# Digital Office Administration and Electronic Archiving Training Course



07 - 11 Dec 2026

Milan

5900 € (Per Person)

Ref: #OM1303_26862

## Course Introduction / Overview:

The transition to a digital workplace is no longer an option but a necessity for modern organizations seeking efficiency, security, and sustainability. This course provides a comprehensive roadmap for navigating the complexities of digital transformation within office administration and electronic archiving. It moves beyond basic software training to instill a strategic mindset for managing information in the digital age. We will explore the principles outlined by leading academics like Geoffrey Yeo, whose work on the records continuum model helps reframe how we view the lifecycle of digital information. This course, offered by BIG BEN Training Center, delves into practical strategies for implementing paperless office solutions, selecting and managing Electronic Document Management Systems (EDMS), and ensuring long-term digital preservation. By referencing concepts from seminal texts like "Records, Information and Data," participants will gain a deep, academically-grounded understanding of information governance. This program is designed to empower administrative professionals to become key drivers of change, optimizing workflows, enhancing data security, and ensuring regulatory compliance in an increasingly digital business landscape.

## Target Audience / This training course is suitable for:

- Office Managers and Administrative Supervisors.
- Executive Assistants and Personal Assistants.
- Records Managers and Archivists.
- Document Controllers and Information Managers.
- IT Professionals supporting administrative functions.
- Human Resources and Finance Administrators.
- Operations Managers seeking process improvements.
- Any professional involved in the transition to a paperless office.

## Target Sectors and Industries:

- Banking and Financial Services.
- Healthcare and Medical Administration.
- Legal Firms and Corporate Legal Departments.
- Government Agencies and Public Sector Organizations.
- Educational Institutions and Universities.
- Engineering and Construction Companies.
- Telecommunications and Technology Sectors.
- Manufacturing and Logistics Industries.

## Target Organizations Departments:

- Administration and Office Management Departments.
- Human Resources and Personnel Departments.
- Finance and Accounting Departments.
- Legal and Compliance Departments.
- Information Technology (IT) Departments.
- Operations and Supply Chain Departments.
- Procurement and Purchasing Departments.
- Customer Service and Support Departments.

## Course Offerings:

By the end of this course, the participants will have able to:

- Develop a strategic plan for transitioning to a paperless office environment.
- Evaluate and select the appropriate Electronic Document Management System (EDMS) for their organization.
- Implement best practices for document scanning, indexing, and metadata management.
- Design and automate administrative workflows to improve efficiency and reduce errors.
- Master the principles of the electronic records lifecycle from creation to disposition.
- Ensure compliance with legal and regulatory standards for electronic records, such as ISO 15489.
- Implement robust security protocols to protect sensitive digital information from unauthorized access.
- Develop a digital preservation strategy to ensure long-term accessibility of electronic archives.
- Manage organizational change effectively during the implementation of new digital systems.
- Utilize digital collaboration tools to enhance team productivity and communication.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring that participants can immediately apply their learning in the workplace. We move beyond traditional lectures to create a dynamic learning environment built on a foundation of real-world application. The course heavily utilizes case studies of successful digital transformation projects, allowing participants to analyze challenges and solutions from various industries. Interactive workshops and group discussions encourage peer-to-peer learning and the sharing of diverse experiences. A significant portion of the training is dedicated to hands-on exercises and simulations, where participants will practice using core functions of document management systems, map existing workflows, and design automated processes. Expert-led sessions provide deep insights into technical and strategic aspects, while continuous feedback mechanisms ensure that individual learning needs are addressed. This blended approach guarantees a comprehensive understanding of both the theory and practice of modern office administration and electronic archiving.

## Course Agenda (Course Units):

### Unit One: Foundations of Digital Transformation in Administration

- The evolution from the traditional to the modern digital office.
- Core concepts of the paperless office: benefits, challenges, and myths.
- Key technologies driving office automation: cloud computing, AI, and collaboration tools.
- Understanding the strategic importance of information governance.
- Assessing your organization's digital readiness and maturity.
- Introduction to Electronic Document Management Systems (EDMS).
- The role of the administrator as a change agent in digital initiatives.

### Unit Two: Mastering Electronic Document Management Systems (EDMS)

- Criteria for selecting and evaluating EDMS software.
- Core functionalities: document capture, indexing, and retrieval.
- The critical role of metadata in managing electronic records.
- Implementing version control and audit trails for document integrity.
- Designing and managing user access controls and security permissions.
- Integrating EDMS with other business systems like ERP and CRM.
- Best practices for data migration from paper-based to digital systems.

### Unit Three: Principles and Practices of Electronic Archiving

- The complete lifecycle of electronic records: from creation to preservation or destruction.
- Developing a compliant records retention and disposition schedule.
- International standards for records management (ISO 15489).
- Strategies for long-term digital preservation and format migration.
- Ensuring legal admissibility of electronic records.
- Data security, encryption, and disaster recovery planning for digital archives.
- Managing email as an official record within an archiving strategy.

## Unit Four: Workflow Automation and Process Optimization

- Mapping and analyzing existing administrative processes for inefficiencies.
- Introduction to Business Process Automation (BPA) for office tasks.
- Designing and implementing automated digital workflows (e.g., approvals, invoicing).
- Utilizing digital signatures and electronic forms to streamline operations.
- Leveraging collaboration platforms for enhanced team productivity.
- An overview of Robotic Process Automation (RPA) in administrative functions.
- Measuring the ROI of automation projects in office administration.

## Unit Five: Change Management and the Future of the Digital Office

- Developing a change management strategy for a smooth digital transition.
- Techniques for training staff and overcoming resistance to new technologies.
- Communicating the benefits of digital transformation across the organization.
- Emerging trends: AI-powered document analysis and predictive administration.
- The future role of the administrative professional in a smart office.
- Building a culture of continuous improvement and digital innovation.
- Final project: Developing a digital transformation roadmap for a sample department.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

As AI-driven automation becomes more integrated into administrative functions, how does the role of the human office administrator evolve from a task-doer to a strategic information manager?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic and strategic perspective on digital office management, rather than focusing narrowly on specific software tools. While many programs teach the "how" of using a system, we emphasize the "why" and "what if," grounding our curriculum in established principles of information science and strategic management. We integrate academic concepts like the records continuum model to provide a robust intellectual framework for practical decision-making. The curriculum is uniquely structured to bridge the gap between technical implementation and the critical human element of change management, a factor often overlooked in purely technical training. Furthermore, our focus extends beyond present-day best practices to actively prepare participants for the future, with dedicated modules on emerging trends like AI in administration and the evolving role of the administrative professional. The emphasis on case studies, process mapping, and strategic roadmap development ensures that participants leave not just with new skills, but with a comprehensive, actionable plan to drive meaningful transformation within their organizations.