

# Records Management Study

*A survey conducted by Coleman Parkes Research*

Presentation of Results

February 2015

Who

Business Decision Makers and Records Managers

What

Companies with between 250-999 employees within the Healthcare, Public, Retail, Legal, Financial Services/Insurance, Pharmaceutical, Manufacturing and Energy sectors

Where

UK, US, France, Spain, Netherlands and Germany

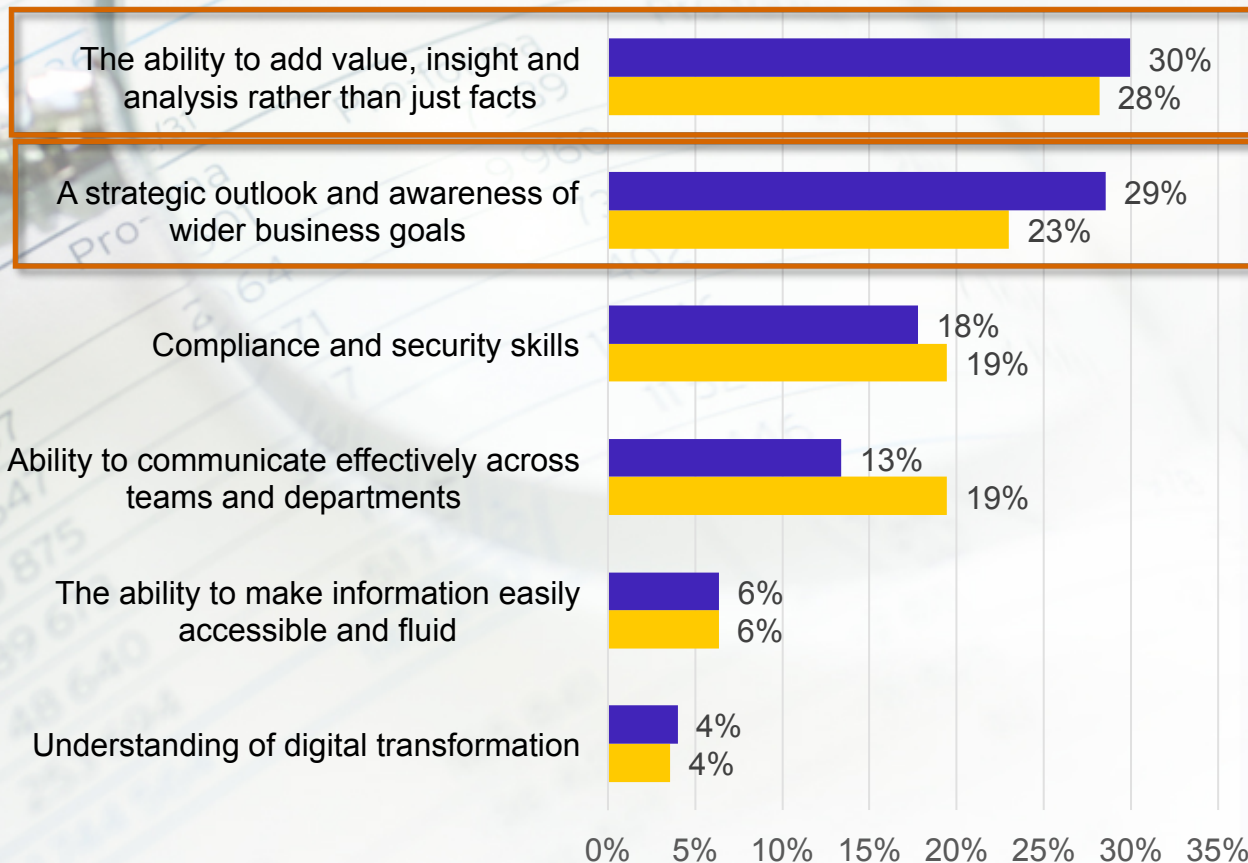
When

January/February 2015

How

Online survey using the agreed questionnaire

- However when asked to identify the *most critical* skill set of a record manager, BDMs emphasise the ability to ‘add value, insight and analysis’ and have a ‘strategic outlook and awareness of wider business goals’ as the most critical skills.



