

Services and Culture of the Modern Information Management Team



What does the Modern IM Professional Look Like?

Technical and Operational Skills

- System Administration
- Process mapping and workflow administration
- Webform administration
- BI reporting
- Data migration and integrity
- Information architecture, classification and lifecycle mgmt.
- Staff digital Literacy training
- Report, policy and procedure writing
- Advanced document, record, data and information skills (including hybrid records)
- Business Analytics

Advocacy and Governance Skills

- Knowledge of legislation, standards and regulatory processes
- Compliance monitoring and auditing
- Hardcopy record process transitioning
- Legacy and information silo management
- Knowledge & memory management
- Customer service and business engagement
- Process improvement and champions of innovation
- Relationship building and just great to work with



Info. Mgmt. Challenges We're Facing as a Council

Yesterdays Challenges (2019 when I started)

- Establishing new RIM services
- Staff upskilling
- Tackling EDRMS in the M365 suite
- Preparing our CRMS "Sales Force" as our 2nd main source of records

Today's Challenges

- Next-generation record formats
- Hardcopy transitioning (including staff digitisation practices)
- Staff email management
- General staff BI reporting capabilities
- Building the bridge across the data and record services and practices

Tomorrow's Challenges

- Up-scaling process mapping service
- Social media records preservation
- Developing RIM practices in our other core systems (FMS, HRIS, AMS, etc)
- Finding practical and realistic ways to begin using Machine Learning



The SA Local Government Sweet Spot

- Organisation size and geography are not prohibitive
- Fewer traditional records management standards
- Recent 2019 SA Info. Mgmt. standards are not mandated
- No IPP for mandatory disposal of personal information
- Only a single retention disposal authority to administer (GDS40)
- No requirement to disposal of Council records
- Cloud computing services practices are common place
- Perfect environment for building that data/records bridge
- Hardcopy replacement provisions are common place (e-signatures, digitisation, webforms, etc)



