

Certificate in Administrative Assistant Performance Management (India)

Records Management and Filing

Accession Number – A unique identifier assigned when a record is first received into the filing system.

Related terms: record, metadata. Example: A government file receives "ACC-2023-001". Practical application: Enables quick retrieval and tracking of documents. Challenge: Maintaining uniqueness across multiple repositories.

Active File – A collection of records that are regularly accessed for current business operations. Related terms: working file, archival file. Example: The finance department's monthly expense reports. Practical application: Ensures staff have immediate access to needed information. Challenge: Balancing accessibility with space constraints.

Administrative Retention Schedule – A policy that defines how long different categories of records must be kept before disposal. Related terms: legal hold, record lifecycle. Example: Employee payroll records retained for seven years. Practical application: Provides compliance with statutory requirements. Challenge: Updating schedules to reflect changing laws.

Audit Trail – A chronological record of all actions performed on a document, including creation, modification, and deletion. Related terms: version control, security log. Example: An electronic file shows who edited it and when. Practical application: Supports accountability and forensic investigations. Challenge: Ensuring the trail itself is tamper-proof.

Authority File – A standardized list of names, subjects, or classifications used to maintain consistency in filing. Related terms: controlled vocabulary, taxonomy. Example: A corporate directory of approved vendor names. Practical application: Reduces duplicate entries and improves search accuracy. Challenge: Keeping the authority file up-to-date.

Barcoding System – The use of machine-readable codes attached to physical files for rapid identification and tracking. Related terms: RFID, inventory control. Example: Each file folder carries a Code-128 barcode. Practical application: Speeds up retrieval in high-volume environments. Challenge: Initial setup cost and staff training.

Baseline Classification – The initial categorization of records based on function, content, or legal requirement. Related terms: taxonomy, record type. Example: Classifying all contracts under "Legal – Agreements". Practical application: Forms the foundation for filing structures. Challenge: Misclassification can lead to retrieval delays.

Batch Filing – The process of filing multiple documents together as a group rather than individually. Related terms: bulk processing, workflow. Example: Filing a stack of purchase orders received at month-end. Practical application: Increases efficiency during peak periods. Challenge: Requires precise indexing to avoid errors.

Best-Practice Guidelines – Recommended procedures established by professional bodies for optimal records management. Related terms: ISO 15489, AIRM. Example: Following the ARMA International standards for file retention. Practical application: Enhances credibility and compliance. Challenge: Adapting generic guidelines to organization-specific needs.

Binding Authority – The official power granted to an individual or department to approve and retain records. Related terms: delegation, policy. Example: The CFO has binding authority over financial statements. Practical application: Clarifies responsibility for record integrity. Challenge: Over-centralization may bottleneck approvals.

Business Continuity Plan (BCP) – A strategy that ensures critical records remain accessible during emergencies. Related terms: disaster recovery, risk management. Example: Off-site backups of key contracts. Practical application: Minimizes operational disruption. Challenge: Regular testing and updating of the plan.

Capture Process – The method of converting physical or electronic information into a record that can be stored. Related terms: scanning, data entry. Example: Scanning signed invoices into PDF format. Practical application: Enables systematic filing and retrieval. Challenge: Ensuring capture accuracy and completeness.

Classification Scheme – A hierarchical framework that organizes records by subject, function, or department. Related terms: taxonomy, file plan. Example: A three-level scheme: "HR → Recruitment → Interview Notes". Practical application: Provides a logical navigation path. Challenge: Over-complex schemes can hinder user adoption.

Clerical Error – A mistake made during manual handling of records, such as misfiling or incorrect labeling. Related terms: human error, quality control. Example: Filing a contract under the wrong client name. Practical application: Highlights the need for verification steps. Challenge: Reducing errors without excessive bureaucracy.

Compliance Audit – An examination to verify that records management practices meet regulatory standards. Related terms: internal audit, regulatory inspection. Example: An audit confirming adherence to the Companies Act 2013. Practical application: Detects gaps and prevents penalties. Challenge: Preparing for unpredictable audit scopes.

Confidentiality Markings – Labels that indicate the sensitivity level of a document. Related terms: security classification, access control. Example: "Confidential – HR Only". Practical application: Guides staff on handling and distribution. Challenge: Inconsistent use can lead to data leakage.

Consignment Transfer – The relocation of records from one storage location to another while retaining ownership. Related terms: off-site storage, records migration. Example: Moving archived files to a climate-controlled warehouse. Practical application: Frees up office space. Challenge: Maintaining chain-of-custody documentation.