EU REGION

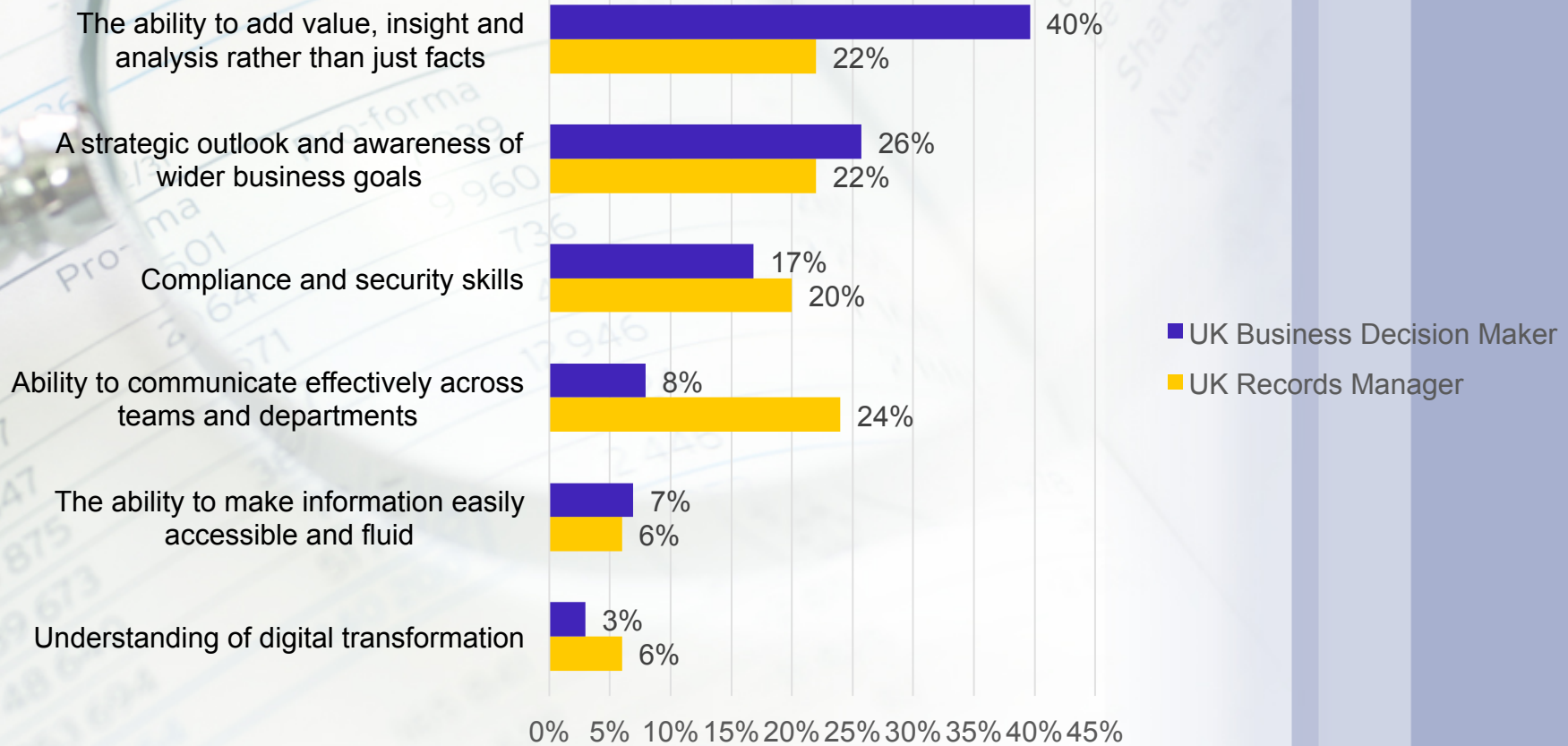
■ EU Business Decision Maker  
■ EU Records Manager

See appendix for country splits

Q18\_What single skillset for records and information management do you feel will be most critical to the organisation over the coming years given the current information landscape?

