Chapter 7

Implementation of the SharePoint Platform as a Record Management System in Universities

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ABSTRACT

This chapter assesses the advantages and disadvantages of implementation of the SharePoint platform as a records management system at South African universities. The research found that implementation of SharePoint platform as a records management system requires universities to assemble a records management team with skills and knowledge on archives management and information communication technologies. The National Archives of South Africa should also provide advisory role on universities to select appropriate information communication technology. Development and implementation of the SharePoint platform as a records management system require organisational culture and collaboration of divisions, departments, and units of universities.

INTRODUCTION

Addressing records management systems is a part of the university's strategic objective. University records at risk are students' records where rapidly hardware barriers are setting limits on records' continued growth. This statement is alluded to by Egwunyenga (2009) who states that records are part of university strategic initiatives. Records are central to the administration of the university. SharePoint system can store and preserve records in an organised manner (Pho & Tambo, 2014). The electronic records management system is an integral part of the implementation of the SharePoint management system. This is so because records are a fundamental element of the knowledge capital of any university (Garaba, 2018). The management of records facilitates good governance, accountability, transparency, and access

to information. This statement is supported by Schina and Wells (2002) who state that universities in the United States and Canada encounter pressure from society to be accountable and transparent.

There are twenty-six public universities in South Africa after the establishment of three public universities, namely the University of Mpumalanga, Sol Plaatjie University, and Sefako Makgatho Health Sciences University after democracy. Twelve traditional universities are offering a combination of theoretical–based training, six comprehensive universities offer a combination of academic and vocational-oriented diplomas and degrees, and eight universities of technology which in the main offer diplomas in vocational–oriented programs (Raju et, 2015). These universities create both paper and electronic records.

STATEMENT OF THE PROBLEM

Post-apartheid South Africa expected the transformation of universities to adopt electronic records management systems to enhance access to information (Nyahodza & Higgs 2017). Records losses and access to records are challenges that led universities to adopt electronic records management systems (Andoh & Attafuah, 2021). Universities create records that are not properly managed. This, therefore, becomes an issue of concern to the university's internal and external stakeholders. Paper-based records systems are easily burned or lost (Egwunyenga, 2009). This chapter is the response to the challenges of loss of records faced by various university communities. The benefit of the SharePoint system includes access to information communication technologies, management support, and infrastructure development.

RESEARCH OBJECTIVES

The study was guided by the following research objectives:

- Investigate implementation of SharePoint platform in South African universities
- Describe the challenges and advantages of the SharePoint platform in South African universities

RESEARCH METHODOLOGY

This study used a qualitative research approach, consisting of a literature review was used to address the research objectives. The decision to use a qualitative approach was based on the nature of the data collected and analyzed by the researcher. A range of literature was synthesized to provide a perspective on the SharePoint development platform, as a means of identifying the implications of the adoption of records management systems. A literature review was used for a systematic analysis of previous studies on the adoption of SharePoint as a records management system. Such a review lead to identifying a gap in the implementation of records management systems by various universities.

The author explored recent studies on electronic records management systems and information security i.e 2005 - 2021. Furthermore, several initiatives and guidelines that address challenges faced by organizations considering the adoption of an electronic content management system were identified. SharePoint plays a role in the management of an organization's electronic records management (Feng & Pan, 2016). This is so because electronic recordkeeping systems are an integral component of orga-

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