Content Management System (CMS) – Software that stores, organizes, and retrieves digital documents and media. Related terms: EDMS, document repository. Example: Using SharePoint to host policy manuals. Practical application: Enables version control and collaborative editing. Challenge: Integrating with legacy

systems.

Control Copy – The master version of a record that is retained for verification purposes. Related terms: original, duplicate. Example: Keeping the signed contract as the control copy, while providing copies to stakeholders. Practical application: Provides an authoritative reference. Challenge: Protecting the control copy from unauthorized alteration.

Corporate Records Retention Policy – A formal document outlining how long each type of corporate record must be kept. Related terms: retention schedule, policy manual. Example: Retaining board minutes indefinitely. Practical application: Aligns departmental practices with corporate directives. Challenge: Communicating policy across multiple locations.

Cross-Reference Index – A tool that links related records across different filing categories. Related terms: metadata, search matrix. Example: Linking a vendor contract to its corresponding purchase order index. Practical application: Facilitates comprehensive retrieval. Challenge: Keeping cross-references synchronized after file moves.

Dead-Letter File – A collection of records that are no longer needed but cannot be destroyed due to legal hold. Related terms: legal hold, inactive file. Example: Emails subject to ongoing litigation. Practical application: Isolates restricted material. Challenge: Managing storage costs for inactive material.

Defensible Disposal – The documented process of destroying records in a manner that can be justified legally. Related terms: shredding, record destruction certificate. Example: Shredding obsolete tax returns after the retention period. Practical application: Reduces liability and frees space. Challenge: Proving destruction if challenged in court.

Digital Signature – An electronic method of verifying the authenticity of a document. Related terms: cryptography, e-signature. Example: Signing an invoice with a PKI-based digital certificate. Practical application: Enables secure, paper-less workflows. Challenge: Ensuring long-term verification as technology evolves.

Document Control – The systematic management of documents to ensure the correct version is available to authorized users. Related terms: revision control, approval workflow. Example: A policy manual that requires manager sign-off before release. Practical application: Prevents use of outdated information. Challenge: Enforcing control in decentralized teams.

Document Imaging – The conversion of paper records into electronic image files, typically PDFs. Related terms: scanning, OCR. Example: Imaging a stack of signed contracts. Practical application: Reduces physical storage needs. Challenge: Maintaining image quality and searchable text.

Document Lifecycle – The stages a record passes through from creation to final disposition. Related terms: record retention, archival. Example: Draft → Approved → Active → Archived → Destroyed. Practical application: Guides policy development for each stage. Challenge: Monitoring records as they transition between stages.

Document Management System (DMS) – An application that facilitates the storage, retrieval, and tracking of electronic documents. Related terms: EDMS, content repository. Example: Using OpenText for contract management. Practical application: Centralizes access and enforces security. Challenge: User resistance and migration from legacy folders.

Electronic Filing System (EFS) – A platform that organizes digital files using a logical folder hierarchy or metadata tagging. Related terms: file structure, metadata schema. Example: A shared drive structured by year and department. Practical application: Simplifies navigation for end users. Challenge: Inconsistent naming conventions cause chaos.

Electronic Records Management (ERM) – The discipline of managing digital records throughout their lifecycle, ensuring authenticity and reliability. Related terms: EDRM, digital preservation. Example: Managing email archives in compliance with ISO 15489. Practical application: Provides audit-ready digital evidence. Challenge: Dealing with proprietary file formats.

Emergency Access Protocol – Procedures that allow authorized personnel to retrieve critical records during a crisis. Related terms: BCP, contingency plan. Example: A senior manager can access the disaster-response plan without normal approvals. Practical application: Guarantees continuity of key functions. Challenge: Balancing rapid access with security.

Encryption – The process of converting data into a coded format to prevent unauthorized reading. Related terms: AES, public key infrastructure. Example: Encrypting a backup tape with 256-bit AES. Practical application: Protects sensitive records in transit and at rest. Challenge: Managing keys and ensuring decryption capability over time.

Enterprise Content Management (ECM) – A comprehensive strategy that combines capture, storage, workflow, and disposition of all content types. Related terms: EDMS, knowledge management. Example: Integrating email, PDFs, and multimedia into a single repository. Practical application: Improves collaboration across the organization. Challenge: Scope creep and high implementation cost.

Escalation Matrix – A predefined list that determines how record-related issues are raised to higher authority levels. Related terms: issue resolution, service level agreement. Example: Unresolved filing errors are escalated from the clerk to the records manager. Practical application: Ensures timely corrective action. Challenge: Keeping the matrix current as staff roles change.

