

# INFORMATION MANAGEMENT

## Introduction

## How big is the IM challenge?



**2.5 quintillion** bytes of data are created each day

90% of all data was created within the last 2 years

293 billion emails are sent each day - expected to reach 347 billion by 2023

The average office worker receives **120 emails per day**

1. <https://www.forbes.com/sites/bernardmarr/2018/05/21/how-much-data-do-we-create-every-day-the-mind-blowing-stats-everyone-should-read/#7f7af1dc60ba>
2. <https://techjury.net/stats-about/how-many-emails-are-sent-per-day/>

## Information Management



Collection, storage, processing, dissemination, analysis, archiving, protection and destruction of information.


**Enabling the effective use of** time, resource and expertise to make decisions and fulfil organisational goals.

## Business Intelligence



Technology-driven process for analysing data and presenting actionable information to help executives, managers and other key stakeholders make informed business decisions.

**Requires collaboration** from people with business knowledge, data analysis skills and technical expertise.



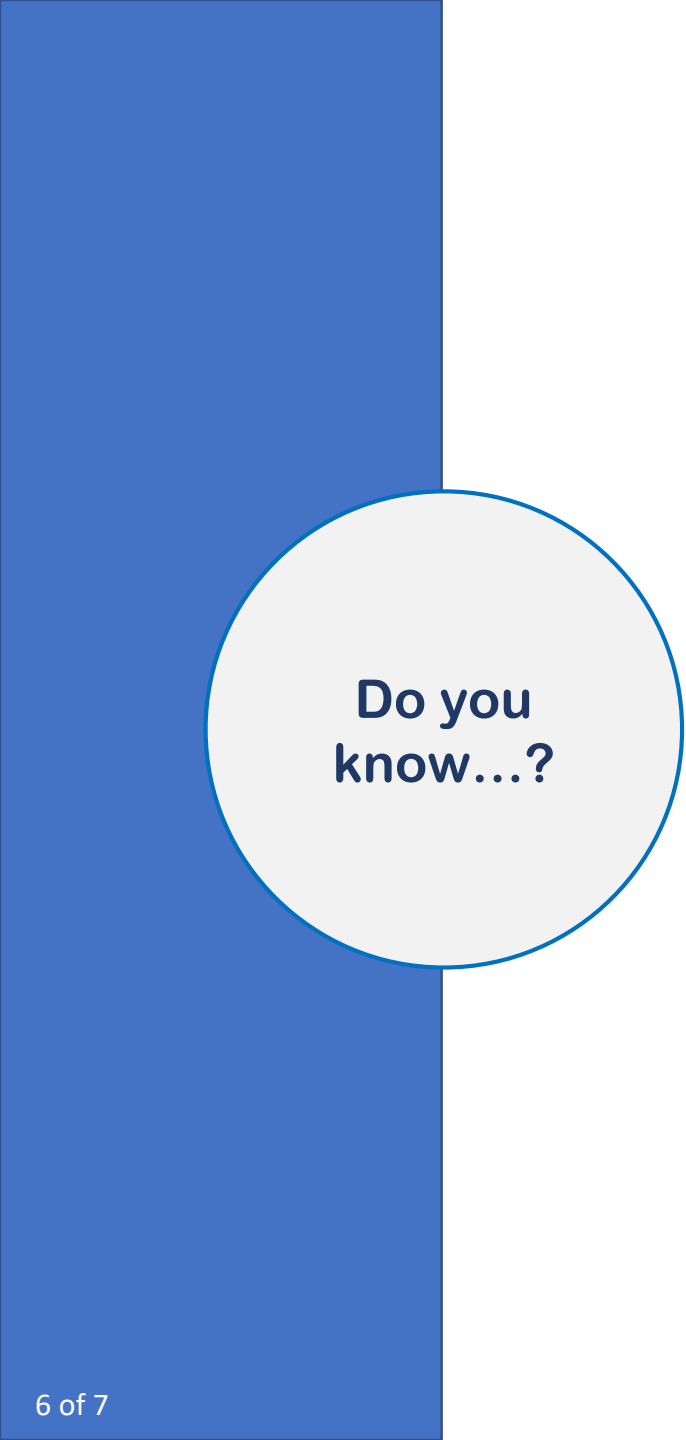
**Are you  
doing it  
well?**

**Is your business information...**

- Quickly and easily accessible
- Transparent, verifiable and secure
- Reliable, relevant and current
- Managed in a consolidated environment

**Do you have...**

- Detailed activity reporting (volumes, throughput, performance)
- Trends and statistical analysis
- Detailed auditing
- Global search



**Do you  
know...?**

- The quantity and status of customer enquiries received last week?
- The status and value of all outstanding invoices?
  - validated
  - approved
  - rejected
- How many applications were processed?
  - last month
  - per employee
  - by type or location
- How many staff are required?
  - per shift
  - per team
  - per activity



Australian Government  
Australian Taxation Office



Australian Government  
Office of the Australian Information Commissioner

Legal  
Obligations

# INFORMATION MANAGEMENT

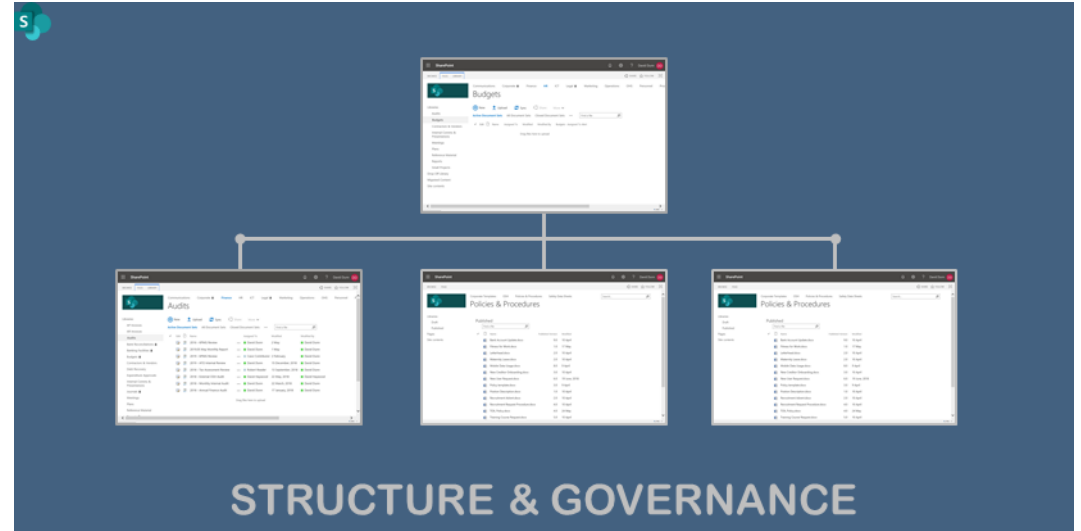
Key elements



# INFORMATION MANAGEMENT – KEY ELEMENTS



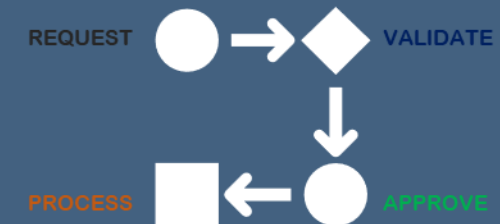
## CONTENT MANAGEMENT



## STRUCTURE & GOVERNANCE



## BUSINESS INTELLIGENCE



## PROCESSING & WORKFLOW

two more critical elements...

