// Paper is still data

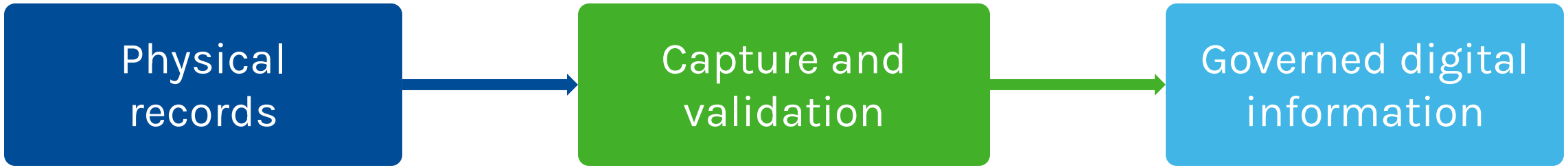
Turning physical records into trusted, AI-ready information

Five questions for governing physical records

ARMA INFOCON

October 26, 2026

CAPTURE IS THE FIRST GOVERNANCE CONTROL



Missing pages, weak metadata and lost context can affect every downstream use.

FIVE QUESTIONS GUIDE THE REVIEW

01

Which physical records remain outside governance?

02

What proves complete and accurate capture?

03

Does metadata preserve context and restrictions?

04

Can downstream systems use the information safely?

05

What supports defensible source disposition?

01

RECORDS IN SCOPE

Do we know which physical records are preventing complete information governance?



Inventory

Identify record classes, locations and owners.



Risk and priority

Assess sensitivity, retention and condition.



Exceptions

Flag damaged records and special handling.

01

A CONVERSION SCOPE STARTS WITH THE RECORDS



Incoming mail

Who owns each item and its next step?



Legacy files

Which documents must stay together?



Sensitive records

Which access and handling rules apply?

Review output: a prioritized inventory with named owners

02

EVIDENCE OF CAPTURE

Can we prove that every record was captured completely and accurately?



Acceptance criteria

Define completeness, legibility and output needs.



Capture controls

Use repeatable jobs and a quality plan.

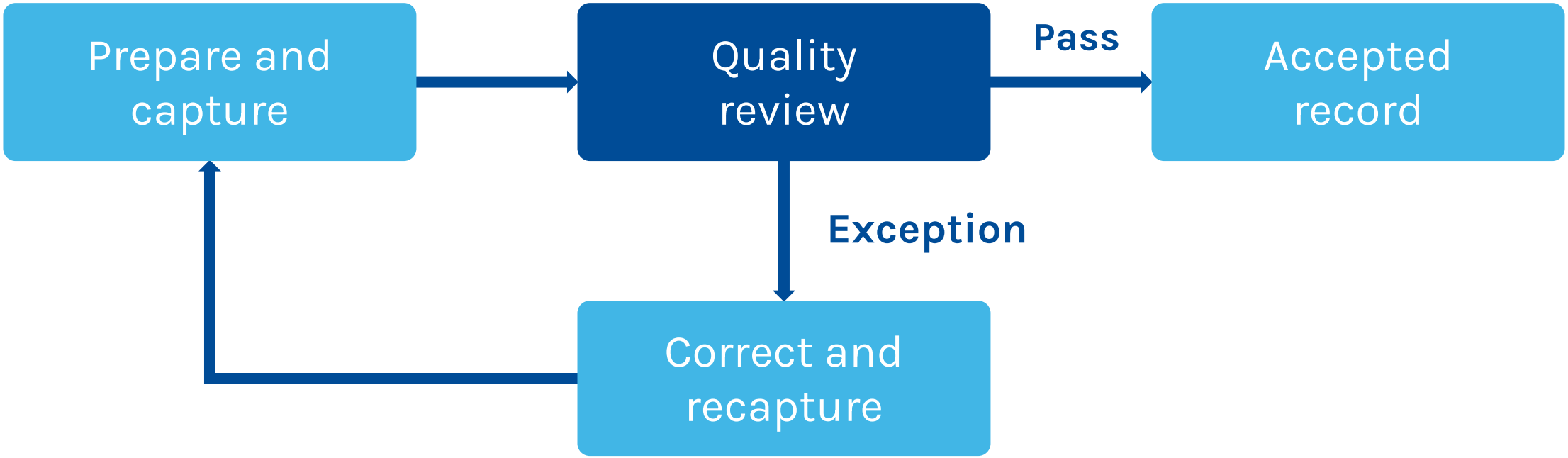


Validation evidence

Record checks, corrections and resolved exceptions.

02

EXCEPTIONS NEED A CONTROLLED ROUTE BACK



Each exception needs an owner and a recorded outcome.

03

CONTEXT THAT SURVIVES CONVERSION

Are context, document relationships and access restrictions preserved through metadata?



Classification

Identify record type and its place in the file.