File Cabinet Index – A physical or electronic list that maps file numbers to their location within a cabinet. Related terms: finding aid, inventory log. Example: "Cabinet 3, Drawer B, Folder 12 – Supplier Contracts". Practical application: Speeds up manual retrieval. Challenge: Requires regular updates to avoid mismatches.

File Naming Convention – A standardized method for assigning names to electronic files to promote consistency. Related terms: naming protocol, metadata. Example: "YYYYMMDD_Client_Project_Version.Ext". Practical application: Enables intuitive searching and sorting. Challenge: Enforcing compliance across all users.

File Plan – The comprehensive structure that defines how records are grouped, stored, and disposed of.

Related terms: classification scheme, retention schedule. Example: A file plan that separates "Financial", "HR", and "Legal" series. Practical application: Provides a roadmap for filing and archiving. Challenge: Requires periodic review to stay relevant.

File Transfer Protocol (FTP) – A network protocol used to move files between computers. Related terms: secure FTP, data migration. Example: Uploading scanned contracts to a remote server via FTPS. Practical application: Facilitates bulk file movement. Challenge: Securing credentials and ensuring integrity during transfer.

Filing Cabinet – A piece of furniture designed to store paper folders in an organized manner. Related terms: drawer, shelf. Example: A metal cabinet with three drawers labeled "A-C", "D-F", "G-I". Practical application: Provides a physical repository for active records. Challenge: Space limitations and risk of fire damage.

Filing Index – A reference list that shows where each file is stored within a filing system. Related terms: catalogue, reference guide. Example: An alphabetical index pointing to drawer and folder numbers. Practical application: Assists staff in locating documents quickly. Challenge: Index must be synchronized with physical movements.

Filing System – The method used to arrange and store records, such as alphabetical, numerical, or subject-based. Related terms: classification scheme, file plan. Example: A subject-based system for client contracts. Practical application: Provides a predictable order for users. Challenge: Selecting a system that matches organizational workflow.

Fiscal Year Record – Documents that pertain to a specific financial reporting period. Related terms: financial statement, audit. Example: All invoices dated between April 1 and March 31. Practical application: Simplifies year-end closing processes. Challenge: Overlap with calendar year may cause confusion.

Flat File – A simple text file that stores data in a plain, non-hierarchical format. Related terms: CSV, plain text. Example: An export of employee IDs in a .Txt file. Practical application: Easy to import into other systems. Challenge: Lack of metadata can hinder future retrieval.

Folder Structure – The hierarchical arrangement of directories used to organize electronic files. Related terms: directory tree, path. Example: "/Company/HR/Policies/2023". Practical application: Mirrors organizational units for intuitive navigation. Challenge: Over-deep structures become unwieldy.

Forensic Examination – A detailed analysis of records to uncover evidence of tampering or fraud. Related terms: digital forensics, e-discovery. Example: Examining email headers to trace a data breach. Practical application: Supports legal proceedings and internal investigations. Challenge: Requires specialized tools and expertise.

Front-Office Records – Documents generated by customer-facing functions such as sales or support. Related terms: customer service logs, sales contracts. Example: Service tickets created by the help-desk. Practical application: Directly impacts client satisfaction metrics. Challenge: High volume and frequent updates demand efficient filing.

General Ledger (GL) Archive – The permanent storage of ledger entries that support financial statements. Related terms: accounting records, audit trail. Example: Archived GL entries for the fiscal year 2022. Practical application: Provides evidence for audits and tax filings. Challenge: Large data sets require systematic indexing.

Grandfather Clause – A provision that allows existing records to be exempt from new retention rules. Related terms: legacy records, policy transition. Example: Contracts signed before 2015 remain under the old five-year rule. Practical application: Avoids retroactive compliance breaches. Challenge: Tracking which records qualify.

Hard Copy – A physical, paper-based version of a record. Related terms: printout, original document. Example: A signed agreement printed on legal-size paper. Practical application: Required when signatures must be witnessed. Challenge: Vulnerable to loss, damage, and space constraints.

Hybrid Filing System – A combination of physical and electronic storage methods. Related terms: digital-paper workflow, integrated records management. Example: Scanned invoices stored electronically, while original contracts remain in a secure cabinet. Practical application: Leverages benefits of both mediums. Challenge: Maintaining synchronization between formats.