# INFORMATION MANAGEMENT – KEY ELEMENTS



TRAINING SESSIONS



QUICK REFERENCE

## TRAINING



BUSINESS CHAMPIONS



QUICK REFERENCE



TECHNICAL ESCALATION

## SUPPORT

**Office 365**

### Services included



Exchange



OneDrive



SharePoint



Teams



Yammer



Stream

### Office applications included



Outlook



Word



Excel



PowerPoint



Access  
(PC only)



Publisher  
(PC only)

# What is office 365?

# What is office 365?

flexible and cost-effective licencing structure

The screenshot shows the Microsoft Office 365 website for Small Business. The header includes the Microsoft logo, navigation links (Office, Products, Resources, Templates, Support), and a 'Buy Office 365' button. A banner reads 'Get the most from Office with Office 365' with tabs for 'For home' and 'For business'. The 'For business' tab is selected. The main content area is titled 'Explore Office' and lists three plans:

- Office 365 Business**: AUD \$12.00 user/month (annual commitment). Includes Outlook, Word, Excel, PowerPoint, and OneDrive.
- Office 365 Business Premium**: AUD \$17.20 user/month (annual commitment). Includes Outlook, Word, Excel, PowerPoint, OneDrive, SharePoint, and Microsoft Teams.
- Office 365 Business Essentials**: AUD \$6.90 user/month (annual commitment). Includes Outlook, Word, Excel, PowerPoint, OneDrive, and Microsoft Teams.

Each plan has a 'Buy now' button and a 'Learn more' link. The website also features a 'Chat with sales' button and a 'Contact us' link.

The screenshot shows the Microsoft Office 365 website for Enterprise. The header includes the Microsoft logo, navigation links (Office, Products, Resources, Templates, Support), and a 'Buy Office 365' button. A banner reads 'Take your business further with Microsoft 365 Enterprise'. The main content area is titled 'Explore Office' and lists four plans:

- Office 365 ProPlus**: AU\$17.40 user/month (annual commitment). Includes Outlook, Word, Excel, PowerPoint, OneDrive, and Microsoft Teams.
- Office 365 E1**: AU\$11.00 user/month (annual commitment). Includes Outlook, Word, Excel, PowerPoint, OneDrive, and Microsoft Teams.
- Office 365 E3**: AU\$29.00 user/month (annual commitment). Includes Outlook, Word, Excel, PowerPoint, OneDrive, SharePoint, and Microsoft Teams.
- Office 365 E5**: AU\$48.10 user/month (annual commitment). Includes Outlook, Word, Excel, PowerPoint, OneDrive, SharePoint, and Microsoft Teams.

Each plan has a 'Buy now' button and a 'Learn more' link. The website also features a 'Chat with sales' button and a 'Contact us' link.

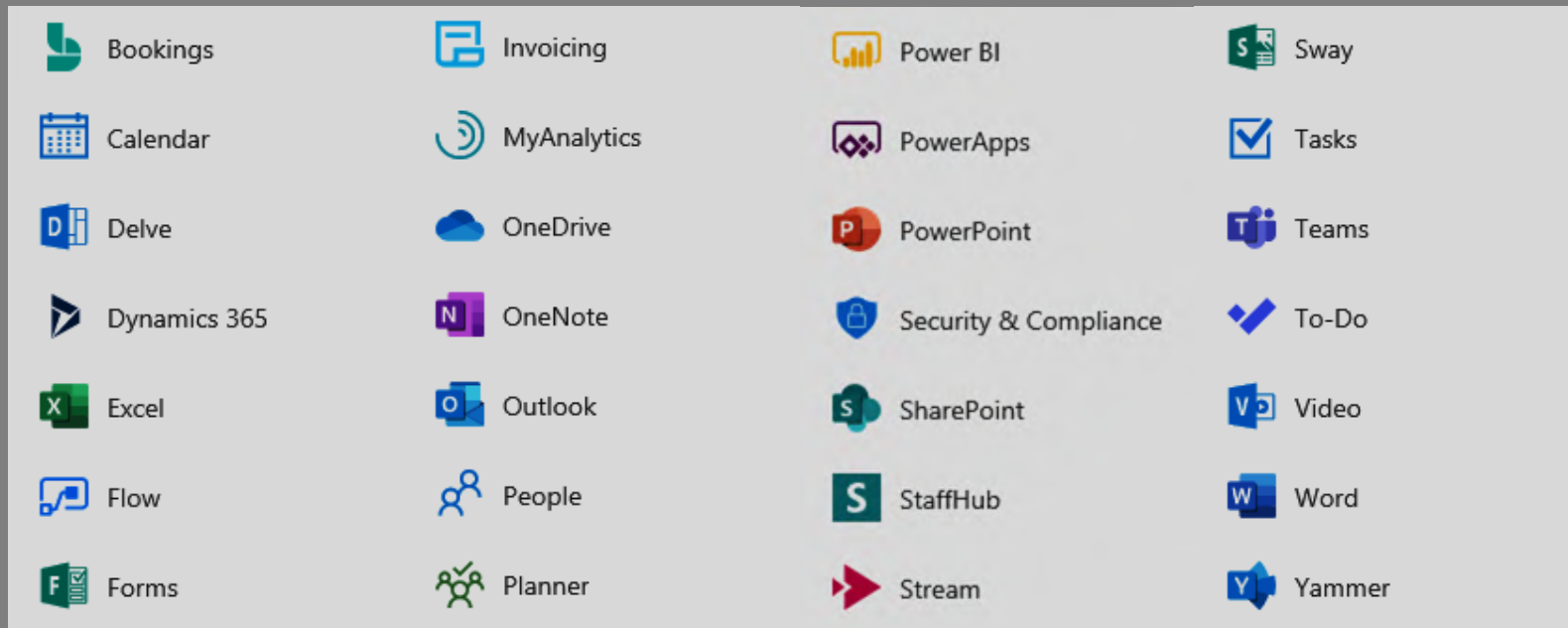
# What is office 365?

