance and continuous improvement.

LEVEL 4
MANAGED

Information is managed as an enterprise asset. Well-developed governance processes, consistently enforced compliance systems and organizational structure exist.

LEVEL 3
PROACTIVE

Records and information management is established. Enterprise management processes and systems exist.

LEVEL 2
REACTIVE

Awareness and action occur in response to issues. Action tends to be system or department specific. Inconsistent practices.

LEVEL 1
AWARE

There is awareness that problems exist, but the organization has taken minimal action to improve management of records-based information.

RNA is a fact-based, objective assessment of an organization's current and desired maturity level in managing records-based information that constructs an action plan for improvement.

WHAT IS A "RECORD"?

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

– *International Standards Organization (ISO)*

1–888–623–2668

Advancing Business Performance to a Higher Level
Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider."

Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.