Indexing – The process of assigning searchable terms or codes to records to facilitate retrieval. Related terms: metadata, search engine. Example: Adding "Vendor-ABC" as a keyword to a contract file. Practical application: Improves speed of information access. Challenge: Inconsistent indexing leads to missed records.

Information Governance – The overarching framework that defines policies, procedures, and controls for managing information assets. Related terms: records management, data privacy. Example: A corporate charter that outlines data ownership and stewardship. Practical application: Aligns records practices with business objectives. Challenge: Requires cross-department collaboration.

In-Transit Records – Documents that are being moved between locations or departments. Related terms: logistics, chain-of-custody. Example: A file courier delivering a signed deed to the legal office. Practical application: Ensures accountability during movement. Challenge: Risk of loss or damage if not tracked.

Internal Controls – Policies and procedures that safeguard assets and ensure accuracy of records. Related terms: audit, segregation of duties. Example: Separate individuals responsible for filing and retrieving expense reports. Practical application: Reduces fraud and errors. Challenge: Designing controls that are effective yet not overly burdensome.

ISO 15489 – The international standard for records management best practices. Related terms: global standard, compliance. Example: Aligning a company's retention schedule with ISO 15489 guidelines. Practical application: Provides a benchmark for quality. Challenge: Interpreting the standard for specific local regulations.

Job Aide – A concise reference tool that assists staff in performing filing tasks correctly. Related terms: cheat sheet, quick guide. Example: A laminated card showing the steps for filing a purchase order. Practical

application: Reduces training time and errors. Challenge: Keeping the aide current with process changes.

Key-Control Register – A log that records the issuance and return of physical keys to filing cabinets. Related terms: security log, access control. Example: Entry showing that “User A” borrowed the key for Cabinet 2 on 12-Jan-2026. Practical application: Prevents unauthorized access. Challenge: Manual logging can be prone to omission.

Legal Hold – An instruction to preserve all records that may be relevant to pending or anticipated litigation. Related terms: litigation freeze, e-discovery. Example: Issuing a hold on all communications related to a contract dispute. Practical application: Avoids spoliation claims. Challenge: Identifying all potentially relevant records across systems.

Life-Cycle Management – The coordinated handling of a record from creation through disposal. Related terms: record lifecycle, archival. Example: Managing a marketing campaign brief from inception to final report and deletion. Practical application: Ensures systematic handling at each stage. Challenge: Tracking progress without excessive overhead.

Logbook – A chronological record of activities, often used for tracking file movements. Related terms: register, audit trail. Example: A physical log noting the date a file was removed from Cabinet 4. Practical application: Provides evidence of handling. Challenge: Manual entries can be missed or inaccurate.

Metadata – Data that describes other data, providing context such as author, date, and classification. Related terms: attributes, search tags. Example: The “Created-By” field in a PDF document. Practical application: Enables advanced search and automated routing. Challenge: Inconsistent metadata entry reduces effectiveness.

Microfilm – A reduced-size photographic record used for long-term preservation of documents. Related terms: archival storage, film reader. Example: Archiving newspaper clippings on 35 mm microfilm. Practical application: Saves physical space and protects against paper degradation. Challenge: Requires specialized equipment for retrieval.

Minimisation Principle – The concept that only necessary records should be created and retained. Related terms: data minimisation, privacy by design. Example: Not collecting unnecessary personal details in a vendor questionnaire. Practical application: Reduces storage costs and compliance risk. Challenge: Determining what is “necessary”.

Misfile – The act of placing a record in an incorrect location. Related terms: clerical error, re-indexing. Example: Filing a tax return under “HR” instead of “Finance”. Practical application: Highlights need for verification steps. Challenge: Misfiles can remain undiscovered for long periods.

Mounting File – A temporary collection of records assembled for a specific purpose, such as an audit. Related terms: working file, evidence bundle. Example: Gathering all purchase orders for a supplier audit. Practical application: Facilitates focused review. Challenge: Ensuring the mount is comprehensive and up-to-date.

Multilingual Records – Documents that exist in more than one language, often required in multinational contexts. Related terms: translation, localisation. Example: A contract available in English and Hindi. Practical application: Supports compliance with regional regulations. Challenge: Maintaining parallel versions and synchronized updates.

National Archives – The governmental body responsible for preserving public records of lasting value. Related terms: state repository, heritage documentation. Example: Submitting annual reports for permanent preservation. Practical application: Ensures historical continuity. Challenge: Meeting specific formatting and submission deadlines.

