

MINUTES



Meeting Name: MAV LG Information Governance Group - Group Meeting

Date: Friday 09 September 2016 **Start Time:** 10.00am – 2.30pm **Duration:** 4.5 hrs **Location:** MAV – L12/Collins Street, Melbourne

Meeting Objective Members Network Meeting and Workshop

Chair: Tim Newbegin **Minutes:** Ruth Edge

No	What	Who
	<p>Attendees: Guest: Stephanie Camarena – Ex Nillumbik, Anthony Duffin – Swanhill, Debbie Fitzgibbon – Warrnambool, Alison Edwards – Cardinia, Toula Varvarigos – eAssure, Tim Newbegin – Boroondara, Ruth Edge – Cardinia, Marissa Gardiner – Yarra Ranges Council, Leanne Wegrzyn – Murrindindi, Rhys Matulis – Casey, Philip Bezzina – Casey, Paul Brumby – Pyrenees, Jenny Jones – Moonee Valley, Joy Painter – Wyndham, Bev Bell – Shepparton, Margie French – Colac-Otway, Veena Mendes - Melton</p>	
	<p>Apologies: Kristy Matthies, Bass Coast Shire, Kristy Searle, Grace Information and Records Management, Ivor Cencic, Grace Information and Records Management, Michelle Bromlwy, Strathbogie Shire, Sandra Pickett, Kingston Council, Sandy Grosz, Banyule Council, Stacey Foote, Melbourne City Council, Vivien Ferlaino, Banyule Council, David Robinson, South Gippsland Council, Jane Carter, Mansfield Council, Richard Feagan, Nillumbik Council, Sue Calanchini, Banyule Council, Juliana Phelps, Towong Shire, Julie Brne, Hobsons Bay, Carol Jager, Geelong Council, Linda Morris, Wyndham Council, Angelo Luczek, Darebin Council, Honnie Lowe, Benalla Shire, Colleen R, Central Goldfields, Katrina Katelas, Frankston Council, Krysten Evans, Baw Baw Shire, Helen Anastasis, Baw Baw Shire, David Taylor, CPDP, R Matulis, Casey Council, John Hennessy – MAV, James Nutt, Kerri Ricketts, Joanne McCartney, Rick Berry, Alpine Shire,</p>	
1	<p>Welcome and Apologies</p> <p>This workshop will be focussing on reviewing the documents produced by eAssure from the previous workshop held in July.</p> <p>Round table introductions.</p>	Tim Newbegin
2	<p>Communications</p> <p>The wiki has undergone another upgrade by Patrick under John Hennessy’s instructions. Please advise Ruth if you have any issues with access or viewing content.</p> <p>http://futureoflocalgovernment.org.au/vim-home/</p>	Ruth Edge

3	<p>Procurement and Project News – Trapeze Like Application</p> <p>I. Trapeze procurement Update Follow up email to be sent out to all – RE follow up with JH Explore expense of use Need to put out a competitive tender</p>	Ruth Edge
4	<p>Procurement and Project News – Objective connect or like procurement – interest</p> <ul style="list-style-type: none"> ○ Wyndham use Objective Connect for Subdivisions, engineering, can be used for contracts. No size issues reported as yet. <ul style="list-style-type: none"> ▪ Pay on number of connections. ▪ Efficiency gains from not having email limit. ▪ Demonstration from supplier – TN to follow up. ▪ Check other systems – Kapish Link, ECM Link... RE/MG ▪ TN to share Objective Connect to RE, MG, LW, AE, JP, RM, PB, SC, BB, PB, MF, AD, DF, TV • 	Tim Newbegin / Ruth Edge Marissa Gardiner / Joy Painter
5	<p>Grace Information Management Update</p> <ul style="list-style-type: none"> • Grace have more than 60 Councils now signed to use their services according to Kristy Searle who met with Ruth last week. • Grace are also looking at providing workshops for Councils across the sector for 2016 – 2017 but are seeking content advice from their customers. Contact Kristy Searle or Ivor Cencic with content needs. • Grace can now provide Councils with qualified and experience mail management, archives sentencing and cataloguing staff with extensive local government experience at short notice and very competitive rates. 	Note
6	<p>Council Round Table Discussion on Projects</p> <ul style="list-style-type: none"> • Round table from councils on key projects – is there opportunity for collaboration? <ul style="list-style-type: none"> ○ YRC – Service Review, Benchmarking – happy to share <ul style="list-style-type: none"> ▪ Sector Benchmarking for ECM Step Audit will be received in next fortnight ▪ Send John an email about invoices – RE ▪ eAssure Tony to check with Councils if they have received invoice ▪ MG will look at (OPEX) mail sorting/scanning system next week to save 19 hours a week. AI system. ○ Murrindindi – TRIM training, Building capacity in self and others, Investigating ControlPoint to manage unstructured data. 1.2 Million emails to be managed from 100 active mailboxes. Each staff needs 14 weeks to review and register 8000 emails each (Gartner Research). 250,000 documents into TRIM over 3 years as structured data. 1 Million files on network as unstructured data. Only 10% managed as structured data. East Gippsland has implemented ControlPoint and has reduced their unstructured data by 30%. SAI Global training was excellent. Concern that people there didn't understand why they were there. Recommend that they come present at LGIG group meeting. RE to contact. 	Note

