

GOULBURN-MURRAY RURAL WATER AUTHORITY



THE VALUE OF MANAGING RECORDS IN AN ELECTRONIC ENVIRONMENT

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WWW.G-MWATER.COM.AU

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Facts about Goulburn-Murray Water

- Created in 1994
- Largest Rural Water Authority in Victoria
- Main office at Tatura with 12 regional offices
- In excess of 600 employees
- Annual Revenue in excess of \$80 million
- Assets in the order of \$4 billion
- Supplies irrigation and drainage infrastructure to 24000 properties
- Currently focusing on the Water Savings Program covering the Murray Darling Basin

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What drives reform?

- Productivity gains - doing more with less staff or working longer?
 - Working smarter
 - Staff needs - access to information
 - Customer needs and expectations
 - Cultural change
 - Electronic Commerce
 - Environmental reform
 - External Forces - Government requirements
 - Reform in the industry
- } **New organisation**

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Concept of an EDMS

- **Overcomes inherent inefficiencies of paper system.**
- **Provides a corporate indexing and classification system.**
- **Registers all corporate documents**
 - **produced inhouse**
 - **coming into the organisation via scanning.**
- **Provides core infrastructure for fast retrieval from all offices.**
- **Tool to improve productivity**
- **Preserves Corporate memory**
- **Provides mobile access**

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Process

- **Mail received is sorted into batches.**
- **Each document within a batch has a barcode attached to it.**
- **Batches are scanned.**
- **Original documents are placed in an archive box.**

- **Each batch is indexed and released to the “owner” of the document.**
 - **Owner’s name and document type**
- **Archive boxes are stored off site for a predetermined period.**
- **Originals can be retrieved if required via the barcode.**
 - **The number of originals being retrieved is reducing significantly.**

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Mail Received

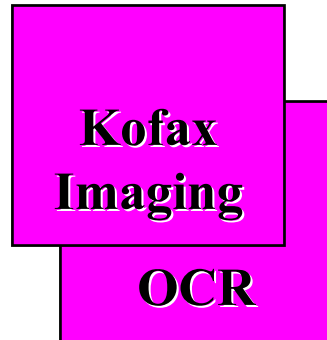


**Sorted into
Batches**



**Batches
scanned**

**Software
used**



**Possible to scan
A4 and A3
documents**

**Batches placed
into Archive boxes**



**Archive boxes
stored offsite**

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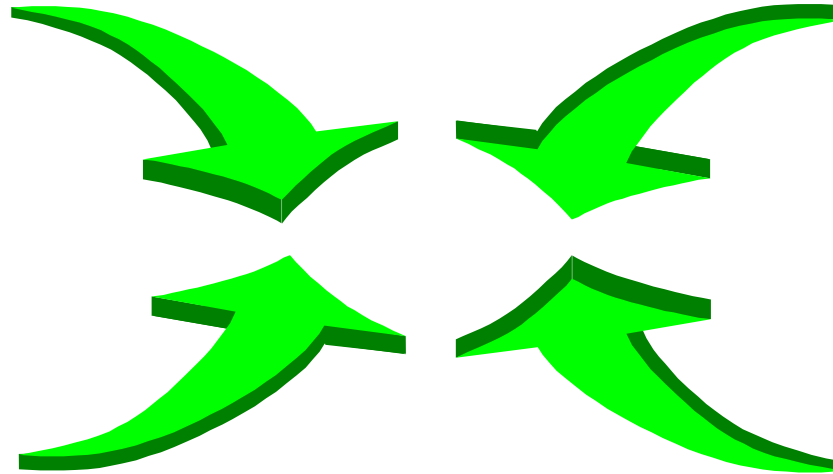
**Scanned
Documents
indexed**



**Scanned
Documents
released**



**Scanned
Documents
appear in
**ACTION
REQUIRED****



**Knowledge Worker
completes index**



**Document committed
to system**

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Indexing

Initial Indexing involves:

- **Identifying the Knowledge Worker.**
- **Identifying the type of document**
 - **Letter**
 - **Planning Permit**
 - **Plan**
 - **TTWE**

Batch is then released

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Indexing

- Document Name
- Person's Name.
- Document type.
- Work Group.
- Work Unit.
- **FILE NUMBERS**



**All compulsory
fields**



Temporary File Numbers Created
Permanent File Numbers Created

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Indexing

G-MW Document Profile - Approved

Document Name: TION OF HEADERS AND CONVERSION TO ARCINFO - 4 OCTOBER 2000

G-MW Author/Addressee: PAULK Date Profiled: 4/10/00

Document Type: INVOICE Application: IMAGING

Group: WS Service Related

Unit: DAT Service ID: Account ID: Transaction No: BICCS Doc ID: 0

G-MW File No: 2000/1890/1 For HR Files Employee: ...