Non-Disclosure Agreement (NDA) – A legal contract that restricts the sharing of confidential information. Related terms: confidentiality, binding agreement. Example: An NDA signed before a vendor accesses proprietary designs. Practical application: Protects trade secrets. Challenge: Proper filing and tracking of executed NDAs.

Obsolete Record – A document that no longer serves an operational purpose and has exceeded its retention period. Related terms: inactive file, defensible disposal. Example: A 2010 marketing flyer after the campaign ends. Practical application: Frees storage space. Challenge: Verifying that no legal hold applies.

Off-Site Storage – A remote facility where records are kept to free up primary office space. Related terms: vault, records centre. Example: Storing archived employee files in a climate-controlled warehouse. Practical application: Improves security and reduces on-site clutter. Challenge: Access time and transportation logistics.

On-Demand Retrieval – The ability to locate and obtain a record quickly when required. Related terms: instant access, service level. Example: Pulling a client contract within minutes for a meeting. Practical application: Supports responsive customer service. Challenge: Maintaining indexing accuracy.

Operational File – Records that support day-to-day business processes. Related terms: working file, active file. Example: Daily sales logs used by the sales team. Practical application: Directly contributes to productivity. Challenge: High turnover demands efficient filing.

Organisational Chart – A visual representation of the company's structure, often used to determine record-ownership responsibilities. Related terms: hierarchy, role matrix. Example: The chart showing the HR manager's authority over employee files. Practical application: Clarifies accountability for record stewardship. Challenge: Keeping the chart updated with staff changes.

Out-of-Office (OOO) File – A temporary filing arrangement used when a staff member is unavailable. Related terms: delegation, covering. Example: Assigning a colleague to handle incoming invoices during leave. Practical application: Prevents workflow interruption. Challenge: Ensuring continuity and proper handover.

Paperless Initiative – A program aimed at reducing reliance on physical documents by digitising records. Related terms: digital transformation, e-records. Example: Converting all purchase orders to PDF and storing them in a DMS. Practical application: Cuts costs and improves accessibility. Challenge: Change management

and technology adoption.

Parental Record – The original document from which copies are derived, often retained as the control copy. Related terms: master copy, original. Example: The signed deed held as the definitive version. Practical application: Serves as the authoritative source for verification. Challenge: Protecting the parental record from damage.

Passive Filing – A filing method where records are placed in a predetermined location without immediate indexing. Related terms: batch filing, deferred indexing. Example: Storing scanned receipts in a “To-Index” folder for later processing. Practical application: Allows rapid intake during high-volume periods. Challenge: Risk of backlog and loss of context.

Performance Metrics – Quantitative measures used to evaluate the efficiency of records management processes. Related terms: KPI, benchmark. Example: Average retrieval time of 5 minutes per request. Practical application: Guides continuous improvement initiatives. Challenge: Selecting meaningful metrics that reflect real-world performance.

Physical Access Control – Measures that restrict entry to areas where records are stored. Related terms: key control, security badge. Example: A biometric scanner required to enter the records vault. Practical application: Prevents unauthorized viewing or theft. Challenge: Balancing security with ease of legitimate access.

Policy Document – An official statement that defines rules, procedures, and responsibilities. Related terms: standard operating procedure, guideline. Example: The “Records Retention Policy” outlining retention periods. Practical application: Provides a reference for staff compliance. Challenge: Ensuring the policy is communicated and adhered to.

Preservation Copy – A high-quality version of a record kept for long-term archival purposes. Related terms: master copy, digital preservation. Example: Storing a TIFF image of a historic photograph with lossless compression. Practical application: Guarantees future readability. Challenge: Managing format obsolescence over decades.

Privacy Impact Assessment (PIA) – An analysis that evaluates how personal data is handled and identifies privacy risks. Related terms: GDPR, data protection. Example: Assessing the storage of employee health records. Practical application: Helps mitigate compliance breaches. Challenge: Conducting thorough assessments without disrupting operations.

Principal Record – The primary source document that establishes a transaction or fact. Related terms: original, source document. Example: The signed purchase order that initiates a procurement cycle. Practical application: Serves as the definitive evidence for audits. Challenge: Protecting the principal record from loss.

Provisional Filing – Temporary placement of a record until its final classification is determined. Related terms: temporary file, holding area. Example: Placing a newly received contract in the “Unsorted” tray. Practical application: Allows work to continue while classification is resolved. Challenge: Avoiding prolonged provisional status.

