Advanced Electronic Records and Digital Document Control Training Course



09 - 13 Nov 2026

Geneva

5900 € (Per Person)

Ref: #OM9281_26525

Course Introduction / Overview:

In today's digitally-driven landscape, the effective management of electronic records and digital documents is no longer an administrative task but a critical strategic function for organizational success and compliance. This course provides a comprehensive framework for mastering the principles and practices of modern information governance. We will explore the entire lifecycle of digital information, from creation and capture to retention, retrieval, and secure disposition. Drawing upon foundational concepts outlined in seminal works like "Records and Information Management" by Patricia C. Franks, this program moves beyond basic theory to offer practical, implementable solutions. Participants will learn to navigate the complexities of regulatory requirements, mitigate risks associated with data mismanagement, and leverage technology to enhance operational efficiency. At BIG BEN Training Center, we have designed this training to empower professionals with the skills to build and maintain robust systems that ensure data integrity, accessibility, and security, transforming information from a liability into a valuable organizational asset. This journey will equip you to lead your organization's transition to a seamless and compliant digital information ecosystem.

Target Audience / This training course is suitable for:

- Records Managers and Information Governance Professionals.
- IT Managers and System Administrators.
- Compliance Officers and Legal Counsel.
- Archivists and Librarians.
- Project Managers and Team Leaders.
- Administrative and Executive Support Staff.
- Quality Assurance and Control Specialists.
- Anyone responsible for creating, managing, or controlling digital documents.

Target Sectors and Industries:

- Financial Services and Banking.
- Healthcare and Pharmaceutical.
- Legal and Professional Services.
- Government Agencies and Public Sector Bodies.
- Energy, Oil, and Gas.
- Engineering and Construction.
- Education and Research Institutions.
- Technology and Telecommunications.

Target Organizations Departments:

- Information Technology (IT) Department.
- Legal and Compliance Department.
- Human Resources (HR).
- Finance and Accounting.
- Administration and Operations.
- Quality Management and Assurance.
- Research and Development (R&D).
- Procurement and Contracts Management.

Course Offerings:

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

- Develop and implement a compliant electronic records management policy.
- Design effective classification schemes and metadata structures for digital assets.
- Master version control protocols to ensure document integrity and history.
- Evaluate and select appropriate Electronic Document and Records Management Systems (EDRMS).
- Establish secure access controls and user permissions for sensitive information.
- Conduct risk assessments related to digital information management.
- Implement digital preservation strategies for long-term record retention.
- Manage e-discovery requests and legal holds effectively.
- Automate document workflows to improve business process efficiency.
- Ensure compliance with key regulations like GDPR, HIPAA, and ISO 15489.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning in a real-world context. We move beyond traditional lectures to create a dynamic learning environment built on a foundation of expert-led instruction, collaborative group activities, and hands-on exercises. Participants will analyze real-world case studies to understand the successes and failures of digital document control implementations in various industries. Through facilitated group discussions and workshops, attendees will share experiences, solve complex problems, and develop strategic approaches to information governance challenges. Practical sessions will focus on designing classification schemes, mapping workflows, and conducting risk assessments. Our approach emphasizes continuous feedback and peer-to-peer learning, allowing participants to build confidence and refine their skills throughout the five-day program. The course is structured to foster critical thinking and provide a toolkit of best practices, templates, and strategies that can be adapted to any organizational setting, ensuring a lasting and impactful learning experience.

Course Agenda (Course Units):

Unit One: Foundations of Electronic Records Management

- Introduction to Electronic Records and Digital Documents.
- The Information Lifecycle Model in a Digital Environment.
- Key Principles of Information Governance.
- Understanding the ISO 15489 Standard for Records Management.
- The Legal and Regulatory Landscape for Electronic Records.
- Differentiating Between Records and Non-Record Information.
- Roles and Responsibilities in an ERM Program.

Unit Two: Designing and Implementing an ERM System

- Conducting a Records Inventory and Needs Analysis.
- Developing a Business Classification Scheme (BCS).
- The Critical Role of Metadata in Electronic Records.
- Evaluating and Selecting EDRMS Technology.
- Planning the Implementation and Migration Process.
- Change Management Strategies for User Adoption.
- Establishing a Records Retention and Disposition Schedule.

Unit Three: Mastering Digital Document Control

- Principles of Version Control and Document History.
- Creating and Managing Document Templates.
- Implementing Secure Access Control and Permissions.
- Designing and Automating Document Review and Approval Workflows.
- Best Practices for Naming Conventions and File Structures.
- Managing Digital Signatures and Document Authentication.
- Integrating Document Control with Business Processes.

Unit Four: Security, Compliance, and Risk Management

- Identifying and Mitigating Information Security Risks.
- Data Protection, Privacy, and Encryption Strategies.
- Preparing for and Responding to Audits.
- Managing E-Discovery, Legal Holds, and Litigation Readiness.
- Business Continuity and Disaster Recovery for Electronic Records.
- Ensuring Compliance with Industry-Specific Regulations.
- Developing an Information Governance Risk Framework.

Unit Five: Advanced Topics and Strategic Planning

- Long-Term Digital Preservation and Archiving Techniques.
- Managing Records in Cloud and Hybrid Environments.
- The Impact of AI and Machine Learning on Records Management.
- Developing Metrics and KPIs to Measure ERM Program Success.
- Creating a Strategic Information Governance Roadmap.
- Continuous Improvement and Program Maturity Models.
- Final Project: Developing a Mini ERM Implementation Plan.

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:

Considering the rapid evolution of AI and machine learning, how might the role of the human records manager transform from a custodian of information to a strategist of data intelligence within the next decade?

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

This training course distinguishes itself by focusing on the strategic integration of electronic records management and digital document control into the core of business operations, rather than treating them as isolated IT or administrative functions. While other programs may concentrate heavily on the technical features of specific software, our curriculum emphasizes the development of a comprehensive information governance framework that is technology-agnostic and adaptable to any organization. We delve deep into the 'why' behind the 'how', exploring the critical intersection of legal compliance, operational efficiency, and risk mitigation. The course is built around practical application, using real-world case studies and hands-on workshops that challenge participants to solve complex problems, such as designing a compliant retention schedule or planning a change management strategy for a new system. By blending foundational principles with advanced strategic planning and future-focused topics like AI's impact on the field, we equip participants not just with skills for today, but with the foresight and strategic mindset to lead their organizations' information governance initiatives into the future, ensuring they become indispensable assets in a data-driven world.