Demystifying AI: Challenges and Solutions for Records and Information Managers

Artificial intelligence (AI) and machine learning (ML) are no longer buzzwords. As AI/ML permeate IT transformation efforts, the hype is diminished as expectations rise. AI can improve core functions, including RIM, but may not be the right choice. Simple automation/workflow may be useful, but some situations need AI and ML solutions.

This presentation will discuss challenges facing RIM managers and provide examples of how existing AI-enabled software/services can assist in capturing, managing, and preserving digital content. This presentation draws upon research conducted as part of InterPARES Trust AI and supported by the Social Sciences and Humanities Research Council of Canada.

Speaker:

Dr. Franks teaches Enterprise Content Management and Digital Preservation at SJSU. She is a CA, CRM, IGP, and CIGO. She is a member of ARMA’s Company of Fellows, the CIGO Association Board of Directors, and Preservica’s Digital Preservation Sustainability Council. She is a president of NAGARA, author of Records and Information Management, and editor or co-editor of numerous research publications including The Handbook of Archival Practice. Her research interests lie in emerging technologies, especially AI and blockchain technology, and their impact on RM and IG.