External Author: S NAZARETIAN

Date of External Document: []

Enable Content Searching

Access Control: Secure Document [Edit] Mode: Outgoing Internal Incoming

Description: []

Action By: Action Officer: PAULK Reply Due: 1/01/99 Signed By: []

Work Status: Action Required In Progress Complete

Barcode: 0035380 Box No: P2000-71

Batch Name: GEN-249 Doc No: 2775

Select Doc or Drawing Profile: GMW_DOC_PROF [OK] [Cancel]

**Blue Fields
Compulsory**

Drop Down List For Files

- Recently Used Files
- Group Favorites
- File Plan

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Record Manager

The screenshot shows the 'DOCS RM Explorer' application window. The title bar includes 'Explorer Edit Items Files Management View Help'. Below the title bar is an 'Address' field. The main area is divided into two panes. The left pane, titled 'File Plan', shows a tree view of 15 categories: 01 - BULK WATER, 02 - RECREATION AND PUMS, 03 - HYDRO ELECTRICITY, 04 - IRRIGATION, 05 - DRAINAGE - SURFACE, 06 - DRAINAGE - SUB-SURFACE, 07 - SURFACE WATER - PRIVATE DIVERS, 08 - GROUNDWATER, 09 - WATERWORKS, 10 - FLOOD PROTECTION - LOCH GARRY, 11 - ENVIRONMENTAL MANAGEMENT, 12 - CORPORATE MANAGEMENT, 13 - FINANCIAL MANAGEMENT, 14 - HUMAN RESOURCES, and 15 - EXTERNAL RELATIONS. The right pane displays a table with columns: Term / File / Part, Disposal, Cutoff/Rollover, Authority, and S. The table contains 15 rows, each corresponding to a category in the file plan. The bottom of the window has two empty boxes labeled 'Equivalence' and 'Associative'.

Term / File / Part	Disposal	Cutoff/Rollover	Authority	S
01 - BULK WATER				R
02 - RECREATION AND PUMS				
03 - HYDRO ELECTRICITY				
04 - IRRIGATION				
05 - DRAINAGE - SURFACE				
06 - DRAINAGE - SUB-SURFACE				
07 - SURFACE WATER - PRIVATE...				
08 - GROUNDWATER				
09 - WATERWORKS				
10 - FLOOD PROTECTION - LOCH...				
11 - ENVIRONMENTAL MANAGE...				
12 - CORPORATE MANAGEMENT				
13 - FINANCIAL MANAGEMENT				
14 - HUMAN RESOURCES				
15 - EXTERNAL RELATIONS				

**Records system
split into
lines of business**

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Record Manager

The screenshot shows the 'DOCS RM Explorer' application window. The title bar includes 'Explorer Edit Terms Files Management View Help'. Below the title bar is an 'Address' field. The main area is divided into two panes. The left pane, titled 'File Plan', shows a tree view of categories: 01 - BULK WATER, 02 - RECREATION AND PUMS, 03 - HYDRO ELECTRICITY, 04 - IRRIGATION, 05 - DRAINAGE - SURFACE, 06 - DRAINAGE - SUB-SURFACE, 07 - SURFACE WATER - PRIVATE DIVERSIONS, 08 - GROUNDWATER, 09 - WATERWORKS, 10 - FLOOD PROTECTION - LOCH GARRY, 11 - ENVIRONMENTAL MANAGEMENT, 12 - CORPORATE MANAGEMENT, 13 - FINANCIAL MANAGEMENT, 14 - HUMAN RESOURCES, and 15 - EXTERNAL RELATIONS. The right pane shows a table with columns: 'Term / File / Part', 'Disposal', 'Cutoff/Rollover', and 'Authorit'. The table lists 15 items corresponding to the categories in the file plan. Below the table are two empty sections labeled 'Equivalence' and 'Associative'.