The Trouble with traditional EDRMS Setups and Records Management Services

Traditional EDRMS Troubles

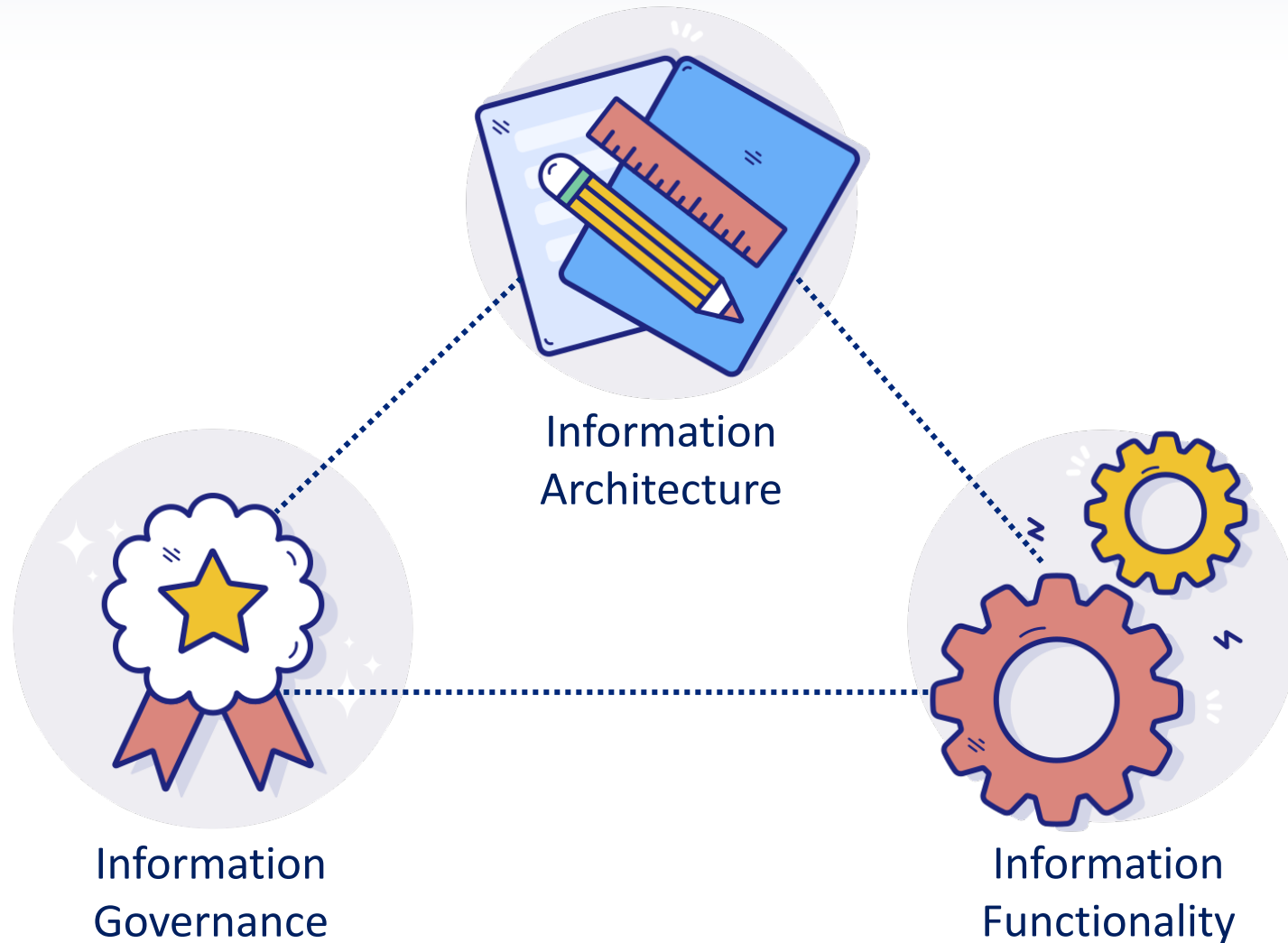
- Difficult to integrate EDRMS with enterprise suites
- Poor provisions for new record formats
- Limited pathways to up-skill records management staff
- Forces staff to undertake daily RIM activities in a separate system
- Poor mobile accessibility
- Difficult to work with external stakeholders on information
- Staff often result in using other systems (google drive, drop box, Survey Monkey)

Traditional Records Management Service Troubles

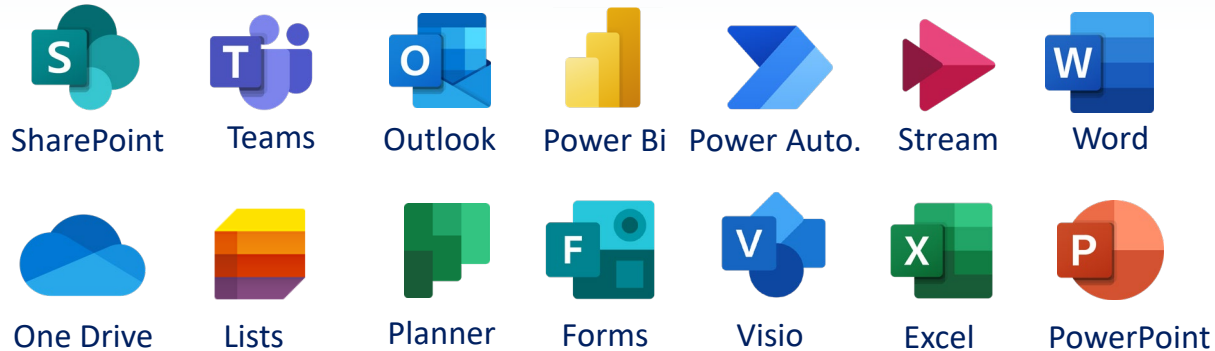
- Services are still important but perceived as low-value
- Difficult to gain work areas and teams engagement
- Often only provides half a solution to a business problem
- Records team is often just left out of the conversation
- Poor alignment with organisational goals and initiatives