Single-coded question

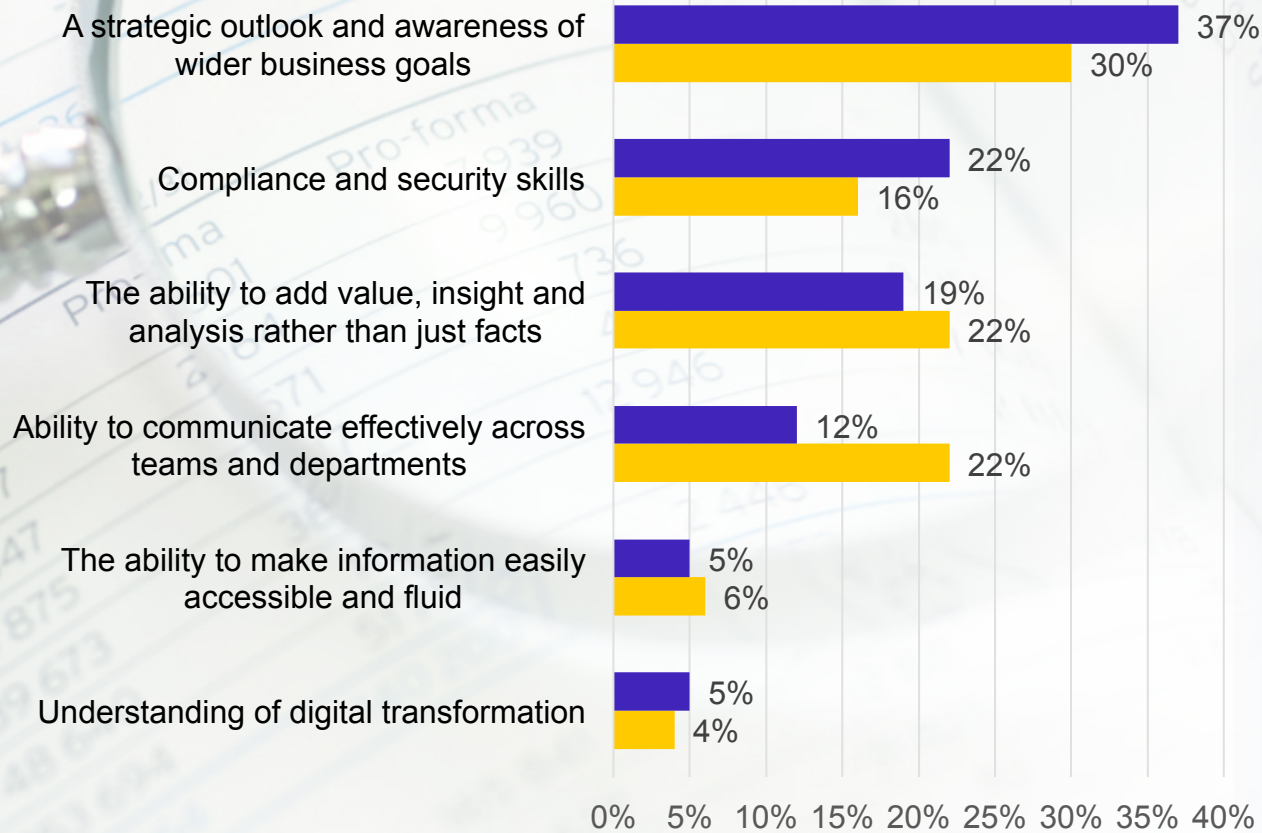
UK ONLY



Q18\_What single skillset for records and information management do you feel will be most critical to the organisation over the coming years given the current information landscape?

