MINUTES

MUNICIPAL ASSOCIATION OF VICTORIA

Meeting Name: MAV LG Information Governance Group – **Full Day Workshop**						

Date:	Friday 7 April 2017	**Start Time:**	10.00am – 4.00pm	**Duration:**	4.5 hrs	**Location:** Cardinia Shire Council, Officer VIC 3809

Meeting Objective	***How to develop and implement:*** A Performance Monitoring Reporting Framework and Compliance Monitoring Program
	Chair: Tim Newbegin **Minutes:** Kristy Matthies **Consultant:** Toula Varvarigous (eAssure)

No	What	Who
	Attendees: Barbara Mccourt, Julie Brne, Joy Painter, Gardiner Marissa, Alison Edwards, Rachel Blakiston, Tim Newbegin, Veena Menezes, Sue Burton, Bronwyn Money, Annette Clarke, Roger Bulhert, Tim Newbegin, Toula Varvarigous, Ruth Edge, Marissa Gardiner, Kristy Matthies.	
	Apologies: Alan Kong, Alison Toohey, Bev Bell, Carol Jager, David Robinson, Debbie Fitzgibbon, Helen Anstis, Manningham, J Brozinski, J Murray, Krysten Evans, Lerdana Drury, M Smyth, Michelle Bromley, Paul Brumby, Rick Berry, R Matulis, S Fisher, Tim Brown, Veronica Trancredi, Vivien Ferlaino, Marie Steer, Kerri Ricketts, Warren Gardiner.	
1	**Presentation: Transfer of Land Titles Project** Roger from Cardinia gave a presentation on the potential risks to the transfer of titles to Land Victoria. There asset registers are not as accurate as needed and in some cases they hold the only original copy. This situation was put back to the group for discussion around who is the owner of the original (Council vs Land Victoria), the definition of Record vs Artefact and the workflow for transferring.	
2	**Developing Records Management Key Performance Indicators (KPIs)** ***Need for Performance Indicators*** • Development of 'benchmark' for like business functions, activities or services • Use in individual staff performance appraisals • Continuous improvement initiatives • Balanced scorecard programs • Demonstrating and attributing business value from services • Decision making in terms of risks and issues, as well as for broader planning purposes • Accreditation • Evidence for a business case	

- Raise the profile of records management

- Development of Service Level Agreements (SLAs)

- KPIs become part of the review processes of the agency

- Evidential based improvement or changes to service delivery

Importance of KPIs

- KPIs tend to have varying standards of service delivery and clashes of expectations. They are important as they set the expectations and how well the service works.

- KPIs are quantitative (quantity of mail items) and qualitative (accuracy/quality) measures against the agencies goals. i.e. we scan 100 documents with an 95% accuracy rate.

- The clients get the ultimate value.

When developing KPI's we need to consider

- What are we doing?

- Where is the organisation heading?

- What do we need to do to accommodate?

- Ensure you set measures that you can actually deliver on – do not set aspirational KPIs that you cannot meet.

- Statistics and reporting on KPIs can help to justify business cases for Services or staff resource level.

Tools:

- eAssure Presentation – Developing RM Key Performance Indicators

- Template - Key Performance Indicators for Local Government

- Template - KPI Example Reports PDF

- Template - KPI Example Reports Editable

- Refer to PROV's Key Performance Indicators Guideline (PROS 10/10 G3) for further information.

| 3 | **Developing Records Management Compliance Program**

Your organisation is responsible for

- measuring and monitoring their recordkeeping performance for planning and improvement purposes
- ensuring they comply with the PROV associated standards, specifications and codes of best practice, and
- cooperating with monitoring compliance activities.

Benefits of undertaking a compliance program

To assure our organisations and stakeholders that:

- Recordkeeping systems and processes are working effectively and efficiently
- Full and accurate records are created and captured into the organisation's recordkeeping systems
- Employees are complying with rules and procedures for recordkeeping
- Records can be identified and retrieved from the recordkeeping systems in order to meet the business needs
- Resources are being spent efficiently, and that
- The organisation is complying with PROV recordkeeping Standards, specifications and other codes of best practice

What is the Compliance Measure?

- KPI/SLA Service requirements that we set.
- In absence of SLA's clashes in expectation.
- Basis that we provide service and reporting

Tools:

- eAssure Presentation – Developing Compliance Program
- eAssure – Records Management Compliance Framework Business Unit
- eAssure – Example – RM Business Unit Compliance
- Template - Compliance Monitoring Program
- Template - Register Compliance Monitoring Program | |

Action and Agreement Record

No	Actions and Agreements	Who	When	Completed
1	All documents to be made available on the Wiki for members to use.	Kristy/Ruth	30/06/2017	
2				
3				
4				
5				
6				