What IM Professionals Bring to the Table



The M365 Enterprise Suite



Non-EDRMS Concepts to Embrace in M365

- Using the intelligent intranet as the classification structure for staff
- SharePoint Teams as the container (folder) mechanism
- Embracing new record formats by hybrid records
- Establishing a shared administration model between IT & records
- Retroactive rather than preventative system administration
- Providing Broad digital literacy training to staff
- Fostering staff autonomy and ownership of information
- Records and non-records all together



Benefits realised from our M365 Journey so far

- Simple and common-sense driven staff records keeping activities done in single system
- Mobile access to records on any device, anywhere with industry leading cyber-security
- IM Team can take over front-end administration tasks from ICT. freeing up ICT to focus on higher-value tasks
- IM Team can focus on keeping system organised and tidy while ICT focuses on keeping it running smoothly
- Both ICT and IM efforts can be easily kept align to continually improve the system instead of being separate efforts in separate systems
- Robust information containers that enable staff to classify new record formats and develop functionally rich sources of truth.
- Significant increase in information ownership and autonomy
- M365 suite is very rapidly closing the compliant gaps with traditional Australian records management standards.
- Easy to deploy replacement solutions for shared drives and hardcopy record practices
- Ability to easily connect webforms, workflows and bi reporting into sources of truth containers (SharePoint sites)



Our Services

Daily Record Processing

- Physical mail processing (Australia Post and internal mail)
- External customer email processing (including public website spam)
- Sufficiency of search requests
- Inactive records audit queue (including silo reconcile projects)
- Hardcopy archival retrievals, lodgements, disposal actions

Staff Training

- Basic staff induction and refresher I.M. training
- M365 digital literacy training sessions

System Development and Administration

- SharePoint and Team site development
- Electronic disposals and digitisation
- NAR Administration
- SharePoint, Teams and Intelligent Intranet administration
- Webform Administration
- Workflow and Process Mapping
- BI Reporting

Advocacy and Governance

- Compliance auditing and monitoring
- Hardcopy Transitioning
- Policy and procedure development
- Staff management



Upskilling Our Team and Others

Upskilling Avenues for our Team

- Informal training (MS Viva Learning)
- Formal training (Leadership Through Data, NextTech, etc)
- Ad hock learnings (Google, Youtube, etc)

Digital Literacy Training Sessions We Offer

- Staff Email Management
- Intro to Windows and Microsoft 365
- Intro to Microsoft Planner
- Intro to Microsoft Forms
- Intro to Microsoft Word
- Intro to Running Virtual Meetings
- Intro to SharePoint and Teams
- Information Management Induction
- SharePoint Site Owner Training
- Intro to Microsoft Lists
- Intro to Power BI
- Process Mapping
- Intro to Microsoft Excel
- Pro tips and tricks for MS Windows