Integrated collection of cloud services & apps

Constant improvements and new features

Significant business improvement opportunities

Single platform for multiple business applications

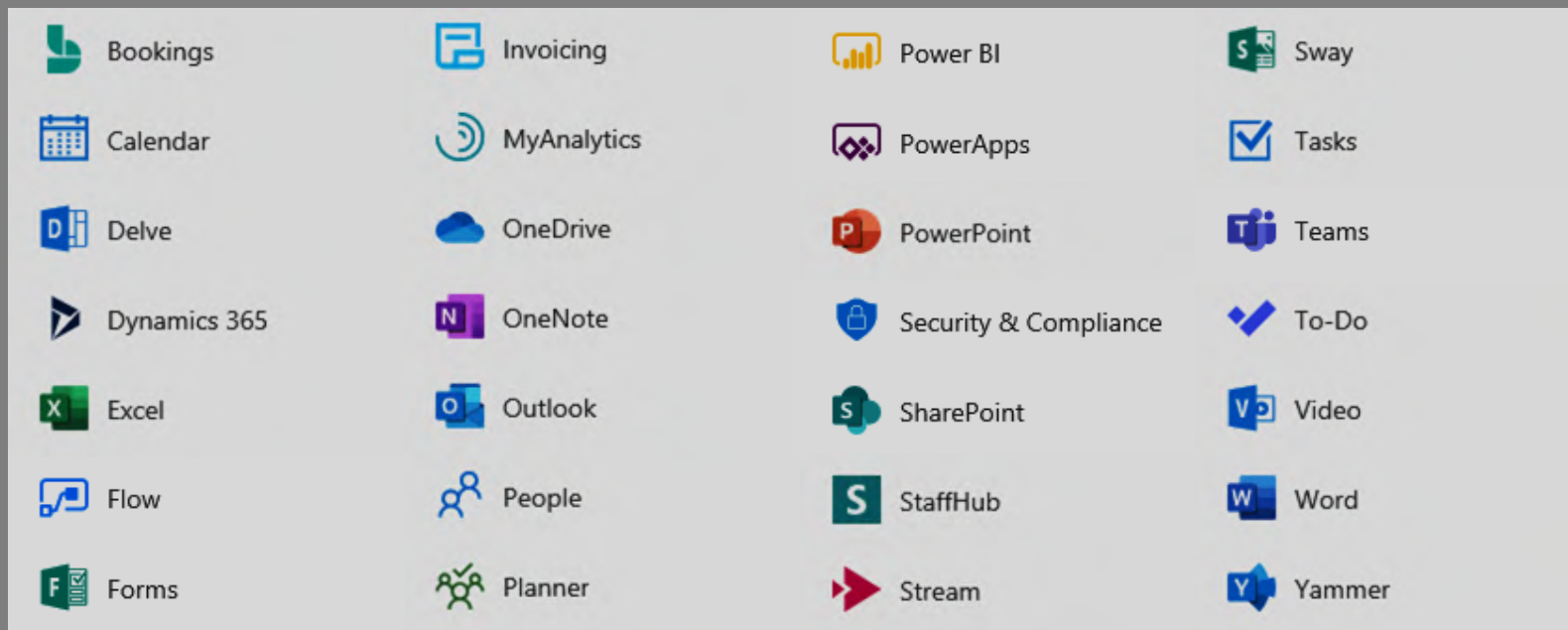


# What is office 365?

These are some of the more powerful apps

Capable of supporting all business processes

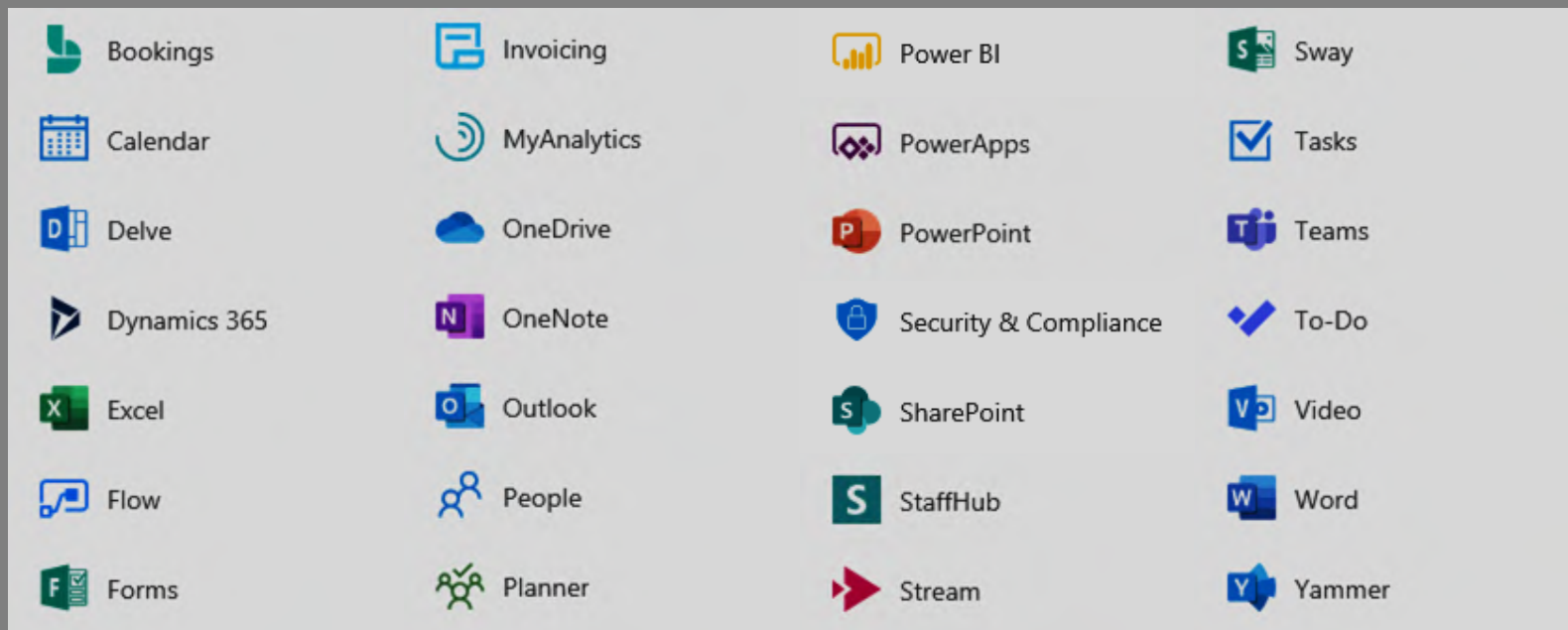
Flexible and scalable to grow with your business





# What is office 365?

Let's take a closer look at...