Single-coded question

FRANCE ONLY

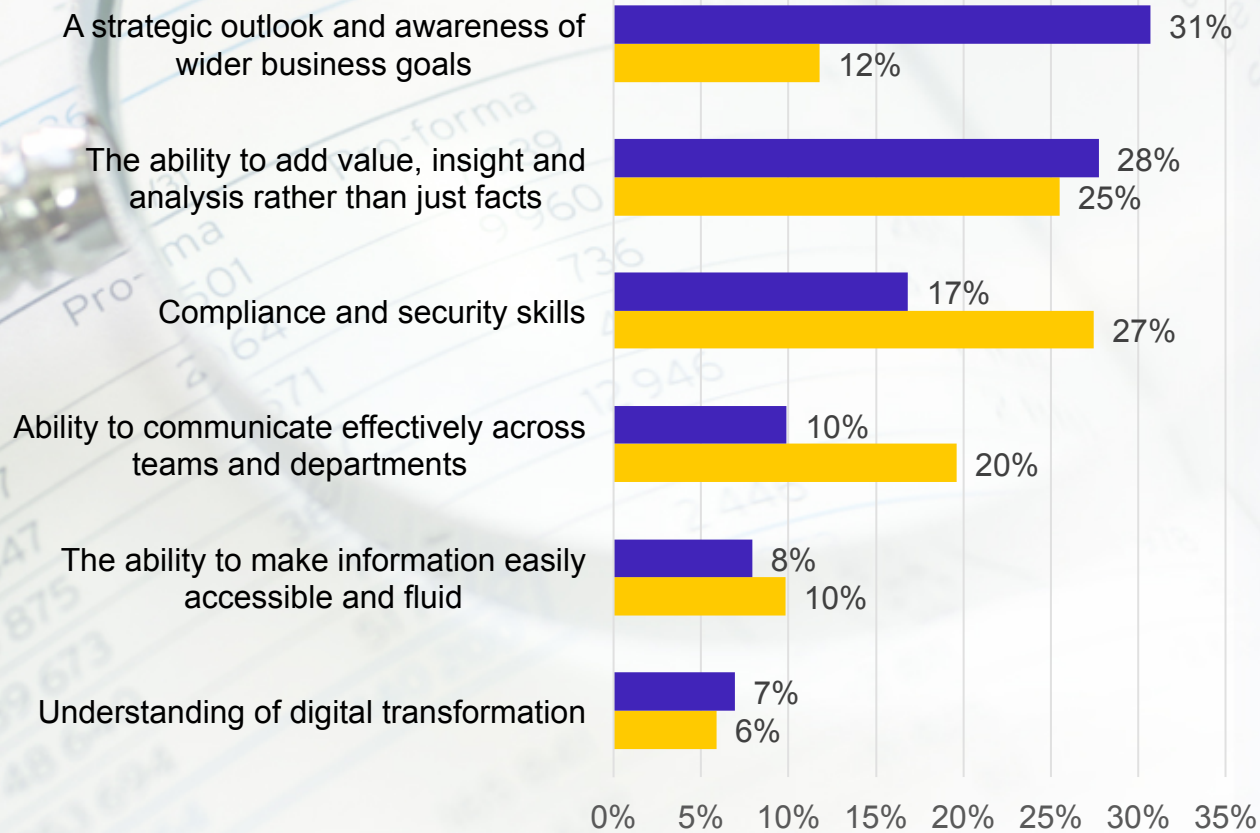


■ FR Business Decision Maker  
■ FR Records Manager

Q18\_What single skillset for records and information management do you feel will be most critical to the organisation over the coming years given the current information landscape?

Single-coded question

**SPAIN ONLY**



■ SP Business Decision Maker  
■ SP Records Manager

**NETHERLANDS ONLY**

Ability to communicate effectively across teams and departments



A strategic outlook and awareness of wider business goals



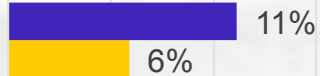
Compliance and security skills



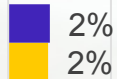
The ability to add value, insight and analysis rather than just facts