Our 5 Year Business Plan

Key Objectives

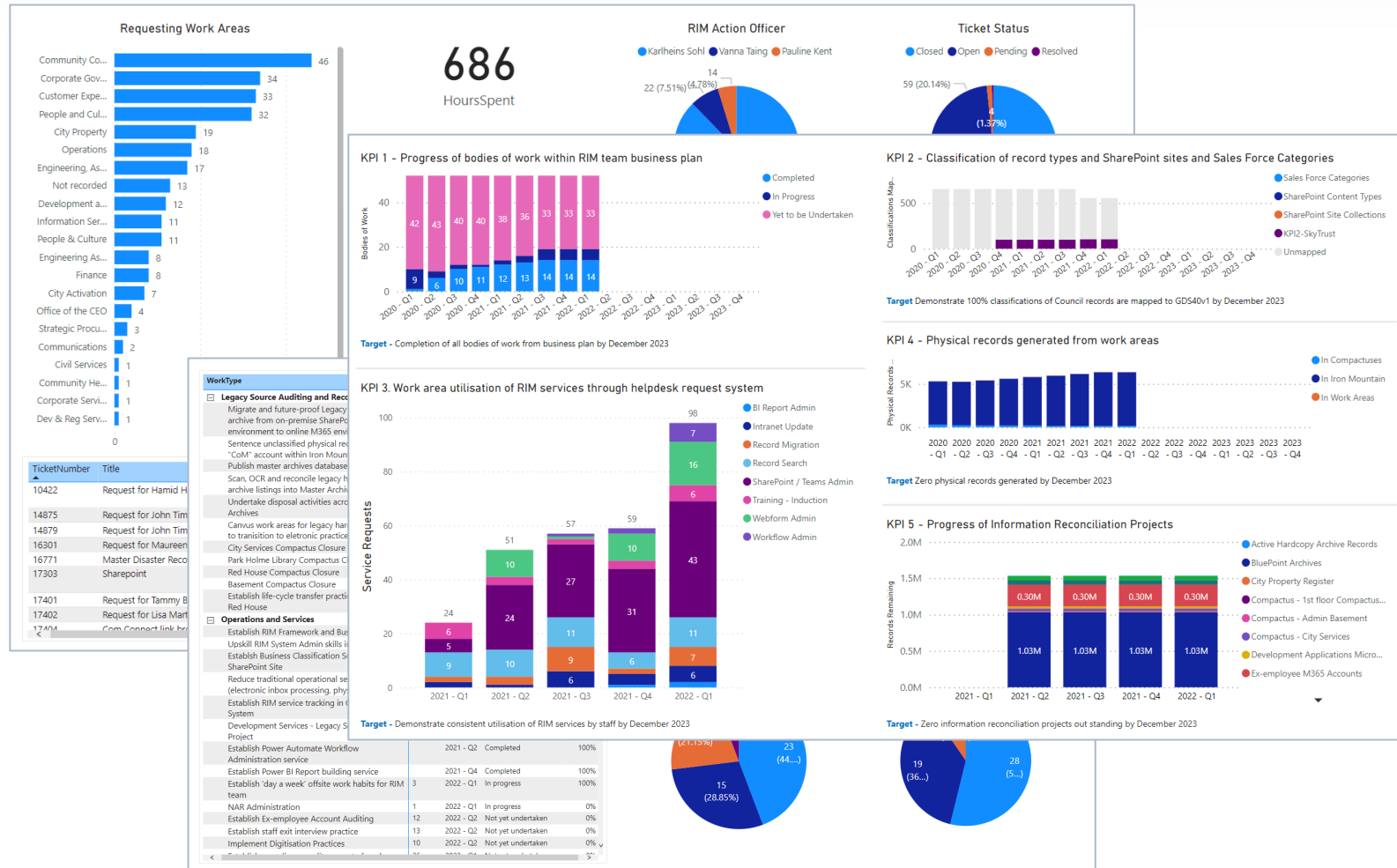
- Foster a culture of organisational RIM
- Establish modern and robust IM services
- Develop Information Life-Cycle compliance and consistency
- Optimise, integrate and future proof Council's system

Key Phases and Principles

- Stand up the five year business plan and framework
- Update team responsibilities and duties
- Map out staff upskilling and training journeys
- Build a big old EDRMS system change business case for our executive board
- Build a strong working relationship with key corporate service teams
- Develop a modern range of IM services and progressively bring online
- Develop a range of key bodies of work to progressive undertake
- Get quarterly KPI and other progress reporting online
- Establish a engagement schedule with work areas
- Learn about what other information systems exist
- Bring the whole team and everyone else along for the Journey
- Stay agile, recognise burnout and celebrate wins
- Be realistic and patient with everyone's progress and pace of work



Our Performance Tracking



Our Performance Tracking

KPI 1 - Progress of bodies of work within RIM team business plan

Measurable Progress of bodies of work per quarter

Target Completion of all bodies of work from business plan by December 2024

KPI 2 - Classification of record types and SharePoint sites and Sales Force Categories

Measurable Percentage of GDS40v1 record classifications mapped to record types and/or containers.

