Technology has changed the way in which key organisational data is managed. Across organisations computer mediated communications (such as email and Facebook) 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.

**RESEARCH AIM**
The aim of the project is to critically evaluate the nature of records within the context of computer mediated communications and to determine how records management theory can be developed to influence records management practice and user engagement within the context of computer mediated communications. However, the research is being conducted across disciplines and therefore records management may not evolve as a key solution to the challenges of maximising computer mediated communications’ potential.

**METHODOLOGY**
The study is being undertaken as action research in the form of a co-operative inquiry. 80 people are collaborating as co-researchers, split into three groups: a UK based group of RM practitioners; a UK based group with no RM members; a mixed international group collaborating virtually. All of the groups will join and evaluate the input of records management to the overarching research aim as well as the other non-RM approaches developed from within the group.


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