# Office 365 applications



SharePoint

Content management

Publishing and approvals

Versions and history

Managed structure

Collaboration & sharing

Workflow processing

Governance and control

# Office 365 applications



Security &  
Compliance

Record management

Data loss prevention

Central Audit Log

Content search

eDiscovery

Retention

Disposal

# Office 365 applications



Power BI

Business analytics

Data visualisations

Interactive dashboards

Publishing & sharing

Multiple data sources

Self-service reports

# The good the bad and the ugly...

## Pros

### **Constant improvements**

updates and new apps

### **Extensive suite of apps**

for most business requirements

### **Very configurable**

### **Mature platform**

SQL, Exchange, SharePoint, Excel etc.

### **End user familiarity**

### **Cloud infrastructure**

# The good the bad and the ugly...

## Pros

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### **End user familiarity**

### **Cloud infrastructure**

## Cons

### **Constant improvements**

might not like them all

### **Extensive suite of apps**

too much choice

### **Very configurable**

where to start...stop?

### **1st level support “triage”**

### **Less control**

# Smart Office Systems

# smart office systems



Help maximise the return on your Office 365 investment with...



pre-configured SharePoint applications



processing workflows



business intelligence



facilitated and on-line training



ongoing support and help



# sharepoint applications



Out of the box

No custom code

Simple and easy to use

Mature and scalable design

Fast and effective implementation

Pre-configured for fast deployment

No added software or third-party apps required



# Intranet

The screenshot shows a SharePoint Intranet homepage with a blue header bar. The header includes the SharePoint logo, the word 'Intranet', a search bar, and user information for David Dunn. Below the header is a navigation bar with links to Home, News & Announcements, Controlled Documents, Document Management, Projects, Training Centre, Support Centre, and Edit. The main content area is divided into several sections: 'NEWS & ANNOUNCEMENTS' with a grid of news items including 'Employment Opportunity - Information Analyst', 'Vehicle Accident Reporting', 'Free tickets to Avengers: Endgame', and 'Fitness Fun at Work'; 'EVENTS' with a calendar showing 'November Challenge 2019' and 'Christmas Party'; 'NEW STARTERS' featuring 'Neil Morrissey' and 'Claire James'; 'BUSINESS APPLICATIONS' with links to 'Trip Manager', 'Maintenance Management', 'Asset Finda', and 'HR Self Service'; 'EXTERNAL LINKS' with links to 'Bureau of Meteorology', 'Department of Transport', 'Department of Mines, Industry Regulation and Safety', and 'Transperth'; and 'MEET THE EXECUTIVES' with profiles of 'James Patterson', 'Lorraine Redford', 'Neil Morrissey', and 'Wayne Roberts'. The footer includes 'INTRANET PUBLISHERS' and a link to 'Get the mobile app'.

central homepage

simple navigation

news, events, announcements

application launchpad

promote culture and information

highlight people and events

easy to maintain

opportunities to expand



# Document Management

SharePoint

BROWSE FILES LIBRARY

Communications Corporate Finance HR ICT Legal Marketing Operations OHS Personnel Procurement Risk Sales

Audits

Libraries

- AP Invoices
- AR Invoices
- Audits**
- Bank Reconciliations
- Banking Facilities
- Budgets
- Contractors & Vendors
- Debt Recovery
- Expenditure Approvals
- Internal Comms & Presentations
- Journals
- Meetings
- Plans
- Reference Material
- Reports
- Small Projects
- Trusts
- Drop Off Library

New Upload Sync Share More

Active Document Sets All Document Sets Closed Document Sets Find a file

✓	Edit	Name	Assigned To	Modified	Modified By
		2019 - Monthly Reports	David Dunn	2 May	David Dunn
		2016 - KPMG Review	David Dunn	2 May	David Dunn
		2019 - KPMG Review	Cassi Contributor	2 February	David Dunn
		2019 - ATO Internal Review	David Dunn	15 December, 2018	David Dunn
		2018 - Tax Assessment Review	Robert Reader	13 September, 2018	David Dunn
		2018 - External OSH Audit	David Haywood	22 May, 2018	David Haywood
		2018 - Monthly Internal Audit	David Dunn	22 March, 2018	David Dunn
		2018 - Annual Finance Audit	David Dunn	17 January, 2018	David Dunn

Drag files here to upload

consistent structure

familiar look & feel

collaboration

co-authoring

security

sharing

document versioning

search, refine, preview

automated classification

built-in record management



# Controlled Documents

SharePoint

BROWSE FILES LIBRARY

Corporate Templates OSH **Policies & Procedures** Safety Data Sheets

Published

Search...

New Upload Sync Share More

Published Documents Obsolete Documents Find a file

Name	Published Version	Modified
Bank Account Update.docx	9.0	10 April
Fitness for Work.docx	1.0	17 May
Letterhead.docx	2.0	10 April
Maternity Leave.docx	2.0	10 April
Mobile Data Usage.docx	8.0	9 April
New Creditor Onboarding.docx	3.0	10 April
New User Request.docx	6.0	19 June, 2018
Policy template.docx	3.0	9 April
Postion Description.docx	1.0	10 April
Recruitment Advert.docx	2.0	10 April
Recruitment Request Procedure.docx	4.0	4 days ago
TOIL Policy.docx	4.0	24 May
Training Course Request.docx	5.0	10 April
Whistleblowing Policy.docx	1.0	24 May
Written Quotations.docx	3.0	10 April

Drag files here to upload

central repository

policies, procedures, manuals

draft & published versions

publishing approvals

automated notifications

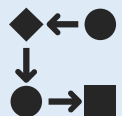
version rollback

audit history

Once you are up and running...  
build on the base...



# Workflows



## Sequential

Online forms or documents are submitted for approval and processing  
Process steps are completed sequentially

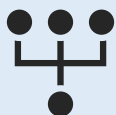
Examples: **Invoice approvals**, **Leave request**



## Parallel

Online forms or documents are submitted for approval and processing  
Multiple process steps can be completed in parallel