Term / File / Part	Disposal	Cutoff/Rollover	Authorit
01 - BULK WATER			
02 - RECREATION AND PUMS			
03 - HYDRO ELECTRICITY			
04 - IRRIGATION			
05 - DRAINAGE - SURFACE			
06 - DRAINAGE - SUB-SURFACE			
07 - SURFACE WATER - PRIVATE...			
08 - GROUNDWATER			
09 - WATERWORKS			
10 - FLOOD PROTECTION - LOCH...			
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15 - EXTERNAL RELATIONS			

**Records system
split into
lines of business**

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Record Manager

The screenshot shows the 'DOCS RM Explorer' application window. The left pane displays a tree view of business lines, including:

- 09 - WATERWORKS
- 10 - FLOOD PROTECTION - LOCH GARRY
- 11 - ENVIRONMENTAL MANAGEMENT
- 12 - CORPORATE MANAGEMENT
 - AUTHORITY
 - BOARD
 - BOARD COMMITTEE
 - ENTITLEMENT (CROSS FUNCTIONAL)
 - FACILITIES AND/OR LAND MANAGEMENT
 - FLEET MANAGEMENT
 - INFORMATION TECHNOLOGY
 - INTERNAL RELATIONS
 - LIBRARY SERVICES
 - ORGANISATIONAL MANAGEMENT
 - QUALITY ASSURANCE
 - RECORDS MANAGEMENT
 - AGREEMENT
 - DEVELOPMENT
 - DISPOSAL
 - EDMS
 - LEGISLATION
 - MAINTENANCE
 - MEETING
 - OPERATION
 - POLICY
 - REPORTING
 - RISK MANAGEMENT
 - WATER SAVINGS
- 13 - FINANCIAL MANAGEMENT
- 14 - HUMAN RESOURCES
- 15 - EXTERNAL RELATIONS

The right pane shows a list of records with columns: Term / File / Part, Disposal, Cutoff/Rollover, and Authorit. The list includes:

- 01 - BULK WATER
- 02 - RECREATION AND PUMS
- 03 - HYDRO ELECTRICITY
- 04 - IRRIGATION
- 05 - DRAINAGE - SURFACE
- 06 - DRAINAGE - SUB-SURFACE
- 07 - SURFACE WATER - PRIVATE...
- 08 - GROUNDWATER
- 09 - WATERWORKS
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At the bottom, there are two empty tables labeled 'Equivalence' and 'Associative'.

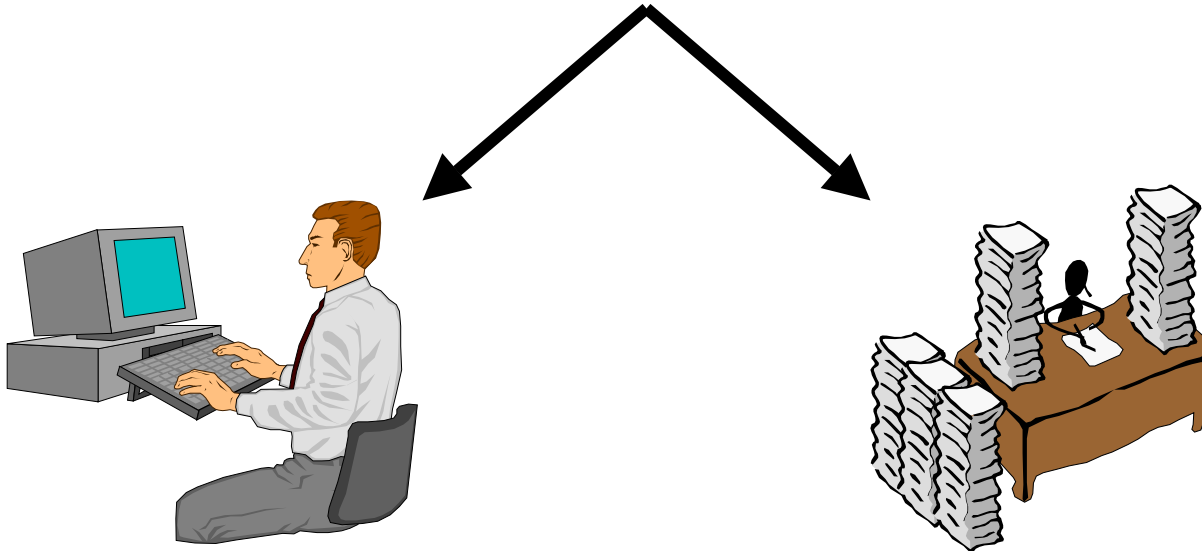
**Records system
split into
lines of business**

