



The Future of Classification

2020 has seen an emergence of new terminologies appearing, especially in the field of information management and the area of classification.

In response to this IIM has created this resource on the topic of “The Future of Classification”. It highlights some of the terminologies being used and any association standards identified at this point in time.

Auto Classification:

Auto (automated) classification is the process of applying categories, labels, tags, or metadata to records. These records can be from born-digital as well as scanned records ingested.

For example, using robotic-led process automation (RPA) workflows to automate routine tasks that are transactional, repetitive and often rules based processes. In this instance, using the agencies business rules, functions, classification scheme, file plan and retention schedule to apply auto (automated) rules and classification.

(Note: Intelligent Robotic Automation (IRA) Automates tasks that are non-routine and requires thoughtful consideration.)

- **Standard**

2755-2017 - IEEE Guide for Terms and Concepts in Intelligent Process Automation

Classification at Creation:

Classification of the born-digital record at creation and/or scanned records when ingested. Manual process using the business functional classification scheme, file plan etc.

- **Standard**

Similar to automated classification but the process is manually undertaken by the creator, business and/or record managers. See *ISO 15489*.

Automated Classification from Content:

Same as Auto Classification. See Above.

AI (Artificial Intelligence) based Auto Classification:

Using AI (artificial intelligence) algorithms to identify and classify unstructured data (records).

Algorithms are a set of instructions for a computer on how to interact with, manipulate, and transform data into meaningful insights. These meaningful insights also provide the capacity for the artificial intelligence system to learn automatically from patterns or features found in the data. There are basically four trends these are, machine learning, supervised learning, unsupervised learning, reinforcement learning. In brief:

- Machine learning uses sophisticated algorithms to “learn” from massive volumes of data and are used to improve the accuracy of predictive models.
- Supervised learning algorithms are trained using data that includes the correct answers.
- Unsupervised algorithms learn from data without being given the correct answers.
- Reinforcement learning is a behavioural learning model. The algorithm receives feedback from the analysis of the data so the user is guided to the best outcome.
- **Standard**
 - *ISO/IEC JTC 1/SC 42 - Artificial Intelligence*
 - *ISO/IEC JTC 1/SC 42/AG 1 - Artificial Intelligence Management System Standard*
 - *ISO/IEC WD 23053 - Framework for Artificial Intelligence systems using machine learning.*

Zero Touch Classification and Digital Nudge:

In this instance, zero touch technology is using sensory inputs such as voice, vision, gaze, gestures, facial recognition, sound, motion and other forms of biometrics to classify records.

And/or even the concept of persuasive ‘digital nudge’ technology which aims at appropriately steering people to make better choices, in this instance classification of records.

- **Standard**
ETSI ZSM (Zero-touch network and service management) December 2017

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