Target Ability to demonstrate 100% classifications of Council records are mapped out to record types and/or containers through staff processes by December 2024

KPI 3 - Work area utilisation of RIM services through helpdesk request system

Measurable Submissions and completion frequency of service requests per quarter

Target Ability to demonstrate consistent utilisation of RIM services by staff by December 2024

KPI 4 - Physical records generated from work areas

Measurable Reduction rate in generation of physical records from work areas per quarter

Target Zero physical records generated by work areas by December 2024

KPI 5 - Progress of Information Reconciliation Projects

Measurable Reduction in amount of information reconciliation projects to undertake

Target Zero information reconciliation projects out standing by December 2024



Our Bodies of Work

2020 – Q1	Upskill RIM System Admin skills in M365 ✓
	Establish RIM Framework and Business Plan ✓
	Migrate and Decommission Legacy RecordPoint System ✓
	Migrate and restructure On-Prem SharePoint Site Collections into M365 ✓
	Update Staff Records Induction Training Program ✓
	Establish M365 Staff Digital Literacy Training Sessions ✓
2020 – Q2	Establish SharePoint / MS Teams development and administration services ✓
	Establish Apricot Migration Toolset ✓
	Migrate CoM Intranet to M365 Cloud ✓
	Establish M365 Advanced Data Governance Toolset ✓
2020 – Q3	Establish Business Classification Scheme SharePoint Site ✓
	Establish webform development and administration service ✓
2020 – Q4	Reduce traditional operational service overheads ✓
	Sentence unclassified physical records held in "CoM" account within Iron Mountain ✓
2021 – Q1	Establish RIM service tracking in CoM Support System ✓
	4 - Migrate and Audit Legacy Network Drive 🔄 40%
2021 – Q2	2 - Development Services - Legacy Source Reconcile Project 🔄 5%
	Establish Power Automate Workflow Administration service ✓
	5 - M365 Site Collection Classifications 🔄 20%
2021 – Q3	Migrate Legacy Nintex Workflows to M365 ✓
2021 – Q4	Establish Power BI Report building service ✓
2022 – Q1	1 - NAR Administration 🔄 30%
	3 - Establish 'day a week' offsite work habits for RIM team 🔄 70%

2022 – Q2	6 - Develop SharePoint searching and Outlook email capture functionality <i>we are here</i>
	7 - Rollout Staff Email and Personal Drive Management Initiative
	8 - Implement sensitivity labels in M365 & Publish a information security matrix
	9 - Implement GDS40 across retention labels
	10 - Implement Digitisation Practices
2022 – Q3	11 - Scale-up system maintenance activities
	12 - Establish Ex-employee Account Auditing
	13 - Establish staff exit interview practice
	14 - Re-establish BluePoint Archive securities to allow staff searching
	15 - M365 Site Provisioning
	16 - Integrate SharePoint into MS Teams Menu
	17 - Develop social media records keeping practices
	18 - Publish governance and design document for Office 365
2022 – Q4	19 - Scan, OCR and reconcile legacy hardcopy archive listings into Master Archives Register
	20 - Publish master archives database in SharePoint
	21 - Undertake BluePoint archive disposal activities
	22 - Undertake duplicate record match and replace activities in M365
	23 - Undertake disposal activities across Physical Archives
2023 – Q1	24 - Establish CCTV and body worn record classifying process
	25 - Canvas work areas for legacy hardcopy practices to transition to electronic practices
	26 - Establish compliance audits as part of work area engagement schedule
	27 - Investigate potential for GIS to SharePoint document library searching
	28 - City Services Compactus Closure
2023 – Q2	29 - Park Holme Library Compactus Closure
	30 - Red House Compactus Closure
2023 – Q3	31 - Basement Compactus Closure
2023 – Q4	32 - Establish life-cycle transfer practice from RIM to Red House
	33 - Seek external audit of CoM RIM function for closure of business plan

Types of works

Operations and Services
Training and Culture
System Development
Legacy Source Auditing and Reconciling

Closing Thoughts & Questions

- Is an enterprise suite tool better to use than an EDRMS as a professional?
- What lessons have we learned?
- What would we do differently?
- How do you feel about the future of your team?
- Would I ever go back to an EDRMS-based organisation?