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Concepts

Scanned Documents



Received Electronically

**Documentation
managed in
different manner**

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Benefits

•Corporate Filing System



Electronic
Files

•Accessibility



Information



•Integration



Customer Billing

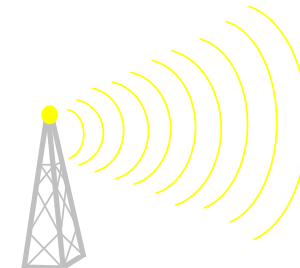


Financial
Systems

•Distribution



Networking



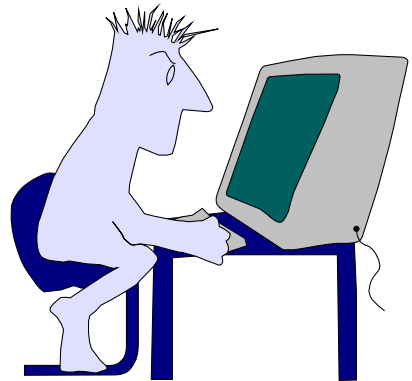
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Taking it to the Workforce

Key Elements

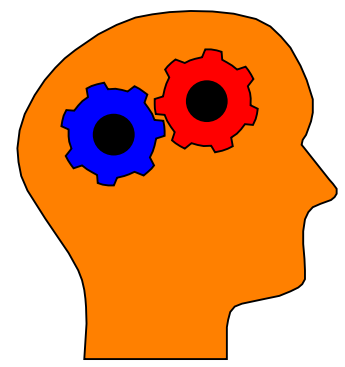
•Digital Information



Electronic Intranet

**Electronic Transfer
of Information**

•Cultural Issues



**Changing the
mind set**

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Records Management

- **Inherited 60000 paper files from Rural Water Corporation.**
- **Conversion of RecFind system to Record Manager.**
- **Change in the way records are managed.**
- **Changes in the way records are stored and destroyed**

Process

- **Import 60000 records into new system.**
- **Create new files in electronic environment.**
- **Documents created “forced” onto electronic files.**

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Archiving of records

- **Records are boxed and placed into nominated year for disposal in accordance with the PRO Disposal Schedule.**
- **Records which are deemed to be preserved for ever have been boxed and sent to the PRO - These include paper records, films, videos and CDs**
- **Records for disposal are destroyed on 1 July of each year by a company in Shepparton. They provide Goulburn-Murray Water with a disposal schedule.**
- **Scanned documents are also placed in the disposal “line” for destruction in the same timeframe**



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Taking it to the Workforce

“There is nothing more difficult to take in hand, more perilous to conduct, or more uncertain in its success, than to take the lead in the introduction of a new order of things, because the innovator has for enemies all those who have done well under the old conditions, and luke-warm defenders in those who may do well under the new.”

Prince Machiavelli

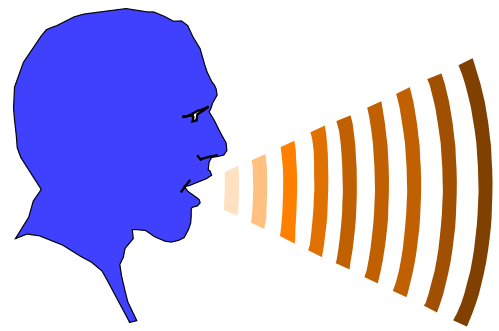
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Taking it to the Workforce

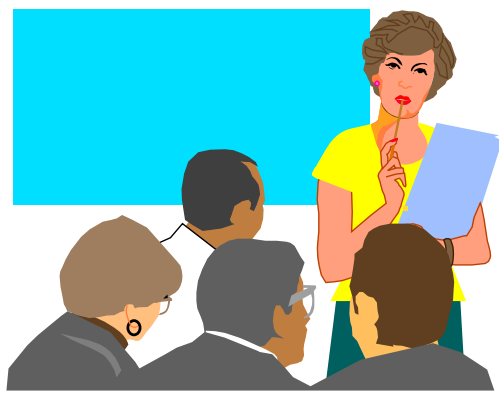
Key Elements

•Communication



Verbal
Written
“Grapevine”