The ability to make information easily accessible and fluid



Understanding of digital transformation



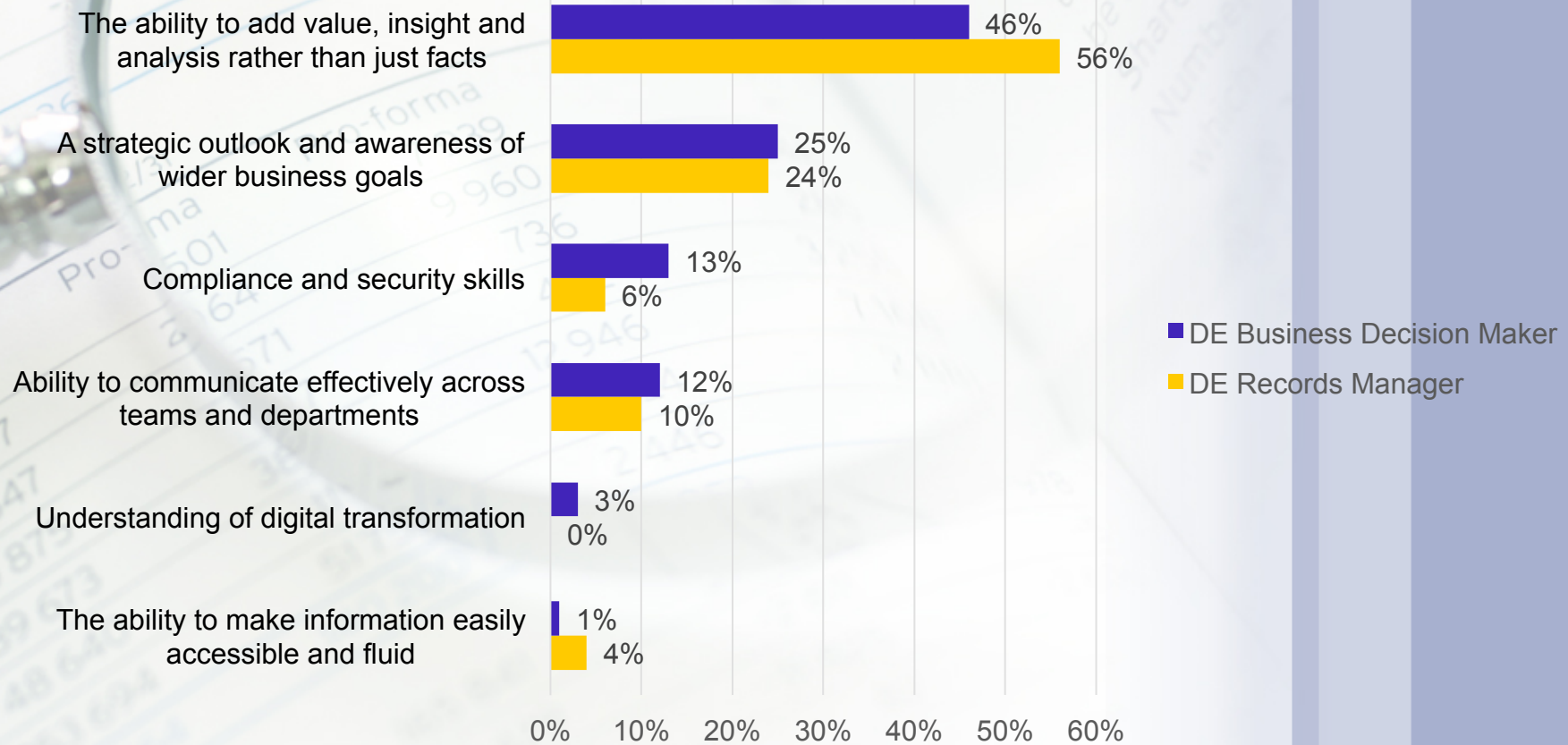
■ NL Business Decision Maker  
■ NL Records Manager

0% 5% 10% 15% 20% 25% 30%

Q18\_What single skillset for records and information management do you feel will be most critical to the organisation over the coming years given the current information landscape?