Relationships

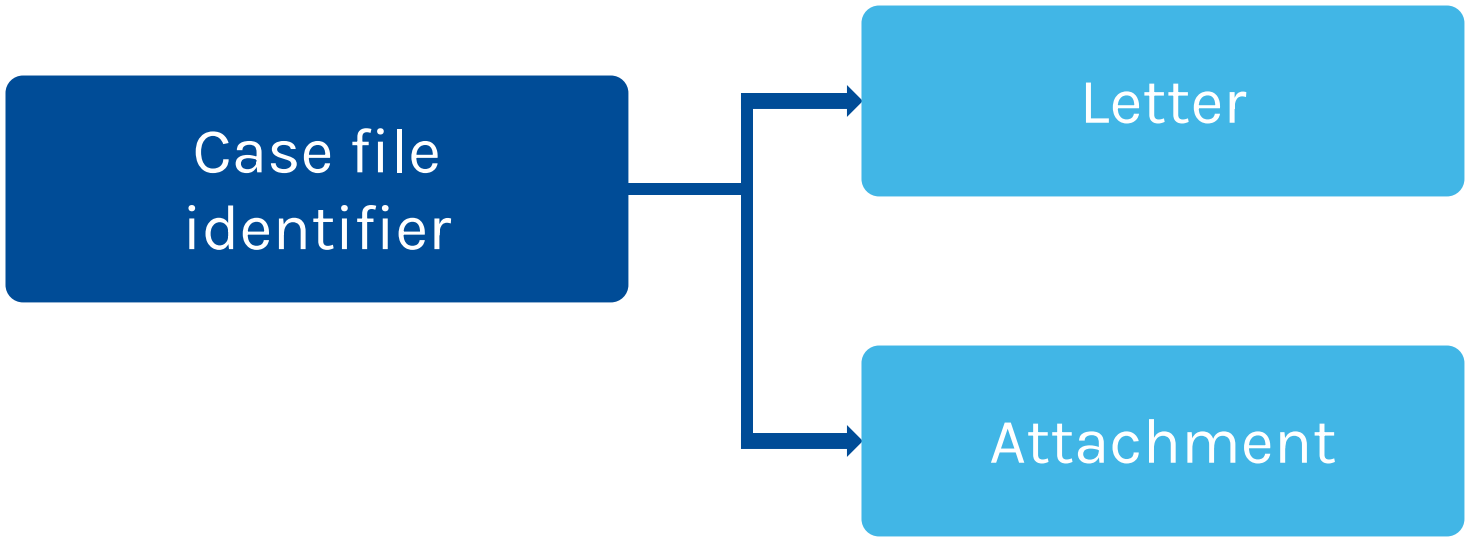
Preserve order, boundaries and related records.



Governance

Carry access and retention attributes forward.

Metadata keeps related records together



Shared metadata

Record type
Access restrictions
Retention attributes

Validation checks both the content and its relationships.

04

Information ready for use

Can the resulting information be safely used by workflow, analytics and AI platforms?



Intended use

Define what each receiving system needs.



Usable information

Validate legibility, structure and metadata.



Safe access

Confirm privacy and access restrictions.

A defensible disposition decision

Can we defensibly dispose of the source records after validation?



Chain of custody

Document source handling and movement.



Quality acceptance

Retain validation and exception results.

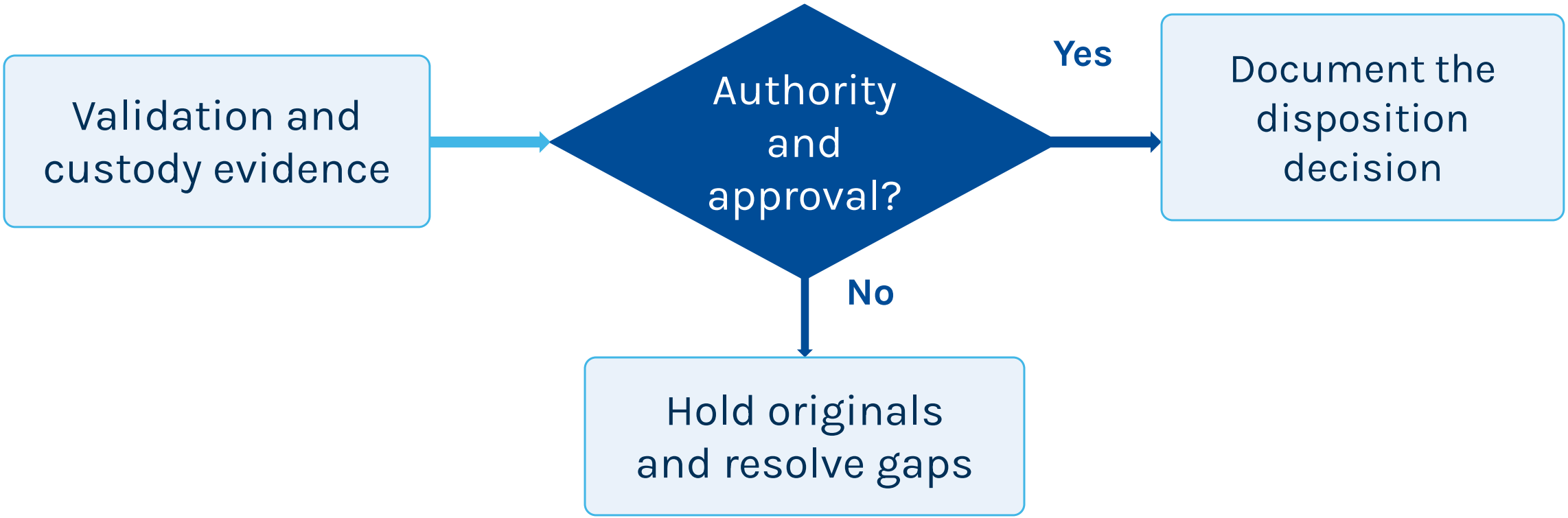


Disposition

Record the applicable authority and approval.

05

Evidence supports the disposition decision



TRUST supports all five questions

Q1	Q2	Q3	Q4	Q5
T	R	U	S	T
Triage	**Requirements**	**Usable Capture**	**Structured Information**	**Traceability**
Scope and priorities	Quality and governance rules	Complete, legible records	Classification and metadata	Custody, validation and disposition

Where does your workflow need attention?

01 Physical records in scope

02 Evidence of complete capture

03 Context and access metadata

04 Safe downstream use

05 Defensible source disposition

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Thank you

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