•Training



Effective Training Skills
Training Manuals
Training Facilities

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Taking it to the Workforce

Key Elements

- **Concepts**

 - Knowledge Worker**

 - Location of Information**

 - Scanned Documents**

 - Legal Responsibilities**

 - Keeping Original Documents**

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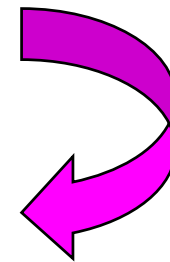
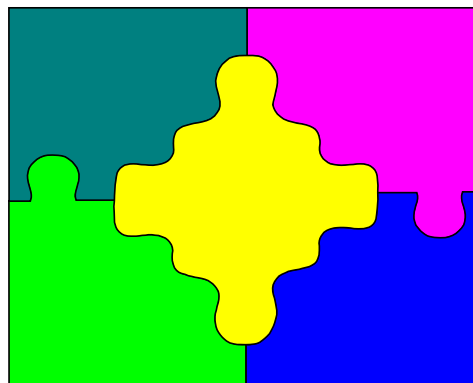
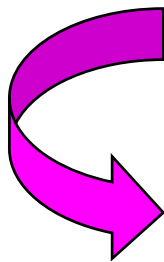


Concepts

Location of Information



Common Storage Area



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Concepts

Legal Responsibilities



- Legislation**
- Public Records Office**
- Accountability**

Keeping Original Documents



- Public Records Office**
- System Reliability**
- User Confidence**

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Reactions of the Workforce to Change

- **Reliability of the the system**
 - **Disaster Recovery process**
 - **What happens when the network goes down**
 - **Remote centre support**
 - **Learning new skills**
 - **Sharing Information**
 - **On going training**

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CHANGE?

It's about

PEOPLE

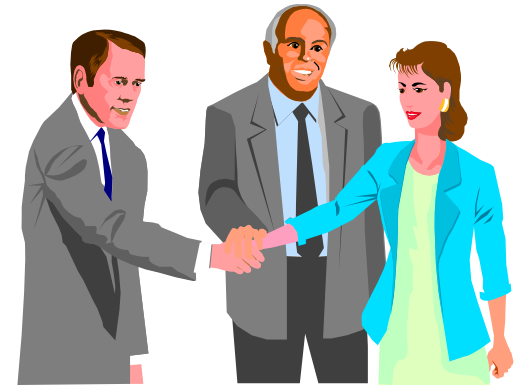
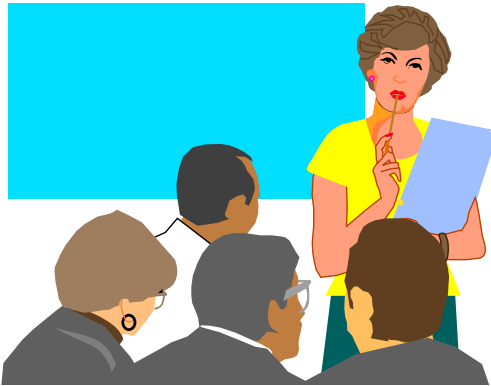
and not



TECHNOLOGY



**TECHNOLOGY
IS AN ENABLING
TOOL**



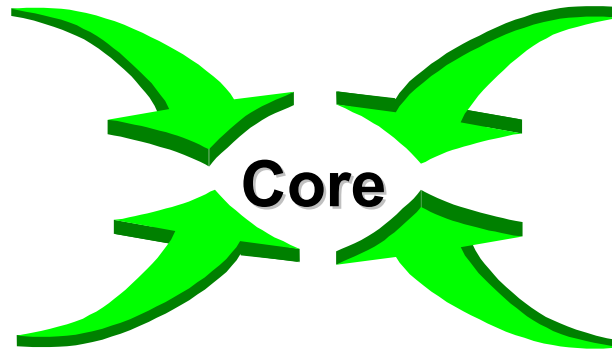
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Management Support Team

**Computer
Support**

**Consulting
Support**



**Drawings and
Plans
Administration**

**Records
Management**

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Conclusion

- **Significant investment in time and resources**
 - **Drawings implementation has justified the cost**
 - **Records Management has been implement and adopted**
 - **In-house document management implemented**
 - **Senior Executive support**
 - **Used as a Reference site**



QUESTIONS ?