- Contact HP to demonstrate ControlPoint - TN

- Wyndham – Service Review – Organisation Restructure, Objective Health Check, - Users can create own file structures in their 'handies'. (Comparative with TRIM User Labels.) Upgrade to Objective 10.1 project planning, deployment of Objective Connect to create their own shares via Information Management Team.
- Casey – Organisational Restructure – Information Management team moving to Customer and Innovation Directorate under Digital Team. Pushing toward Cloud to services – Digital First, moving to Activity Based Work. Lots of training. Uncertainty.
- Nillumbik – Service Review – moved from traditional records management system. Managing records where they are rather than the system. Controlled Naming Conventions and link to property information, license information, etc. Information Asset Register created with eAssure. Information Asset Analysis. eCloud project to register incoming information. Scanning and registering – picks up NAR. Next stage automation of email registration. Will take 80% of incoming correspondence to automated registration. Vision to enable users received emails to be automated without user intervention. Stephanie finished on Friday with Nillumbik. Angela will continue the eCloud project.
- Shepparton – Restructured. New CEO. Strategies and policies due for review. Seeking direction for the organisation. Recruiting as 3 staff down. Moved to HPRM. Health check on whole system. Training review, KPI's review.
- Pyrenees – Service Reviews, archiving project, resourcing challenge to deal with historical projects, generational change in Planning – digital 'natives' – moving forward in that space rapidly. Will visit Murrindindi. RecFind site.
- Colac – Otway – Staffing loss, Service Review, new to local government, FOI issues, RMHP 8 upgrade, CEO Digital First promotion, education of Planning away from paper. Welcome to Local Government. MF.
- Swan Hill – Service Reviews, rolled out Alfresco Records Management 9 months ago. Documents to be managed through customer request system. AUSinfo legacy documents limited to 2 computers. Not migrated to new system. Building procedures to scan Personnel files. Next Building and Planning files.
- Melton – Restructure, no staff losses, now under COBIT (Closed Objectives for Information and Related Technologies (IT Governance and IT Platform methodology)). Now under Knowledge Management area. Building team. Application systems review, looking at enterprise architecture systems. Migrating to cloud and testing ECM in the cloud. Civica Authority in the cloud is also being tested. Enterprise Content Management Strategy – re-evaluate content before mandating Information Asset Management Register. Records Management training. Appraisal and sentencing 1100 boxes. Trapeze review with planners. Mobile application assessment document with eAssure. Reviewing security policy. Redaction procedures review. Installed Ezescan software.
- Warrnabool – Service Review, whole of council software upgrade, Technology One, data cleansing, migration and testing. Go Live June 2017. Lotus Notes site. Moving to Outlook. Use Bluepoint. Backscanning projects. Closed off hard copy files. New intranet.
- Cardinia – Restructure, FYB third party supplier, Media Hub to manage images, DocUMove for bulk document migration tool, Softdelete for users, Network drive closure of shared drive for sharing images and photos, Project TRIBE for customer self help to their own records, upgrade to HPE RM 8.3. Omail with eCloud and Oasis with eCloud project to automated

	<p>registrations of inwards mail and invoices. Automate payments. Replaces Ezescan. Flexipay – customer logs on to website and makes payment. Identifier is Property Number. Ask Stephen Whitehead to talk at next LGIG meeting - RE</p> <ul style="list-style-type: none"> ○ Boroondara – Objective – going live, eCloud product in use – works well to save time, <ul style="list-style-type: none"> • Emails on the increase and decrease in paper mail across the board, except for Boroondara • <u>Emergency Management – discussion on scenario and real life stories. Conversations to be had with Risk Management at all our Councils</u> 	
7	<p>Records Management in the News Report – Wiki</p> <p>News stories since previous report focus on artificial intelligence, robotics and the future of records management as a profession – change is coming, and is already around us, are we prepared? Rapid change of technology and how it is changing communities, social engagement, community expectations, personal work and life balance in the technological age.</p>	Ruth Edge
8	<p>Artificial Intelligence and Robotics</p> <p>AI – how it is creeping into our work environment. What does this mean for records and information professionals?</p> <ol style="list-style-type: none"> a. Toula working with Telstra, has been exposed to AI Soft Amelia, IA, customer user interface. https://www.youtube.com/watch?v=U_VfsQkULHg b. Evolution of jobs c. Need to be responsive not reactive. Lead the charge. Focus activity on bringing solutions that will digitally enhance business. <ul style="list-style-type: none"> • i.e. centralisation is already in place - currently and opt in. <p>Risks of too much dependence on systems. Need reliable transition plan, contract clauses that are clear on records management, data ownership and accountability, clear on transfer of data and bearing of costs should service providers fail, or relationships between partners dissolve. Also must create robust disaster recovery plans.</p>	Toula Varvarigos
	Lunch Break (12.30pm to 1pm)	
9	<p>Workshop – Information Governance Framework – Controlled Process</p> <ol style="list-style-type: none"> 1. Policy – option to have a separate policy or build into existing policy 2. Business Application Record Keeping Functional Requirements 2016 – needs to be given to IT to complete. 3. Business Application Information Management Assessment workbook – 2016 – information management assessment of business applications including mobility and the infrastructure that they sit on. For IT and RM use. A consolidation of multiple sources, including PROV, Qld Archives, SA Archives and NAA. 4. Business Application Decommissioning Procedure 2016 – PROV says we must use SIARD. 5. Business Application Register – governance of data, how do we tell the business management requirements for data sitting outside of 	Toula Varvarigos

