

# **Continued communication...: maximising the information potential of computer mediated communications for business benefit, through records management models, and taking into account the impact of the individual**

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**Abstract:** Technology has changed the way in which key organisational data is managed. Across organisations, computer mediated communications (such as email and web 2.0 social networking applications) are the main tools for creating, distributing and saving information. However, despite the fact that these communication systems hold such large percentages of key organisational information assets, these systems are rarely effectively managed. The stance of this research is that records management practice can provide many of the solutions to information communication systems' technical and operational challenges. This poster by the UK-based group explains the project methodology. We expect to follow it up with a paper in next year (perhaps in conjunction with some of the US co-researchers), at which point the project will have developed further outputs and results which we hope to share at SAA 2010.

## **About the authors:**

*Continued communication* is being undertaken as action research in the form of a co-operative inquiry. The principal investigator is **Elizabeth Lomas**, PhD candidate at Northumbria University. 80 people are collaborating as co-researchers, split into three groups: a UK-based group of records management practitioners; a UK based group of communications systems users; and a mixed international group via virtual collaboration. All of the groups will jointly evaluate the input of records management to the overarching research aim as well as our non-records management approaches. **Sarah R Demb** is presenting the poster at SAA on behalf of the project.