

INFORMATION & RECORDS MANAGEMENT INDABA

The University of Eswatini (UNESWA) through the department of Computer science will be hosting an information and records management (IRM) indaba, on the 13 May 2022 at Royal Science Technology Park (RSTP). This event will interrogate and explore the different ways of managing information and records in order to improve service delivery of organisations in the digital era.

Access to information is increasingly regarded as a human right issue which calls for systems and procedures to manage records in such a way that information is continuously made available as when it is needed. This is important for good governance, transparency and accountability which in turn contribute to productivity and effective service delivery said Dr Andile Metfula

The primary audience for this IRM indaba is both private and public sector that wish to develop and improve the management of their organizational records or other sources of documentary evidence. This will be a one-day indaba where there're will be from speakers from South Africa Professor Mpho Ngoepe (UNISA) who will provide some insights on how to manage information and records in the 4th industrial revolution. Other speakers are from Eswatini standard Authority (SWASA) who will be presenting ISO-15489: 2016 Information & Documentation Standard. The Eswatini National Archives through their Director will be presenting the Records Management Service Bill 2020 which has come as a relief to the records management professional in the country. The Bill repeals the Archives Act No. 5 of 1971 archival legislation which has been found to be weak in so far as providing guidance to electronic records in the country. The Eswatini Revenue Services (ERS) will also sharing their journey to successful implementation of Information & Records Management and why it matters. Our theme for this year is *"Information and Records Management: The heart of an organisation in ensuring effective business processes that meet the demands of the changing world"* Metfula added.

There could not be ready recipes or magic formulas on most effective initiatives for managing information as a department we believe that open and serious discussion could be a step forward in finding the best answers to organizations challenges. Therefore, I invite organisations to come deliberate on best strategies and share experience on managing information in ensuring effective business processes that meet the demands of the changing world.