Example: **Staff on-boarding**



## Bulk Processing

Multiple items can be processed in bulk by a single operator

Examples: **Leave requests**, **Gift register approvals**

online forms

standard designs

simple one step approvals

complex multiple contributor

automatic notifications

process audit logging

throughput analysis



# Power BI

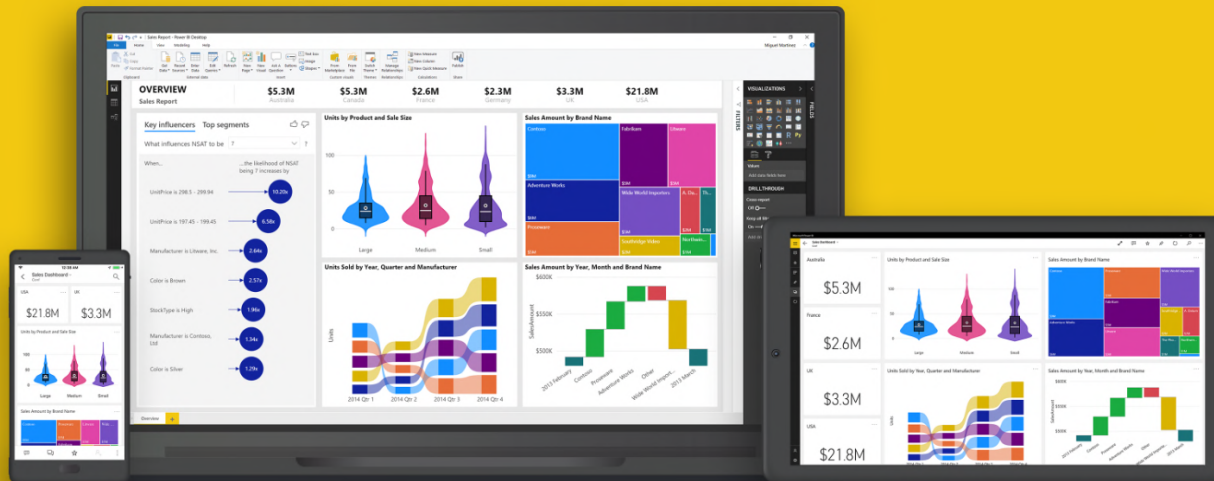
Microsoft | Power BI | Products | Pricing | Solutions | Partners | Learn | Community

Sign in | Sign up free

Business intelligence like never before

Go from data to insights in minutes.  
Any data, any way, anywhere. And all in one view.

START FREE >



Gartner recognizes Microsoft as a Leader in the Analytics and Business Intelligence Platforms Magic Quadrant for the twelfth consecutive year.

READ REPORT >

## Power BI Training

desktop application

web application

reporting building introduction

dataset connections

publishing and sharing

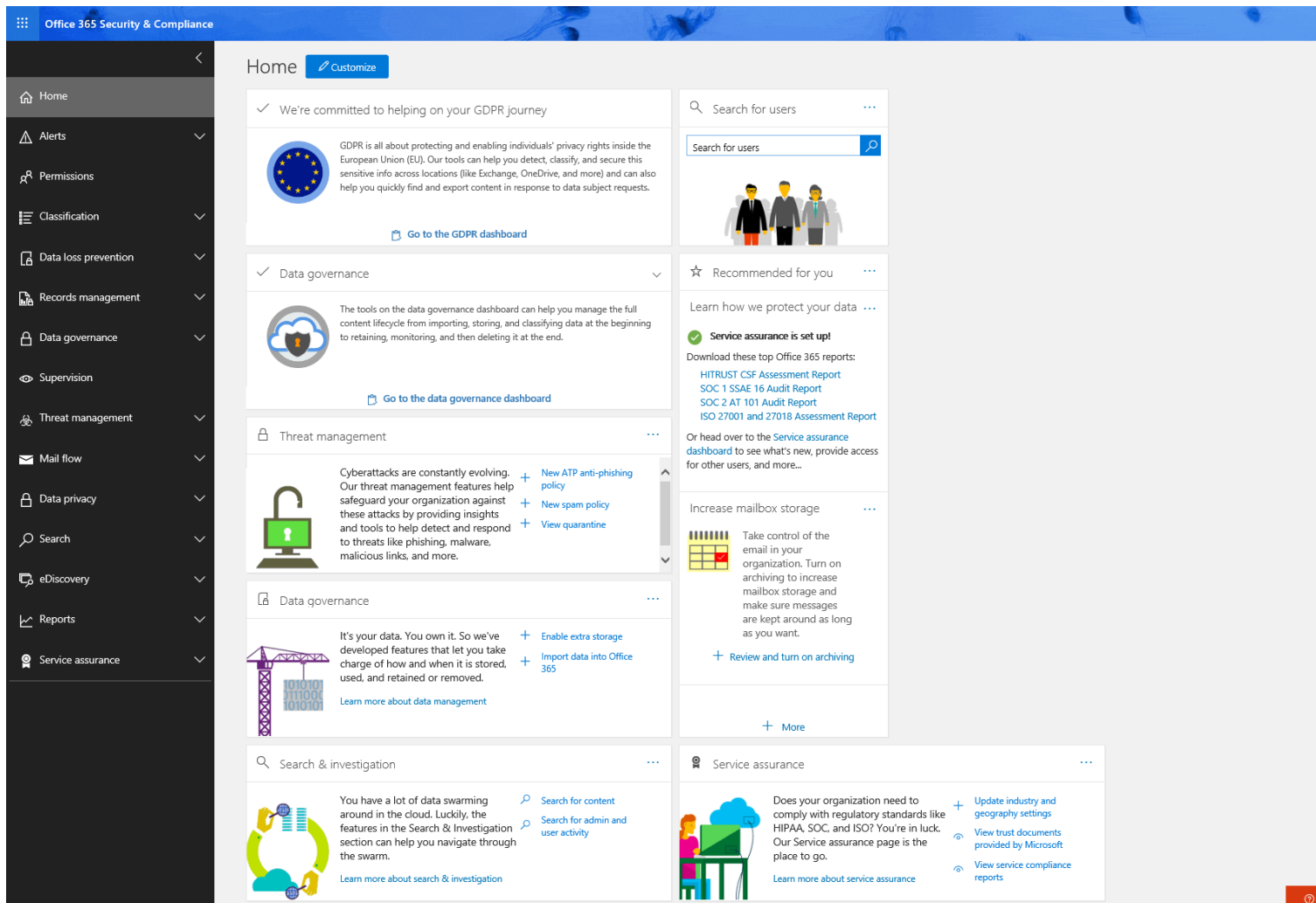
end-user training

## Power BI Reports

workflow throughput

processing statistics

# Security & Compliance



The screenshot shows the Office 365 Security & Compliance dashboard. The left sidebar contains navigation links: Home, Alerts, Permissions, Classification, Data loss prevention, Records management, Data governance, Supervision, Threat management, Mail flow, Data privacy, Search, eDiscovery, Reports, and Service assurance. The main content area is titled 'Home' and includes a 'Customize' button. It features several tiles: a GDPR journey tile with a European Union flag icon and a 'Go to the GDPR dashboard' link; a Data governance tile with a cloud and shield icon and a 'Go to the data governance dashboard' link; a Threat management tile with a lock icon and links to 'New ATP anti-phishing policy', 'New spam policy', and 'View quarantine'; a Data governance tile with a crane icon and links to 'Enable extra storage' and 'Import data into Office 365'; a Search & investigation tile with a magnifying glass icon and links to 'Search for content' and 'Search for admin and user activity'; and a Service assurance tile with a person at a computer icon and links to 'Update industry and geography settings', 'View trust documents provided by Microsoft', and 'View service compliance reports'. There is also a 'Recommended for you' section with a search bar and a 'Learn how we protect your data' link.

