Compliance Monitoring Program

The program will operate on an annual audit cycle; it is comprised of four audit activities and biannual compliance reporting, as shown below.

Table I: Annual Audi	t Cycle											
Activity	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
IM Framework Review								•				
Departmental Audits	•	•	•	•	•	•	•	•	•	•	•	•
Storage Inspections	•						•					
System Monitoring		•		•		•		•		•		•
Compliance Reporting			•						•			
Actions Reporting	•	•	•	•	•	•	•	•	•	•	•	•

Activity	Audit Description					
Information Management Framework	Review Information Management Strategy					
	Review Information Management Policy					
	Review Corporate Information Customer Service Charter					
	Verify that Information Management Procedures and Records Manager Business Rules are up-to-date					
	Verify that all current outsource contracts include PROV compliant recordkeeping clauses					
	Review any Privacy and FOI complaints received in the last 12 months to identify any recurring issues					
Customer Service Charter	Corporate Information Helpdesk allocation, escalation and resolution					
	Audit ERDMS Helpdesk to ensure requests are allocated, resolved or escalated within the agreed timeframes					
	Verify inwards correspondence is distributed, scanned and register into EDRMS within agreed timeframes and as per procedures					
	Inspect file retrievals register to determine delivery turnarounds and assess if meeting agreed timeframes					
	Verify business rules are updated within one business day of change request					
	Verify that required training has been delivered as per agreed timeframes and					
	Audit quality of records management advice provided and within the agreed timeframes					
	Audit Information Privacy Complaints and FOI Requests have been actioned within required timeframes					
Departmental Audits	Assess the capture rate of significant emails into the EDRMS with selected staff by reviewing a sample of significant emails sent and received during the previous month					
	Check EDRMS (Records Manager) metadata quality on a sample of records registered by staff in the previous month					
	Audit key or high-risk business processes to determine if full and accurate records have been kept for a sample of transactions					
	Inspect locally stored paper files to determine if they have been registered in the EDRMS or contain unregistered records					
	Inspect the contents of secure destruction bins to determine if records have been disposed of without authorisation					
	Verify that Privacy Disclaimers have been completed when the collection or use of personal information has changed in the Department in the last 12 months					
Storage Inspections	Compliance with relevant requirements in the PROV Agency Records Storage Specification (PROS 11/01 S1)					
	Workplace safety issues (e.g. trip hazards)					
	General maintenance and cleanliness (e.g. leaking pipes, dust)					
	Integrity of a sample of records in storage (e.g. pest infestations, mould, corrupt data files)					
System Monitoring	Records Manager usage rates to identify staff that are not utilising the EDRMS					
	Sensitive record security checks to identify records that have not been appropriately secured					
	Home folder usage to identify staff that are not routinely moving finalised records to corporate files					
	Network drive and desktop usage to identify folders that are being used to store new records					
	USB device usage to identify staff that may be storing records outside authorised systems					
Actions Reporting	Councillor Correspondence Reports:					
	First week of each month – All open requests addressed to a Councillor First week of each month – All open request received from a Councillor					
	Second week of each month – All open requests received from a Councillor					
	Second week of each month — All completed requests received from a Councillor in previous month					
	Monthly Overdue Actions Reports for all Council Divisions and Departments					

Secure Sequency Count for Correspondency Speech Administrature Secure Sequency Count for County Secure Administrature Secure Sequency County Secure Administrature Secure	Activity	Responsibility Of	Frequency	Due Date	Completed Date	RM8 Reference
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Departmental Audie	Actions Reporting - Overdue	System Adminstrator	Monthly	Jan-17		
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	Actions Reporting - Overdue	System Adminstrator	Monthly	Jul-17		
		Coordinator Corporate Information	Monthly	Jul-17		
	Departmental Audit - Dep Name			Jul-17		
Storage Inspection Corporate Information Officers Half Yearly Jul-17						

Activity	Responsibility Of	Frequency	Due Date	Completed Date	RM8 Reference
Actions Reporting - Councillor Correspondence	System Adminstrator	Monthly	Aug-17		
Actions Reporting - Overdue	System Adminstrator	Monthly	Aug-17		
CI Customer Service Charter Audit	Coordinator Corporate Information	Monthly	Aug-17		
Departmental Audit - Dep Name	System Adminstrator	Monthly	Aug-17		
Information Management Framework Review	Coordinator Corporate Information	Annual	Aug-17		
System Monitoring	System Administrator	Bi-Montly	Aug-17		
Actions Reporting - Councillor Correspondence	System Adminstrator	Monthly	Sep-17		
Actions Reporting - Overdue	System Adminstrator	Monthly	Sep-17		
CI Customer Service Charter Audit	Coordinator Corporate Information	Monthly	Sep-17		
Compliance Reporting	Coordinator Corporate Information	Half Yearly	Sep-17		
Departmental Audit - Dep Name	System Adminstrator	Monthly	Sep-17		
Actions Reporting - Councillor Correspondence	System Adminstrator	Monthly	Oct-17		
Actions Reporting - Overdue	System Adminstrator	Monthly	Oct-17		
CI Customer Service Charter Audit	Coordinator Corporate Information	Monthly	Oct-17		
Departmental Audit - Dep Name	System Adminstrator	Monthly	Oct-17		
System Monitoring	System Administrator	Bi-Montly	Oct-17		
Actions Reporting - Councillor Correspondence	System Adminstrator	Monthly	Nov-17		
Actions Reporting - Overdue	System Adminstrator	Monthly	Nov-17		
CI Customer Service Charter Audit	Coordinator Corporate Information	Monthly	Nov-17		
Departmental Audit - Dep Name	System Adminstrator	Monthly	Nov-17		
Actions Reporting - Councillor Correspondence	System Adminstrator	Monthly	Dec-17		
Actions Reporting - Overdue	System Adminstrator	Monthly	Dec-17		
CI Customer Service Charter Audit	Coordinator Corporate Information	Monthly	Dec-17		
Departmental Audit - Dep Name	System Adminstrator	Monthly	Dec-17		
System Monitoring	System Administrator	Bi-Montly	Dec-17		