MINUTES

Meeting Name: MAV LG Information Governance Group - Members Meeting	

Date: Friday 30 June 2017	**Start Time:** 11.00am – 3.30pm	**Duration:** 4.5 hrs	**Location:** MAV, 60 Collins St, Melbourne VIC 3000

Meeting Objective	Members Meeting
	Chair: Tim Newbegin **Minutes:** Kristy Matthies

No	What	Who
Attendees: B Schilling, Chris Vencent, Honnie Lowe, Ivor Cencic, J Brne, Jenny Jones, Joy Painter, Kimberley Spiteri, Leanne Wegrzyn, Marissa Gardiner, Maree Hesketh, Ruth Edge, Rachel Blakiston, Tim Newbegin, Peter Francis, Marie Steer, Roger Buhlert, Annette Clarke, Richard Bianco, Kristy Searle, Kristy Matthies, Marie Steer.		
Apologies: Debbie Fitzgibbon, Bronwyn Money, Annette Clarke, Michelle Bromley, Aileen Davidson, A Bourrilhon, Alan Kong, Bev Bell, Blair Phillips, Carol Jager, David Robinson, D Vaynrib, J Murray, Manningham, Katrina Katelas, Krysten Evans, Loredana Drury, Lynne Stevenson, Maria Blake, Mary Scully, Naomi Corcoran, Paul Brumby, Peter Hatty, Rebecca Burns, R Matulis, Sandy Grosz, S Frost, Toula Varvarigous, Veronica Trancredi, Vivien Ferlaino, Kerri Ricketts, Stacy Cameron, Paul White, Veena Menzes.		
1	5 Mins	**Welcome and Apologies**	Tim
2	10 Mins	**Update:** eAssure Consulting • Toula will be meeting with John Hennessy next week to put formal arrangements in place with the ECM Audit Assessments. • Tracking of Invoices and Member Councils has been handed back to the Committee to manage and eAssure will be scheduling the audits with agencies. • Toula has been working on the land titles legal requirements.	Toula

3	20 Mins	**Update:** PROV
		
		• New website launched in February 2017. The ongoing development includes:
		  ○ Launching new archival processes and management system.
		  ○ Implementing identify management product – bulk registration of some government departments email
			Peter Francis

inboxes etc.

- o Login and bookmark favourites

- Looking a changing some of the physical forms to digital – i.e. 21B forms.

- Looking to streamline processes and make it easier

- VAGO Report – PROV has been audited

  - o Accepted all recommendations in the report and will be implementing.

  - o Looking at implementing new training program – currently investigating options i.e. face to face vs e-learning. One of the issues with delivering online training is that to be most effective it needs to be localised to the specific area or department rather than being so generic.

- Coming to end of review of disposal standards and specifications, will be updated and circulated.

- Received final feedback of the digitisation template and thanks all that have been involved in the process. Standards and Specs will be updated accordingly.

- IM Maturity Assessment Maturity Tool (IMMAP) is under Development and uses a maturity growth model.

  - o There are 5 levels of maturity – these give you a view of where you are at and where you can get to.

  - o Helps to identify areas for growth and improvements.

  - o Progressively assess business units and generate meaningful reports to be used as a communication tool.

  - o Longitudinal assessment of your own agency across a number of years and compare.

  - o https://www.prov.vic.gov.au/recordkeeping-government/research-projects/information-management-maturity-assessment-program-immap

- IM3 Information Management Assessment Tool is going to be updated.

- Updating the Cloud

- New guide being developed re Technology (Websites)

  - o Techniques for managing website content and when it should be preserved.

  - o Undertaking a case study to provide a perspective on some of the capture points and preservation tools.

- Reviewing digital Survey Report and will provide results shortly.

- Rate Books Scanning Project – Peter to follow up whether there is plan and timeframes.

- Information Governance Committee Section on the Website – This is targeted at a select group of Government

		department and not a requirement for Local Government.	