## Admin Training

compliance overview

audit reports

content search

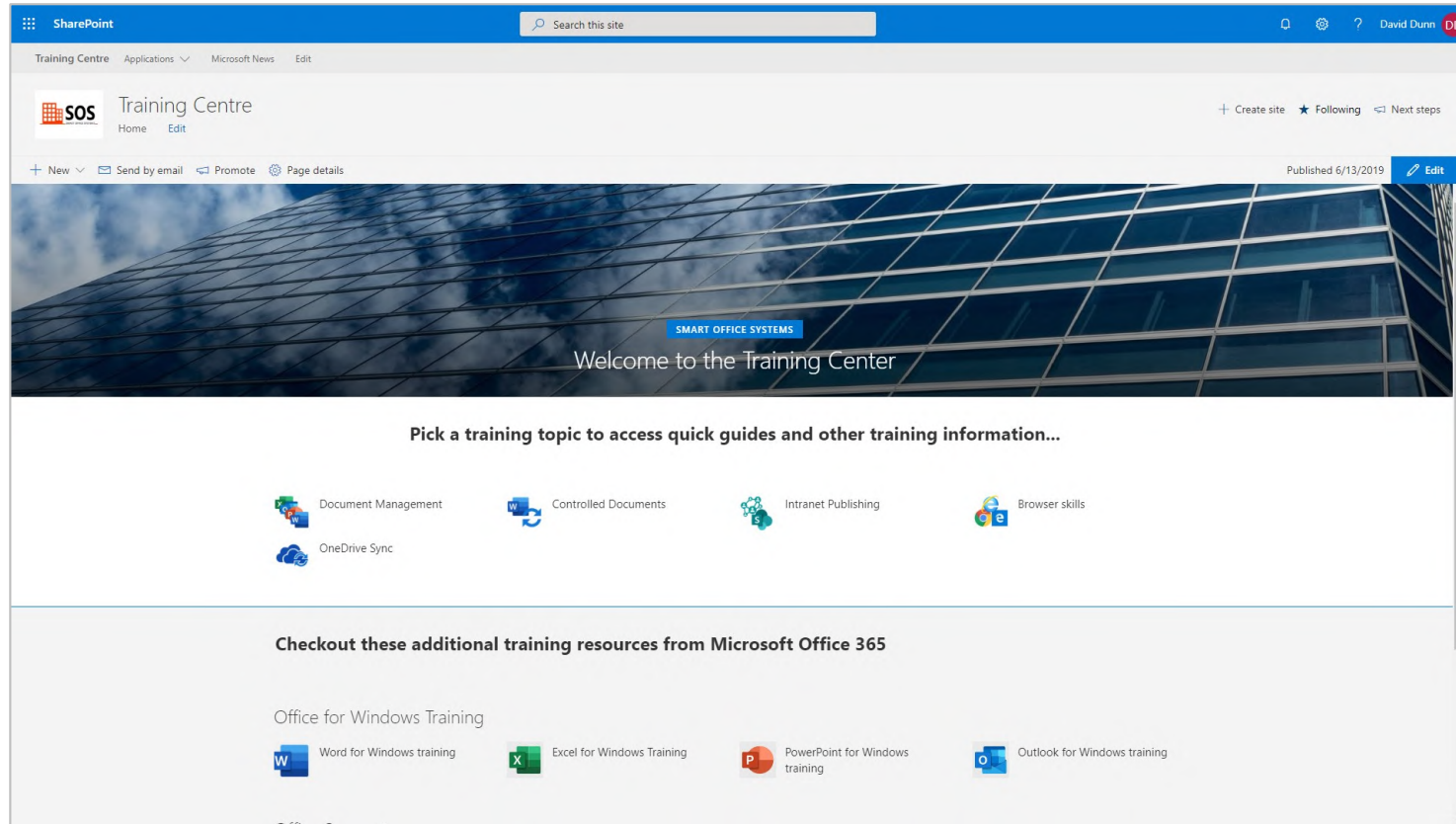
eDiscovery

data loss prevention



Training and support...

# help & training centre



quick guides  
reference material  
regularly updated  
links to Microsoft training  
facilitated training  
self paced refresher training  
learning assessments  
proactive go-live support

# online support

Office 365 | SharePoint

Help & Training Centre | Support

S Support

+ New ▾ Send by email

## Smart Office Systems - Support

### Creating a new request

Click **+ New** to create a new request  
After submitting a request you will receive a confirmation email and someone will contact you to provide support

### If you want to add a Screenshot

Use the **Windows Snipping Tool** to capture the screenshot and save it to a temporary location on your computer

On the new request form, click on **Attach File** and browse to the saved screenshot

### My Support Requests [See all](#)

+ New ▾ Export to Excel My Requests\* ▾

Request Details ▾	Modified ▾	Attachments ▾
^ Request Status : Active (2)		
Please add a new library on the Finance site	A few seconds ago	
Please add cbrown@peanuts.com.au to the Controlled Document...	About a minute ago	

online support requests  
active request status  
view previous requests  
closed request notifications

# criteria for success

- ✓ Executive and management commitment and support
- ✓ Ability to affect change throughout the organisation
- ✓ Facility to train groups of end-users
- ✓ Organisational mandate for improvement
- ✓ Business champions at all levels
- ✓ Business quality IT environment
- ✓ Effective and reliable IT service provider