Single-coded question

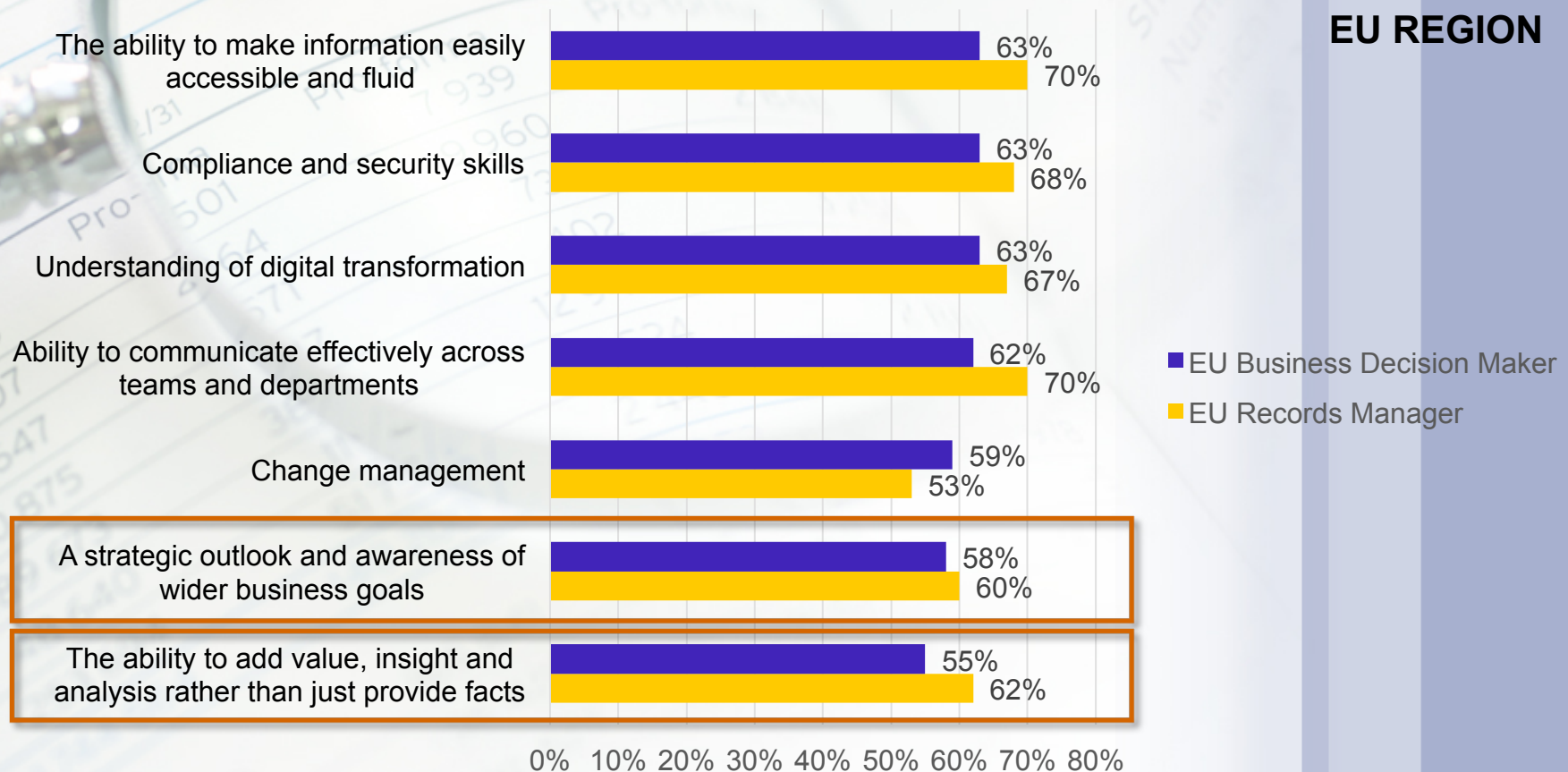
GERMANY ONLY



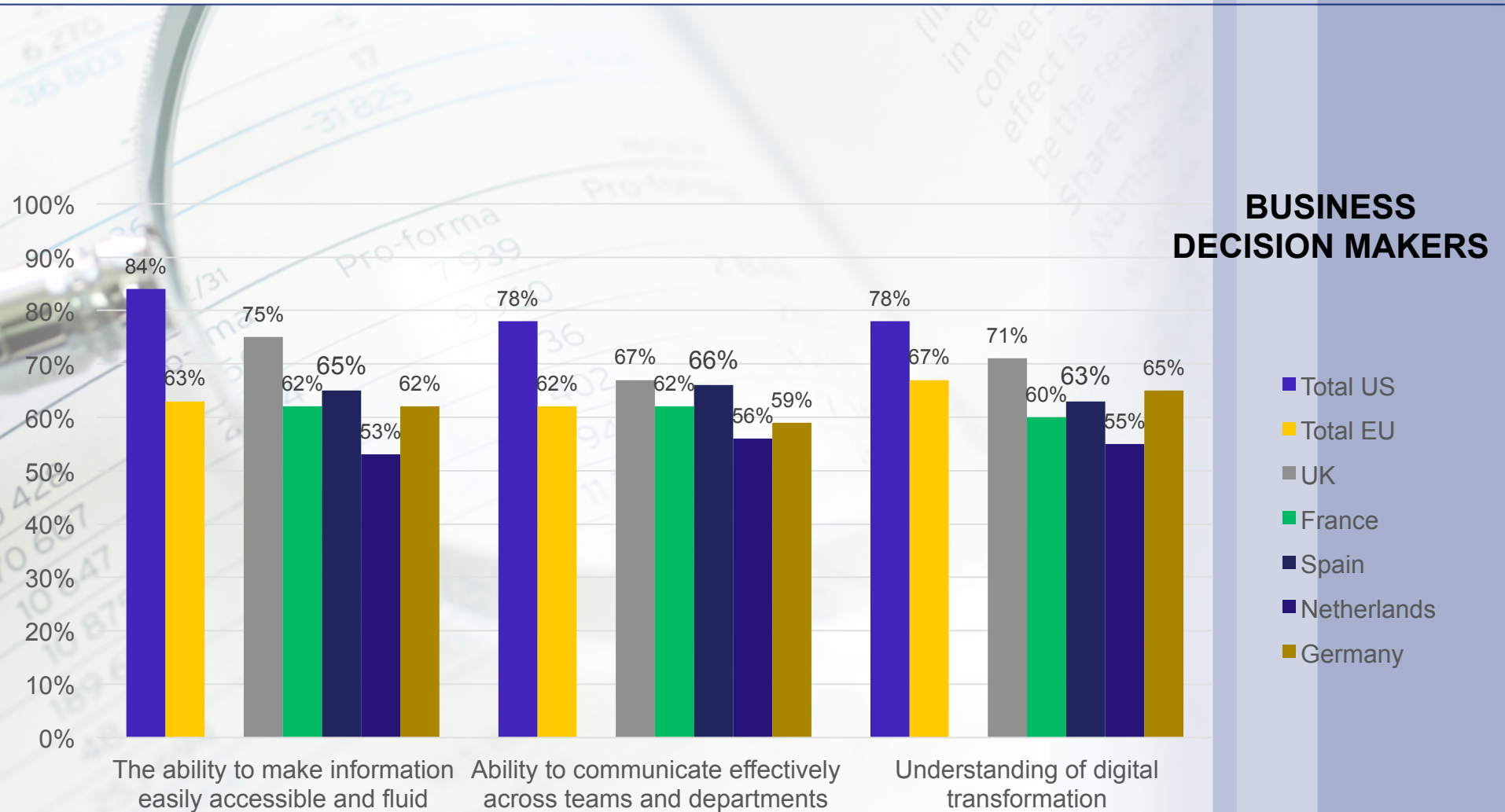


- BDMS rate their current information and record management highly against most desired skillsets, but lower on the most critical skill sets.

**EU REGION**



**BUSINESS  
DECISION MAKERS**



**BUSINESS  
DECISION MAKERS**