the EDRMS.

Refresher on the previous workshop as detailed below:-

Develop the fact base

Methodology: A 'transaction' is... the act or process of transacting business. **More specifically,**

Identify:

- 10 highest volume transactions,
- 10 highest cost transactions,
- Top traffic web pages and most common search queries,
- Channels for Information Capture,
 - Incoming mail, counter, phone, email, e-forms, web forms etc.
- The costs associated with capturing and registering information.

Capability, culture and conversation

Developing a digital information toolkit:

- What do you need to assist you in moving into this space?
- What do you use that is already available?
- Are there any documented case studies?

Common accessible view of the customer

Local Government IT Platforms:

- What are the IT Platforms you are currently using?

Collaboration and inter-connectivity

What, How, Where, Interdependencies?

Enablers

Barriers:

What are the digital transformation barriers you are facing?

What are the legislative barriers you are facing vs digital transformation?

10	<p>Review of Policy Document:-</p> <ul style="list-style-type: none"> • Any one of appendix B makes the system a high risk. TV to update appendix B with a process chart which includes IT. • TV to source pictorial design of process • TV to build VERS and SIARD into Compliance • Inviolable – greatest risk is around lack of audit logs • TV to add to document application owners must ensure their system is compliant • IT to communicate with RM on system procurement and development • Risk Management to be included within the ownership – TV • Procurement as stakeholder - TV <p>Review of Business Application Record Keeping Functional Requirements 2016</p> <ul style="list-style-type: none"> • PROV endorsed • Risk, RM, IT, Procurement and Business Areas circulation and input. • Risk to be assessed and assigned. <p>Circulate for review – RE</p> <p>Business Application Information Management Assessment workbook – 2016</p> <ul style="list-style-type: none"> • Takes us through the process • TV to create a checklist. • Build in approval forms. • Build in accountabilities into all the documents. • Build a two page hard hitting policy with addendums with risks and accountabilities. Including sign offs. Include in accountabilities. • This is a Q&A document. • Must include records management training content when introducing new systems and applications. Training is not just about functionality. Refer page 7. • Put Decommissioning Register on intranet webpage. • Legal Hold Register is contributed to by all business units not just RM. 	Toula Varvarigos
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11	<p>Where to from here?</p> <ul style="list-style-type: none"> a. We do not want duplication b. We need an archiving solution c. Contractual obligations for procurement d. System requirements for accessibility <p>TV to develop draft to cover MAV hosted systems and State Government applications and circulate Monday to the group.</p>	
12	<p>Other Business</p> <p>None to report</p>	
13	<p>Close</p> <p>Meeting closed at 2.30pm</p>	

Action and Agreement Record				
No	Actions and Agreements	Who	When	Completed
1	Communications – wiki review links and report to Ruth if issues	All	7/10/2016	
2	Trapeze – organise meeting with Councils to view Trapeze in action	RE	28/9/2016	
3	Objective Connect demonstration	TN	7/10/2016	
4	Kapish Easy Link External review – do these link to TRIM and ECM as well?	MG/RE	7/10/2016	
5	Objective Connect share invite – share with group for review purposes	TN/JP	7/10/2016	
6	Advise Grace Information and Records Management of workshop content sought	All	7/10/2016	
7	Send john email to clarify invoice amount and whether they have been sent out to all participating Councils	RE	22/9/2016	
8	SAI Global – feedback re training	RE	23/9/2016	
9	HP ControlPoint demonstration – organise for next meeting	TN	23/9/2016	
10	Ask Stephen Whitehead to present at next meeting on managing systems integration	RE	28/9/2016	
11	Ask Risk Management if we have processes in place to manage terrorism threats – records and data and people protection. Need to check DR Plans.	All	7/10/2016	

I2	Update documents discussed at workshop	TV	22/9/2016	
I3	Circulate for review	RE to KM and KM to All	23/9/2016	