# immediate benefits

Positive predictable outcomes from an effective deployment

Coordinated organisation wide focus on implementation

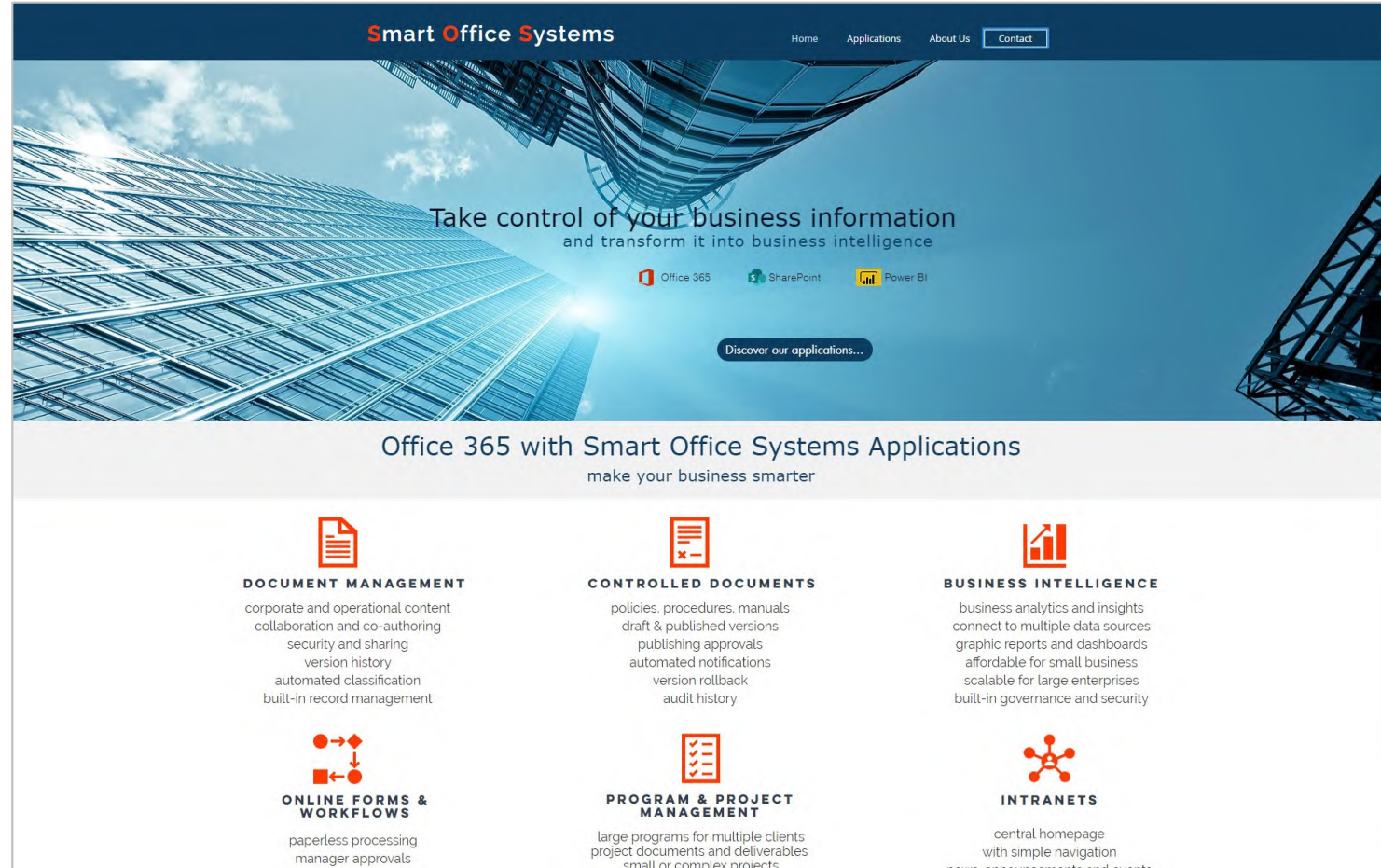
Access the latest Office 365 features and functionality

Align information management and business processes

Start improving business performance and efficiency

■

# checkout our website for more information



[www.sos365.com.au](http://www.sos365.com.au)

# City of Nedlands

Scope, challenges, benefits



About us...

City of Nedlands  
local government council  
western suburbs  
~22,000 population  
~140 staff  
~\$30M budget





# Business Process Improvement Scope

## **Document & record management**

Manage all content directly on SharePoint  
From creation to disposal

## **New modern intranet**

News and announcements  
Application quick links  
Events and new staff

## **Controlled documents**

Policies & procedures  
Document templates  
OSH material

# Business Process Improvement Scope

## **Reduce reliance on legacy ERP**

- Authority
- Limited reporting
- Expensive to maintain

## **Migration to SharePoint-online**

- Shared drives
- On-premises SharePoint
- Staff's desktops

## **Reduce paper**

- Inbound mail scanned
- Internal forms replaced online
- Less printing - share and view online instead

