

# CASE STUDY

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<b>Client Industry:</b>	Local Government
<b>Project</b>	Retention and Disposal Review

A Queensland local government engaged Records Solutions in this project to deliver a body of work that reviewed and recommended changes to the implemented retention and disposal schedule.

This project incorporated the:

- Review and assessment of the current R&D schedule implemented into the electronic Records Management System (eDRMS)
- Recommendations on amendments required
- Mentoring of engaged staff on appraisal and sentencing
- Prioritisation and planning the implementation of amendments recommended

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<b>Client Industry:</b>	Local Government
<b>Project</b>	Regional Records Project

A Queensland local government engaged Records Solutions in this long-term project to deliver a body of work that has seen the collection and cataloguing of 60,000+ legacy records from former Shire Council areas.

The project incorporated the:

- Assessment and recording of the environmental condition of records and storage areas to support future planning activities
- Prioritisation and planning the removal of record types per site:
  - a. Permanent Records
  - b. Long Term Temporary Records
  - c. Temporary Mixed Records
  - d. Temporary Financial Records
- Retrieval, appraisal, and processing records as per the plan developed
- Capturing of the condition of the records and storage areas on completion of the retrieval activities for future management of archiving processes
- Mentoring of Council staff to enable future business continuity
- Reporting was delivered in agreed intervals throughout the long-term project

At the completion of the project a report and plan were delivered that includes:

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- An overall survey of the status of regional records holdings in terms of volume, conditions, accessibility, and storage
- Recommendations for control mechanisms and the security of the records while located in regional locations
- A survey of holdings and determination of future access requirements

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<b>Client Industry:</b>	Local Government
<b>Project</b>	Information Management Framework Review

In early 2019, Queensland State Archives released the Records Governance Policy and Records Maturity Assessment framework. Upon their release, this Queensland local government realised the need to conduct a review of their Records and Information Management Framework to enable better corporate governance of records and information and to be able to establish the level of recordkeeping maturity within the Council.

Records Solutions were engaged, and the project entailed:

- The review of the information management procedures
- The review of registers
- Assessment of internal forms and information sheets

Upon delivering the project, it was determined that at its core, there was no formalised Information Management Framework in existence within the Council and the outcome of the project saw the delivery of:

- A recommended Records and Information Management Framework structure
- Enterprise Information Management Strategy
- A draft Information Management Policy
- Recommendations to changes to established procedures
- Recommendations for the establishment of additional procedures, including a defensible digitisation process
- Recommendations to changes to internal information sheets

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<b>Client Industry:</b>	Local Government
<b>Project</b>	Information Management Framework Implementation

After establishing an operating model for their Information Management Framework, this Queensland local government engaged Records Solutions to support the release of their Information Management Policy and supporting organisational procedures.

The release and implementation of the framework incorporated a two-year project that included:

- Provision of organisational awareness of the Information Management Framework and what is incorporated in the framework
- Conducting workshops with all areas of the business to redevelop the business classification scheme to meet business operational needs whilst considering legislative and compliance requirements
- Development and subsequent updating of an Information Asset Register
- Development of strategies to optimise Council's network drive usage
- Review and updates to intranet pages
- Development of a Glossary of Terms in reference to information
- Conduct an information management maturity assessment
- Knowledge transfer from Information Management Consultant to records management team members.

Overall, this project saw an increase in the use of the records and information management system and a greater understanding of where the Council's information assets are located.

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<b>Client Industry:</b>	Local Government
<b>Project</b>	Enterprise Information Management Maturity Assessment

A Queensland local government undertook a project to determine the current and future state Enterprise Information Management Maturity Assessment (EIM MA). The project incorporated an assessment of the information management environment and governance aspects of their operating model and requested recommendations for an innovative, future state environment.

As the engaged consultants for the EIM MA, Records Solutions:

- Challenged why, how and by whom information management services are being performed
- Compared the performance of the Council's EIM service with other organisations across a range of indicators, considering the views of both users and service providers
- Consulted with local stakeholders to ascertain their experience with the provision of services and their aspirations for the future

To help the Council move towards their future enterprise information management state, we delivered:

- An information management maturity assessment
- An implementation action plan to increase the information management maturity
- A review of existing service delivery contracts
- A review of existing records services team structure and recommended future state structure
- A road map and service catalogue recommendations to enable the transition from a records services team to an enterprise information management team

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<b>Client Industry:</b>	Local Government
<b>Project</b>	Information Management Professional Services

A Queensland local government undertook a project to implement a new future state Enterprise Information Management model. The project incorporated a review and redevelopment of the information management processes and services delivered, whilst also reforming their structure.

As the engaged consultants for this project, Records Solutions:

- Reviewed current processes delivered in three (3) core functions
- Developed new processes in the three (3) core functions
- Developed a key performance indicators (KPI) to measure EIM staff capabilities and training requirements and to ensure attainment of service level agreements
- Developed a quality assurance program focusing on data, information, and records within the eDRMS and integrated systems
- Developed a training plan and training artefacts
- Delivered training sessions

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<b>Client Industry:</b>	Local Government
<b>Project</b>	Scanning Solutions

A Queensland local government engaged Records Solutions to conduct a review of their existing scanning hardware and software to determine the most efficient and economical solution to meet Council's business requirements. The review encompassed the assessment of the necessary hardware to support the recommended scanning solution.

In summary, the following deliverables were provided through the delivery of this project:

- An audit of the current digitisation state
- Assessment and identification of limitations, risks and issues of the current solution and proposed solutions
- Review of the service capabilities of the Council staff to ensure use of contemporary hardware and software
- Identification of critical requirements for digitisation to ensure the recommended options could digitise the included records



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<b>Client Industry:</b>	Local Government
<b>Project</b>	Executive Summary Report, Action Plan and Roadmap

A Queensland local government was undergoing a Digital Transformation Project over a period of four years. A key concept of the project was the implementation of an Enterprise Resource Planning system to assist the Council to do the work that makes a difference to Council and the community.

To better understand the council's information management maturity and assets an Information Asset Register (IAR) project was conducted. This project produced a report that incorporated actions and recommendations. The Council engaged Records Solutions to develop an executive summary report that supported the actions and recommendations from the IAR project report, along with an action plan and implementation roadmap.

In summary, the following deliverables were provided through the delivery of this project:

- An executive summary report
- A recommendation and an action plan for implementation
- A future roadmap which included timelines, benefits, cost analysis, dependencies and future risks.

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<b>Client Industry:</b>	Local Government
<b>Project</b>	Information Management Team Business Process Improvement Project

A Queensland local government commenced a short-term interim organisational restructure resulting in the Information Management (IM) functions being incorporated into the Governance Branch. The services provided by the IM team were basic and not fit for service.

The client engaged Records Solutions to deliver a business process improvement project that consisted of:

- A time and motion study of the IM function/tasks
- Development of a defensible disposal process
- Development of a plan for the sorting and disposal of physical records

With the historical background pertaining to this client Records Solutions delivered the following outcomes:

- Time and motion study detailing the typical characteristics of an IM Team, the deliverables of the engaged team and the capabilities of the team members
- Multi-optional IM Team structures to enable the Council to realise their future state requirements
- Digitisation and Disposal Plan
- Disposal of original source records after digitisation procedure
- Physical holdings analysis.