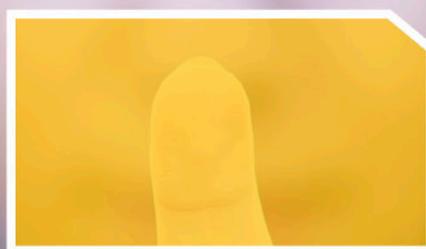
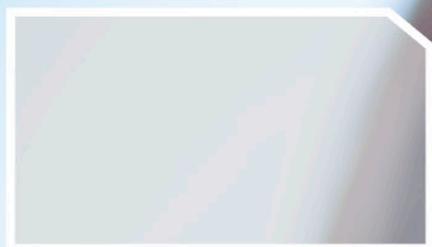


Sir Rupert Hamer Awards Case Study

Public Record Office Victoria



Department of Education and Training

Enabling collaboration and compliance



Sir Rupert Hamer Award recipient, the Department of Education and Training (DET), developed a program to make best practice and compliance easier for all staff by creating one platform for document management and collaboration. DET was awarded for Excellence and Innovation in Records Management at the 2016 Sir Rupert Hamer Awards.

Key Topics

Document storage

Collaboration

Electronic records management

Intranet

Key Discoveries

- **Change management planning and training are integral to introduction of new recordkeeping practices.**
- **Simple systems and engagement with staff ensures greater compliance.**

About

The Department of Education and Training leads the delivery of education and development services to children, young people and adults both directly through government schools and indirectly through the regulation and funding of early childhood services, non-government schools and training programs.

The Challenge

The Department of Education and Training identified numerous recordkeeping issues they wanted to address:

- The use of the existing electronic document and records management system was inconsistent across the Department, with some areas, particularly regional offices, not using the system at all.
- The Department's collaboration platform, which enabled the storage and sharing of documents, was even less widely used and ungoverned.
- Other document storage options also existed, of which the most widely used were shared drives. These were also ungoverned.

Compounding these challenges were inefficiencies in producing and managing important records. Briefings for executives and Ministers, recommendations for ministerial correspondence and documents to support parliamentary and cabinet processes were entirely paper based. These key documents were part of manual business processes and had unclear or inconsistently applied business rules.

The result was that DET staff struggled to easily store, find and share documents with others.

Sir Rupert Hamer Awards

The Sir Rupert Hamer Awards recognise excellence and innovation in records management within the Victorian Public Sector.

The Awards seek to highlight the importance of good recordkeeping in ensuring government accountability and efficient operation of public administration within the State of Victoria.

For further information about the Sir Rupert Hamer Awards visit prov.vic.gov.au



The Solution

The Department of Education and Training developed an *Information Strategy 2013-17*, which proposed strong information governance and initiatives to support users to find and reuse information, collaborate and build capability. The flagship program of the strategy was the *Enabling Collaboration and Compliance* program.

The program objectives were to make best practice and compliance easy for all departmental users, create one platform for all document management and enable collaboration. The program of work extended the Department's use of SharePoint to form a new platform for intranet, electronic document and records management, briefings and correspondence tracking, and collaboration and team sites.

Approach

The *Enabling Collaboration and Compliance* program comprised three large projects:

1. Extending the use of SharePoint with the addition of the RecordPoint rules engine to provide a VERS-compliant record keeping system based on a revised business classification scheme. From a user perspective this means that the "front end" is the same as the interface they use for key business processes and collaboration activities, and means that users do not need to interact with record keeping terminology.
2. Developing a new intranet site, to combine formal cross-Department content with informal working documents and collaboration sites.
3. Creating an electronic briefings and correspondence system to reduce inefficiency in the Department's business processes. Key documents can now be updated and tracked electronically, enabling the Department to more effectively support the decision making of executive officers and Ministers.

The program required a strong change management plan to bring users on board and support them to develop information capability. A business case for the program was endorsed and a program control board established comprising key business and technology stakeholders. This met monthly to make major decisions, and was supported by four sub-committees, which provided reference groups for a range of Information Strategy projects. In addition, a team of business solutions managers and trainers was formed to support business areas in their adoption of the new system.

A large training and user support program was also initiated, with a view to transforming the way that staff in the Department work and embedding the new systems and processes in business as usual activities.

The Result

The program delivered a range of benefits to the Department, including:

- Faster searching and access to information enabling staff to achieve greater efficiency and productivity, avoid duplication and wasted effort and enrich work through reuse and access to corporate memory.
- Easier and increased compliance with the Public Records Act, through increased user engagement and a simpler system that enables staff to store documents in SharePoint according to type of document and business function.
- Improved governance and user capability, created through the Department's overarching committees and comprehensive change management and training program.
- Uniform work practices across the Department, based on a common platform and increased user understanding of good practice.