4	30 Mins	**Presentation:** Grace Information Records Management
		
		• Nathan – New to the customer relations team as a Client Manager.
		• Phillip – New Client relationship officer – providing additional support to the Councils MAV contract. Will be getting around to all of the Councils and see how things are being done and ongoing needs.
		• New Brand – As of 1 June 2017 name has changed to 'grace:'
		• 6 new councils have signed up under the MAV agreement.
		• 10 new back scanning projects.
		• 31 councils using Scan on Demand – volumes have doubled over the last 6 weeks alone.
		• 64% response to local government survey.
		• Have been doing development around the reformatting of invoices and making easier to reconcile the deliveries/work orders.
		• Looking at the trends across the sector – requesting feedback from all users.
		• Dean - New General Manager focussing on the Digital Division
		    o Looking at Needs and future directions.
		    o Reviewing all processes and QA Procedures
		    o Increased staff numbers for service delivery
		    o Purchasing of more scanning equipment.
		    o 61 Councils under Grace Portfolio and 51 Councils under the Grace Contract.
		• **Demonstration** - Business Intelligence Package
		    o This ties together the Records Management and Finance side of the business.
		    o The dashboard gives a complete snapshot of the account.
		    o Summary of number of boxes, Item Statuses, Item Count, Item Holdings Report. Can make changes to the report and return to Grace – they can them import any of the changes.
			Kristy Searle

		o Provides a breakdown of the retrievals, i.e. the number of times the same box has been retrieved. o Work Order Reports and KPI Reports show breakdown of the SLA's and percentages of what's being met. o Financial Report – provides breakdown of all line items and work orders. o The purpose of this reporting package is to provide a full view of all services and enable decisions. o Hopefully will be able to rollout to Councils within the next few months.	
5		**Lunch Break (12.30pm to 1.00pm)**	All
6	1 Hour	**Update from April Workshop** • The workshop went really well and minutes will be distributed to all. There are a number of templates that will be made available on the wiki. • All templates from the day will be loaded onto the wiki. • Ruth demonstrated the paper independence report generated and provided to the CEO on a monthly basis.	Kristy
7	15 Mins	**Records Management in the News Report / Wiki Update** • Data Governance Australia – newly formed and trying to create a code of practice for private enterprise against the standards for Government. • A number of articles have been uploaded onto the wiki. There is an article in relation to providing justification for developing an Information Assets Register.	Ruth
8	10 Mins	**Mapping/Approval Solution Update** • The MAV tender was awarded to Docusign for the digital signatures component of the tender. Further details are being provided by MAV soon. • The Mapping Approvals Component was not continued with.	Tim
9	30 Mins	**2017/2018 Program of Works, Invoicing & Upcoming Workshops**	Tim/Kristy

		• The Program of Works has been updated and will be circulated to all Councils. • Invoices for 2017/2018 Membership will be sent out in July. • There a four workshops scheduled for 2017/2018 – primarily focussing on the gap areas of benchmarking reports. • Meeting invites for next 12 months will be sent out to all members.	
10	30 Mins	**Project Management – Information Asset Mapping and Development of an Register** • Ruth has put together an Information Asset Register Template for all to use. • Presentation – What is an Information Asset and why is it important. This look at what types of information is an asset, the risks associated, and items to consider when using the information, applies context, is it externally sourced.	Ruth
11	30 Mins	**General Business** • Discussion around activity based working and the benefits. Tim and Ruth spoke about the transition of Cardinia to ABW and paper independence. Use technology and collaborative spaces to work as a team. • Mapping Approvals Software – Bluebeam is another mapping approvals system on the market and there are some Councils already using it. • Animaltopia – This is a combined initiative under the Digital Transformation Taskforce to have a system developed to manage the complete lifecycle of animals. Tim and Ruth have attended a number of meetings in developing the fact base. Expression of Interest has just been sent out to Councils re the development of this system. • CDIS – Have developed a set of archiving requirements for the MCH System (CDIS). The committee is currently providing feedback and then will be provided to Cameron Spence to coordinate with project development team. • IM Procurement Panel – The specification has been developed and provided to MAV. Will commence discussion with MAV Procurement Team in August.	All

Action and Agreement Record

No	Actions and Agreements	Who	When	Completed
1	Obtain contact details for SAI Global and enquire about training on RM Standards and costs associated. Can another round of webinars be offered to Councils	Ruth	31/07/2017	1
2	Place up on Wiki list of RM Standards details and the instructions on how to access / add to favourites on the 121 platform.	Ruth	31/07/2017	
3	Develop list of archiving requirement for CDIS and provide to Cameron Spence, MAV	Kristy	31/07/2017	
4	Upload documents onto Wiki	Ruth	31/07/2017	