South Central College

OTEC 2870 Information Resource Management

Course Outcome Summary

Course Information

Description	This course covers rules and procedures for coding, indexing, filing, and retrieving documents in alphabetical, numeric, geographic, and subject systems. Applications include simulated correspondence filing and card filing using both manual and electronic methods. Students will learn how to use database management software to manage information. Records management topics emphasize records control and retention, final disposition of records, and records management issues and trends. (Prerequisite: None)
Total Credits	3
Total Hours	48

Types of Instruction

Instruction Type	Credits/Hours
Lecture	3/48

Pre/Corequisites

None

Institutional Core Competencies

Communication - Students will be able to demonstrate appropriate and effective interactions with others to achieve their personal, academic, and professional objectives.

Critical and Creative Thinking - Students will be able to demonstrate purposeful thinking with the goal of using a creative process for developing and building upon ideas and/or the goal of using a critical process for the analyzing and evaluating of ideas.

Course Competencies

1.   **Demonstrate an understanding of the fundamentals of records management**

   Learning Objectives
   Discuss the reasons that businesses and individuals need records and information
   Identify records, record types, and value of the record to an organization
   Describe the life cycle of records and information
   Identify the various kinds of physical and electronic record formats

2.   **Demonstrate an understanding of the RIM (Records and Information Management) Environment**

Learning Objectives
Identify and define electronic business activities
Define records and information programs for managing records
Identify common problems and challenges for records systems
Describe the legal considerations and relevant legislation impacting records and information management
Explore possible careers in records management, and understand the role of professional organizations for records and information management

3. Apply alphabetic indexing rules 1 - 4

Learning Objectives
Explain the need for indexing rules in alphabetic storage of names and the importance of following these rules consistently
Index, code, and arrange personal and business names in indexing order of units
Index, code, and arrange minor words and symbols in business names
Index, code, and arrange names with punctuation and possessives
Index, code, and arrange names with single letters and abbreviations
Apply alphabetic filing procedures
Prepare and arrange cross-references for personal and business names
Sort personal and business names
Find information in database records

4. Apply alphabetic indexing rules 5 - 8

Learning Objectives
Index, code, and arrange personal and business names with titles and suffixes
Index, code, and arrange personal and business names with articles and particles
Index, code, and arrange business names with numbers
Index, code, and arrange the names of organizations and institutions
Apply alphabetic filing procedures
Prepare and arrange cross-references for business names
Sort personal, business, organization, and institution names
Create and find information in a database table

5. Apply alphabetic indexing rules 9 - 10

Learning Objectives
Index, code, and arrange personal and business names that are identical
Index, code, and arrange government names
Apply alphabetic filing procedures
Prepare and arrange cross-references for foreign business and government names
Sort personal, business, and government names
Select appropriate subject categories to be used within an alphabetic arrangement
Create, sort, and query a database

6. Identify, explain, and apply alphabetic records management, equipment, and procedures

Learning Objectives
Explain terms used in physical document records management systems
Identify the basic types of equipment and supplies for physical document records storage
Explain considerations for selecting storage equipment and supplies
Discuss the advantages and disadvantages of the alphabetic method of records storage
Describe types of information that should be determined before selection and design of an alphabetic records system
Explain how color can be used in physical document records storage
Apply procedures for storing physical documents

7. Store, retrieve, and transfer records

Learning Objectives
Explain the importance of developing and implementing a records retention program
List the four values of records, describe each, and provide an example of each value
Discuss the records inventory, including what it is, why it is done, and what it includes

Describe a records retention schedule and explain its purpose
Discuss manual and automated retrieval procedures
List reasons for transferring records
Discuss types of records center control files
List capabilities of typical records center software

8.   **Apply subject records management indexing rules**

Learning Objectives
Define subject records management
List advantages and disadvantages of storing and retrieving records by subject
Compare the dictionary and encyclopedia subject file arrangements
Describe the guides, folders, and labels used for subject records storage
Describe four indexes and their use for subject records management
List the steps used when storing and retrieving records stored by their subjects
Use computer software to prepare and index for subject records
Store and retrieve records following subject records procedures

9.   **Apply numeric records management indexing rules**

Learning Objectives
Define numeric records management and list three reasons for its use
Describe the components of a consecutive numbering storage method and procedures for this method
Describe how to convert an alphabetic records arrangement to a consecutive numeric records arrangement
List advantages and disadvantages of using consecutive numeric records storage
Compare and contrast consecutive, terminal-digit, and middle-digit numeric records storage
Define chronologic records storage and explain its use
Compare and contrast block-numeric, duplex-numeric, decimal-numeric, and alphanumeric coding
Explain how computer indexes and database software can be used with numeric records management

10.   **Apply geographic records management indexing rules**

Learning Objectives
Explain the need for geographic records management and the kinds of organizations that might use this method
Describe the geographic records storage method and procedures for this method
Explain the use of an alphabetic index in the geographic storage method
Describe the types of cross-references used in the geographic storage method and how they are stored
Describe how files are arranged using compass terms and how this method differs from general alphabetic filing

11.   **Describe electronic records file management**

Learning Objectives
Describe each stage of the electronic records life cycle
Describe classifying electronic records using metadata, taxonomies, and file plans
Discuss retention and disposition of active and inactive electronic records
Describe electronic database elements and how to locate information in a database
Describe how databases can be used in records management and e-commerce

12.   **Demonstrate an understanding of electronic and image records management**

Learning Objectives
Define electronic records and image records
Define magnetic, optical, and solid state media and list two types of each media
Discuss records safety and security
Explain managing information on mobile devices
Explain the advantages and disadvantages of bringing your own device (BYOD) policy for organizations
List and describe four factors related to microfilm quality
Discuss microfilming processes
Discuss image records retention

13.   **Describe and use electronic records management tools and processes**

Learning Objectives
Determine whether a document is a business record
Define electronic content and types of repositories

Describe the advantages of using cloud computing
Discuss the advantages and disadvantages of using Microsoft SharePoint
Describe how ECM (Electronic Content Management) tools must meet business wants and RIM (Records and Information Management) requirements
List business processes for electronic and physical records
Simulate the use of an ECM system, using metadata and a file plan

14. Manage a records and information management program

Learning Objectives
Discuss information governance
List five duties and responsibilities of a Records and Information Management (RIM) manager
Discuss goals and objectives of the RIM program
List four components of a RIM program
List actions taken to implement a retention schedule
Define and describe the purpose of a records audit
Describe two ways in which to create a form
Explain the phases of a disaster recovery plan
Discuss social media use in organizations

15. Navigate Microsoft Outlook

Learning Objectives
Manage Outlook for email
Use calendar for scheduling
Manage contacts
Create tasks and notes
Customize, integrate, and archive Outlook components

16. Describe the importance of managing records effectively

Learning Objectives
Describe the considerations in managing paper records
Apply the alphabetic filing rules
Describe the types of record storage systems
Identify systems to manage electronic, microfilm, and image files
Describe records categories and the processes for records retention, transfer, and disposal

SCC Accessibility Statement

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Additional information and forms can be found at: www.southcentral.edu/disability

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