

"Right Information, Right Time, Right Place" Solving Business Challenges at Greater Dandenong

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Profile

- Located in South Eastern Melbourne
- 850 Employees networked across 6 major locations
- 34 Business Unit
- Over 650 PC's



Records Management Overview

- Team of 11
- Hybrid System – Paper and Electronic (Refind)
 - File Creation
 - Classification, registration and scanning
 - Archiving
 - Processing enquiries
 - Mail Management
 - File Retrievals and Searching
 - Records system training
 - Plan Scanning Bureau

Challenges

- Council Staff
 - Lack of understanding of records – What is a record?
 - Lack of use by staff of the EDMS
 - Dependence on Network drives for storage of documents
 - Duplication of documents
- Records Management
 - Resource intensive - managing both hard copy and electronic records
 - Discovery of documents in disparate repositories and formats
 - Increase staff confidence to manage documents

Purpose of EDRMS

- Capture electronic documents
- Group "like" documents together
- Search, retrieve, edit, track and distribute documents
- Integration with other major systems
- Protect documents/records from unauthorised access
- Improve access to corporate documentation via a single corporate repository
- Facilitate information sharing, collaboration and knowledge management
- Manage Council documents and records in accordance with legislative obligations
- Protect corporate documentation from potential loss/damage

EDRMS Requirements

- Ease of use
- Integration
- VERS Compliant
- Functionality
- Finance/Cost

Selecting an EDRMS

- Development of Scoring Method
- Evaluated Responses Against Requirements
- Site Visits/Reference Checks
- Due Diligence
- Response to Additional Questions
- Product Demonstrations

Implementation

- Stage 1 – Tender Process
- Stage 2 - Selection Process
- Stage 3 – Implementation preparation
- Stage 4 – Project Initiation
- Stage 5 – Implementation

What are we doing now?

- Installation and Build – Objective
- Finalise BCS and Data Cleansing – CGD
- Clean up Network Drives – CGD
- Change Management for Records Team

Conclusion

- Senior Executive Support
- Common Vision
- Solid Project Management Plan
- Transparency and Collaboration
- Confidence/Trust in Vendor

Questions?