Public Records Act – Legislation governing the disclosure and management of records held by public authorities. Related terms: freedom of information, transparency law. Example: India's Right to Information Act (RTI) requirements. Practical application: Sets timelines for response to public requests. Challenge: Balancing openness with confidentiality.

Quality Assurance (QA) – Systematic activities that ensure records management processes meet established standards. Related terms: audit, continuous improvement. Example: Quarterly reviews of file indexing accuracy. Practical application: Maintains high service levels. Challenge: Allocating resources for regular QA checks.

Quick Reference Guide – A concise document that outlines essential steps for a specific filing task. Related terms: job aide, cheat sheet. Example: A one-page flowchart for processing expense reimbursements. Practical application: Reduces errors for new employees. Challenge: Keeping the guide aligned with procedural changes.

Record – Any piece of information, regardless of format, that is created or received in the course of business activities. Related terms: document, data. Example: An email confirming a sales order. Practical application: Forms the basis for decision-making and compliance. Challenge: Identifying all records across diverse media.

Record Classification – The act of assigning a record to a specific category based on its content and purpose. Example: Classifying a safety inspection report under "Compliance". Challenge: Subjectivity can lead to inconsistent classification.

Record Custodian – The individual responsible for the care, protection, and accessibility of a set of records. Related terms: records manager, steward. Example: The HR officer who oversees employee personnel files. Practical application: Provides clear ownership for maintenance. Challenge: Ensuring custodians have adequate training.

Record Disposal – The authorized removal of records from the active system, usually after the retention period ends. Related terms: defensible disposal, shredding. Example: Destroying old marketing brochures after five years. Practical application: Reduces storage costs and liability. Challenge: Documenting disposal to satisfy auditors.

Record Management System (RMS) – Software that supports the creation, classification, storage, retrieval, and disposition of records. Related terms: EDMS, DMS. Example: Implementing Alfresco for enterprise-wide record control. Practical application: Automates workflows and enforces policies. Challenge: Integration with existing applications.

Record Retention Schedule (RRS) – A tabular list that specifies the retention period for each record type and the method of disposal. Related terms: policy, legal hold. Example: Retaining tax filings for six years, then shredding. Practical application: Provides clear guidance for staff. Challenge: Keeping the schedule aligned with evolving regulations.

Record Retrieval Request – A formal demand by an employee or external party to locate a specific record.

Related terms: information request, e-discovery. **Example:** A legal team asks for all contracts with Vendor X. **Practical application:** Supports compliance and litigation readiness. **Challenge:** Meeting response time expectations.

Record Security – Measures taken to protect records from unauthorized access, alteration, or loss. **Related terms:** encryption, access control. **Example:** Role-based permissions that restrict viewing of salary data. **Practical application:** Safeguards confidentiality and integrity. **Challenge:** Balancing security with usability.

Record Stewardship – The ongoing responsibility for managing records throughout their lifecycle, emphasizing care and compliance. **Related terms:** custodianship, governance. **Example:** A department head ensures quarterly review of active files. **Practical application:** Embeds accountability in business units. **Challenge:** Engaging staff across silos.

Record Transfer Log – A record that documents the movement of files between locations or systems. **Related terms:** chain-of-custody, audit trail. **Example:** Logging the transfer of archived files to a new off-site facility. **Practical application:** Provides traceability for audits. **Challenge:** Maintaining accurate entries during high-volume transfers.

Record Type – A category that groups similar records based on function, such as “Invoice” or “Employee Appraisal”. **Related terms:** classification scheme, metadata. **Example:** All purchase orders belong to the “Procurement – PO” record type. **Practical application:** Drives retention and filing rules. **Challenge:** Defining distinct types without overlap.

Reference File – A collection of documents that are consulted for information but are not routinely altered. **Related terms:** static file, knowledge base. **Example:** Company policy manuals kept for employee reference. **Practical application:** Provides consistent guidance. **Challenge:** Keeping the reference material up-to-date.

Regulatory Compliance – Adherence to laws, regulations, and standards that govern record-keeping practices. **Related terms:** legal hold, audit. **Example:** Complying with the Companies Act 2013 for board minutes. **Practical application:** Avoids fines and legal penalties. **Challenge:** Navigating multiple, sometimes conflicting, regulations.

Remote Access – The ability to retrieve records from a location outside the primary office network. **Related terms:** VPN, cloud storage. **Example:** A manager logs into the DMS from a home laptop to view a contract. **Practical application:** Supports flexible work arrangements. **Challenge:** Ensuring secure authentication and data protection.

Repository – A central location, physical or digital, where records are stored for long-term preservation.