

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**  
**DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT**

**AN ASSESSMENT OF THE CHALLENGES PRESENTED BY THE INFORMATION  
TECHNOLOGY SYSTEMS IN THE MANAGEMENT OF UNIVERSITY RECORDS: A  
CASE STUDY OF THE NAVISION SOFTWARE AT THE NATIONAL UNIVERSITY OF  
SCIENCE AND TECHNOLOGY**

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## Abstract

Despite the opportunities which have been brought about by the Information Technology systems, there is still a consensus amongst researchers that many organizations and institutions have encountered a number of problems posed by these systems in relation to the management of electronic records which they generate. NUST had noticeably taken advantage of the IT systems by implementing the Navision software in some of the departments which created, maintained, used and disposed of various university records. Related literature has exposed it that the challenges which had been presented include, but are not limited to, inadequate IT skills, absence of standards, technological obsolescence, and easy manipulation of data. A case study research methodology was employed in this study and it allowed the researcher to focus particularly on a system employed at NUST. The key findings of the study were that there were no qualified Records Managers or Archivists in the university and this had fuelled the chaos that was prevalent in the departments which generate university records. The study recommended that the university employ competent Records Managers/Archivists who would assist in managing the university records generated through the new technologies. The study concluded that university electronic records could only be effectively managed if an adequate Electronic Records Management System was employed.