

Information Management Case Study

Public Record Office Victoria

City of Casey

Transforming Information Management



City of Casey embarked on an ambitious journey to transform information management across their organisation and move to paper independence with a new digital first philosophy.

Key Topics

Records management

Paper independence

Information management

Storage

Enterprise content management

Key Discoveries

- **Poor recordkeeping practices can result in significant organisational ramifications.**
- **Training and knowledge-building is important to ensure recordkeeping compliance.**

About

The City of Casey is 35kms from the Melbourne CBD. It is one of the fastest growing municipalities within Australia with an average of 140 people per week moving into Casey, and a projected population of 490,000 by 2041.

The Challenge

In October 2009 an Ombudsman Victoria report accused the City of Casey, of poor recordkeeping hindering an investigation into the Brookland Greens Estate.

This, combined with the new development of a unique cultural, community and civic facility *Bunjil Place*, led the Casey Council and Executive to adopt an ambitious transformation program. Central to the program is the Transform Information Management (IM) Project.

The Solution

- transform information management across the organisation
- move to paper independence by using digital records
- reduce onsite storage
- introduce digital signatures and stamping
- adopt activity-based working
- respond to a customer-first and digital-first Casey philosophy

Approach

The Transform IM Project involved significant investment in information and records management including:

- a new Enterprise Content Management (ECM) system for corporate records
- integration with other key business systems
- restructure of the IM Team and investment in skills, training and knowledge
- implementation of an IM Strategy and Action Plan 2014-2018 and IM Stakeholder Engagement Model
- participation in the MAV ECM Step Program to increase compliance with Public Record Office Victoria (PROV) Standards
- implementation of a post and pre-action digitisation plan

- organisation-wide training on recordkeeping and archiving of records covering the basics: What is a record? What is an RDA? What is NAP? How to box files, etc.
- establishment of business rules and naming conventions for the ECM
- identifying and undertaking hard copy inactive record archiving projects
- adopting a Digital Signature Policy to be implemented in 2016/2017
- scanning 10,000 planning certificates, 53 leasing files and 1500 septic tank permits to ECM, sentencing originals and sending to APROSS for storage
- archiving of 5,200 Community Care Client Files
- boxing of 5,500 individual titles, which were returned to Land Registry and replaced with Digital Titles
- a pre and post action digitisation plan has been rolled out in 2015-2016. We have approximately 25 boxes undergoing the first quality check at the moment with destruction pending
- ECM Business Rules established and implemented
- Face-to-face training program for ECM and Corporate Record Keeping
- Training manuals, cheats sheets and online tutorials for ECM made available via the staff intranet
- ECM Helpdesk established to assist users with troubleshooting and functionality of system

The Result

As a result of the project, City of Casey has increased compliance against the PROV Recordkeeping Standards (from 5 out of 268 compliance in 2013 to 177 out of 268 in 2015).

City of Casey has also increased use of its ECM and capture of key business records with increased documents registered (2014 = 166,872; 2015 = 389,621; 2016 = 3,483,897).

Workforce mobility has improved with publishing of ECM external link allowing staff to access the ECM anytime, anywhere, on any device with an internet connection. Storage audits have also recorded a decrease in hardcopy records from 1423 to 738 linear metres across the organisation.

“It’s fantastic to see City of Casey achieving such excellent outcomes with the project. Not only has the project improved the Council’s recordkeeping activities but also made positive contributions to organisational culture, work efficiency and strategic positioning. A job well done,”

Justine Heazlewood, Director and Keeper of Public Records at Public Record Office Victoria.

For further information about Victorian Government recordkeeping visit prov.vic.gov.au

