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The ARMAyeg Connector

NEWS RECAP AND UPDATES

In our last edition, we discussed our recent membership survey results. With these results in mind, we made some changes in the way we deliver programming. After hearing an interest in webinars and digital content from our participants, we set our focus that way.

Over the past months, we have hosted three webinars and one in-person luncheon. By providing more digital content for our widespread membership and offering free registration, we have seen an incredible 400% increase in attendance.

With this change in programming, we have also been able to engage with memberships in British Columbia and Saskatchewan and build on ARMA’s theme that *We Are Connected!* Sharing programming information from other chapters has helped provide a broader range of content and has opened the door to more collaborative initiatives in the future.



Here are some highlights from the previous presentations:

In November, Randy Kahn joined us for an introduction to his new book, *The Executive’s Guide to Navigating the Information Universe*. Randy outlined several rules about understanding “everything information” impacting our organizations. He examined each rule and provided executive takeaways and potential legal implications.

Also in November, we worked with Ryan Mysko as he guided our group through an ethical hack. In sharing his knowledge, some tools, and best practices, he identified areas to keep an eye on in order to prevent ourselves and our organizations from a potential hack and loss of data.

December welcomed speakers Jeff Wallace and Cole Harvey. They gave a great talk on the relationship between data governance and records management. The presentation was aimed at the importance of viewing data as an asset and then developing and implementing a practical and achievable program that covered both areas.

Finally, last month, we joined Tom Ng as he walked us through key compliance features in Office 365. He shared best practices for how to utilize these features in our own organizations in an effort to manage company-wide content properly. Tom really engaged the audience when it came to questions and discussion at the end of the presentation.

More content is coming your way soon! Our team is looking into planning more programs for the rest of the year. Follow our [Eventbrite page](#) or check back on our [website](#).

DID YOU KNOW?

In 2019, the Australian Human Rights Commission (AHRC) executed a project known as RADICAL (Record and Document Innovation and Capture—Artificial Learning). After migrating all its infrastructure to Microsoft cloud, the AHRC adopted a data management platform known as [Records365](#). This platform uses AI to classify electronic records and documents.

Using AI for classification has resulted in an 80-percent increase in classification accuracy, simpler user experience, elimination of duplicate documents, and better version control of files. In addition, migrating all the infrastructure to Microsoft cloud has actually allowed for greater network resilience and security. According to the AHRC CIO, Ron McLay, “Microsoft as an organization has a much greater ability to protect against zero-day threats and against substantial attempted penetrations and malicious software and phishing attacks”.

You can read the full story [here](#).

CALL FOR ARTICLES

We are currently calling for articles for our “Ask a RIM Professional” section. The topics for the next two newsletter issues will be digital preservation and archiving and digital privacy and ethics. The articles can be a general overview of the topic or a case study. It is all up to you!

Also, if you or someone you know has a special project, accomplishment, or contribution to the RIM field, and you would like it to be featured in the next newsletter issue, send us your story, and we will feature it in the “Member Spotlight” section.

Articles and stories can be submitted to our newsletter editor:

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APPLICATIONS OF ARTIFICIAL INTELLIGENCE (AI) IN INFORMATION MANAGEMENT

In the field of information management, artificial intelligence (AI) has become a growing trend. However, since AI has many uses, it can be challenging for an organization to identify where and how they will apply AI into their information management strategies. While there is no “one-size-fits-all” AI method for every business application, there are some common cases in information management where AI is being used. The Association for Information Management (AIIM) outlines five cases:

- A) Document Management. This case consists of sorting and categorizing documents. In addition, document management includes using topic recognition to examine documents and create new classifications.
- B) Online and Digital Content. Currently, AI is being used to make content recommendations, identify spam or fake content, improve the quality of search results/results ranking, and place ads online.
- C) Images and Computer Vision. This case includes recognizing content through objects and faces in images. Current research involves taking this a step further to allow machines to recognize content in digitized handwritten documents.
- D) Security Management. This case deals with data loss prevention. It also includes using AI to detect security threats, network intrusion, and video surveillance alerts.
- E) Speech and Natural Language Processing (NLP). Through text-to-speech conversion (and speech-to-text conversion), chat bots can now capture and render speech. This allows us to understand different languages and to generate translated content. Future applications include using AI to detect emotion or sentiment in speech. This could lead to workplace digital assistants in retail, customer service, and law enforcement.

For more information, check out the AIIM’s eBook, [Leveraging Deep Learning and Machine Learning Capabilities](#). The AIIM also offers an online, self-paced course on the subject. The course is titled, [Practical AI for the Information Professional](#).

AUGMENTED ANALYTICS

In recent years, an emerging technology trend in information management is augmented analytics. Basically, augmented analytics is the use of AI and machine learning to assist with data preparation, data management, and business analytics and insight generation. Over the past ten years, there has been an explosion in the availability of data from a wide variety of sources and channels. Therefore, experts predict that in the future, augmented analytics will become an important and valuable tool for data organization and analysis, since it will make it easier for companies to capture, organize, and assess their data continuously in order to make important business decisions.

Besides data preparation, a future goal of augmented analytics is to use natural language processing (NLP) to make data more “queryable”. Basically, NLP will allow employees to ask the data a question and then use a tool to “translate” that data into a query. This query will then allow employees to search the data and bring up results. Besides this though, improving “queryability” may also give rise to citizen data scientists. Citizen data science is an emerging field that will allow people without a background in statistics and mathematics to analyze and generate insights from the data. Therefore, experts predict that augmented analytics will increase the usability of data and analytics products on a wider scale.

For more information about augmented analytics, check out the following articles:

- [Augmented Analytics: the Future of Business Intelligence](#)
- [5 Augmented Analytics Examples in the Enterprise](#)