## **Training and upskilling staff**

- Internal IT team
- Business users

# Business Process Improvement Scope

## Improved projects management

Technical services, parks & reserves etc

## Improve process workflows

Leave requests

Invoice processing

Contact management

Enquiries and complaints

Building and development applications

Pool inspections

## Business intelligence reporting

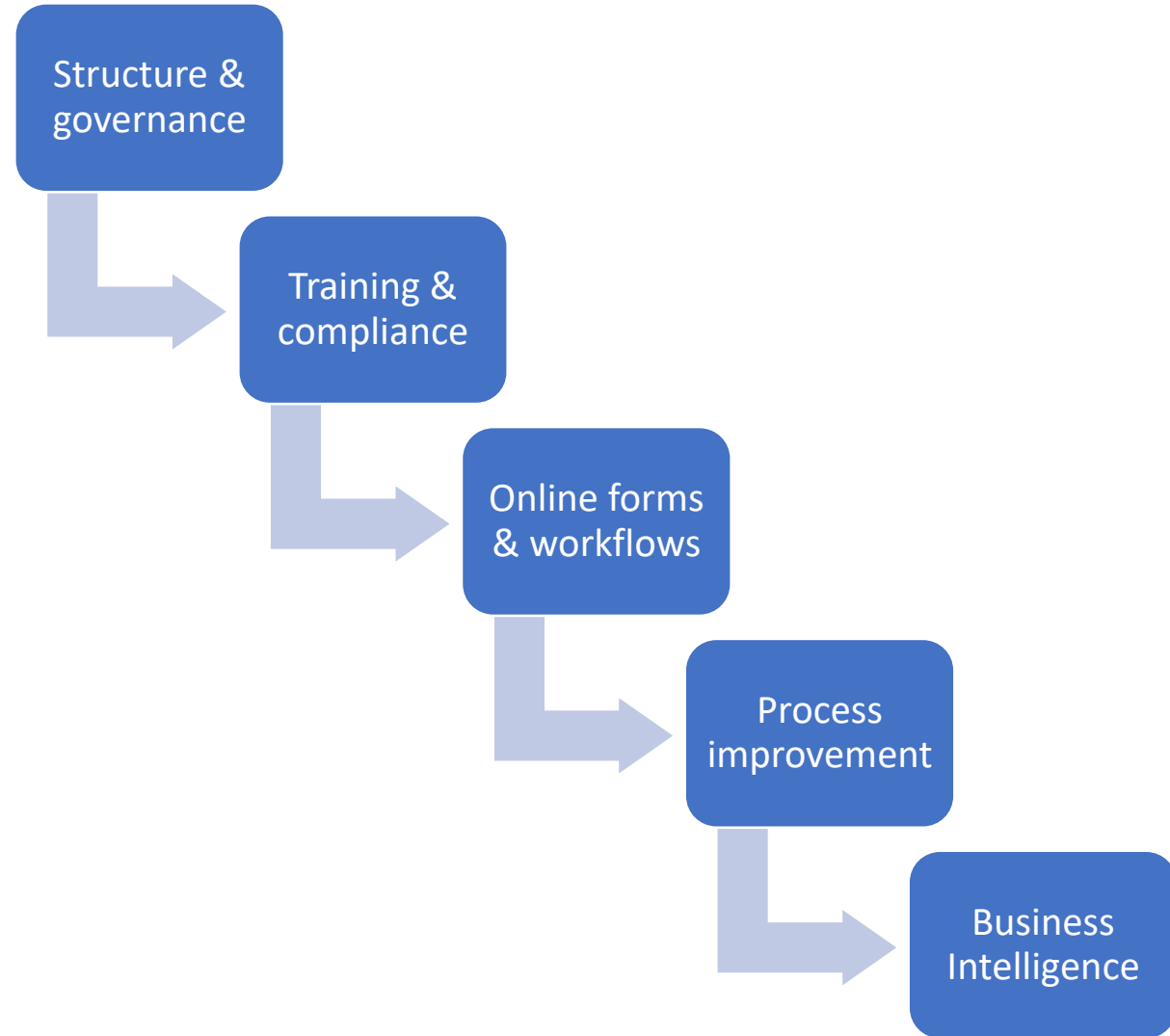
Power BI reports and dashboards

Publish and share internally

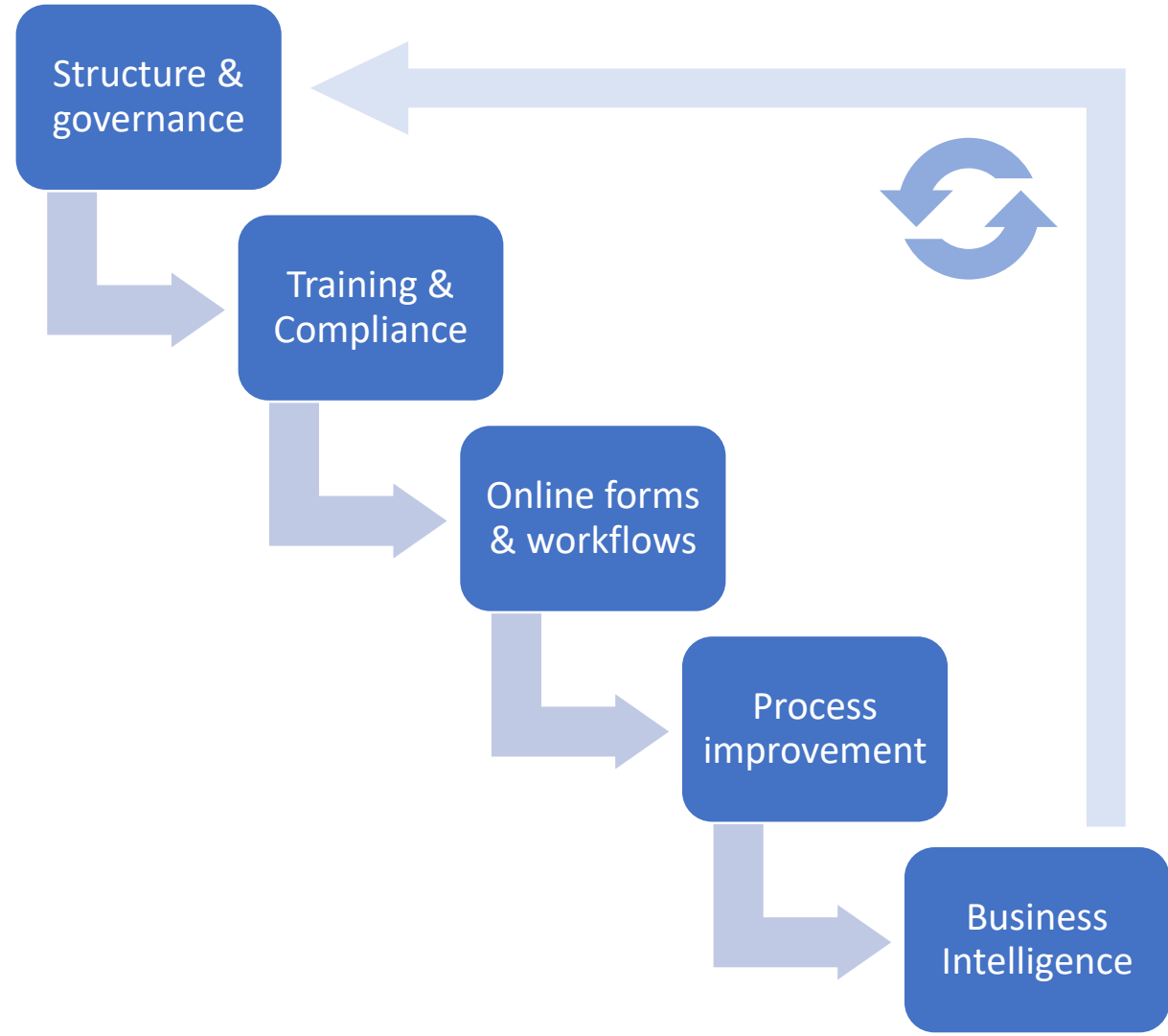
Connect to multiple data sources

Automatic daily updates

# Stages



# Constant improvement



# Challenges

## **Change management**

- Generational habits
- Attitude adjustments

## **Maintaining momentum**

- Audit for correct user practices
- Refresher training
- New starter training

## **Whole of organisation education**

- Lunch and learn
- Logon reminders
- Come and ask us anything
- IM month - awareness campaign

# Benefits

Improved compliance and governance

Easy workflow processing and notifications

Greater visibility of business processes

Improved productivity

Online forms

Less paper

Easy to search

Remote access

Councillor access

Audits and eDiscovery

FOI and subpoena response capability

Flexibility to change and adapt

Less reliance on legacy systems (Trim, Authority, shared drives)

# City of Nedlands

Implementation, governance and IM



# The Journey

## Before

- TRIM
- Network folders
- SharePoint on-premise – third party applications
- Authority
- Intramaps
- Paper – lots and lots

## After

- Office 365 & SharePoint online
- Change in Information Management processes
- Authority
- Intramaps
- Automated/streamlined processes - less paper

# Change Management

Executive buy-in

Staff engagement

Identify Business Champions

Communication

- Information presentations

- Intranet news

- Team meetings

# Removing Silo's

Duplication

Information everywhere with poor structure

Multiple systems managing similar content

Staff chasing each other for information

Limited visibility

Inefficient

# Encourage Collaboration

Improved consistent structure

Staff engaging in the processes together

More efficient processes  
(online forms & approvals)

Better customer service response times

# Compliance Governance

Improved Information Architecture

Mapped Keywords for Council to suit business language

Documents automatically inheriting classification

Make it simple for staff to use

Staff shouldn't have to think!!!

# Compliance Governance

Open and transparent security model

Encouraging collaboration

Global content search

Audit log reports

eDiscovery

# The RM/IM Shift

Be smart with the way the Governance is applied

Let end user's think they have control

Allow staff to manage their own content

Focus on auditing and training

Adapt, learn and “get on board”

See it as an opportunity!!

# Power BI

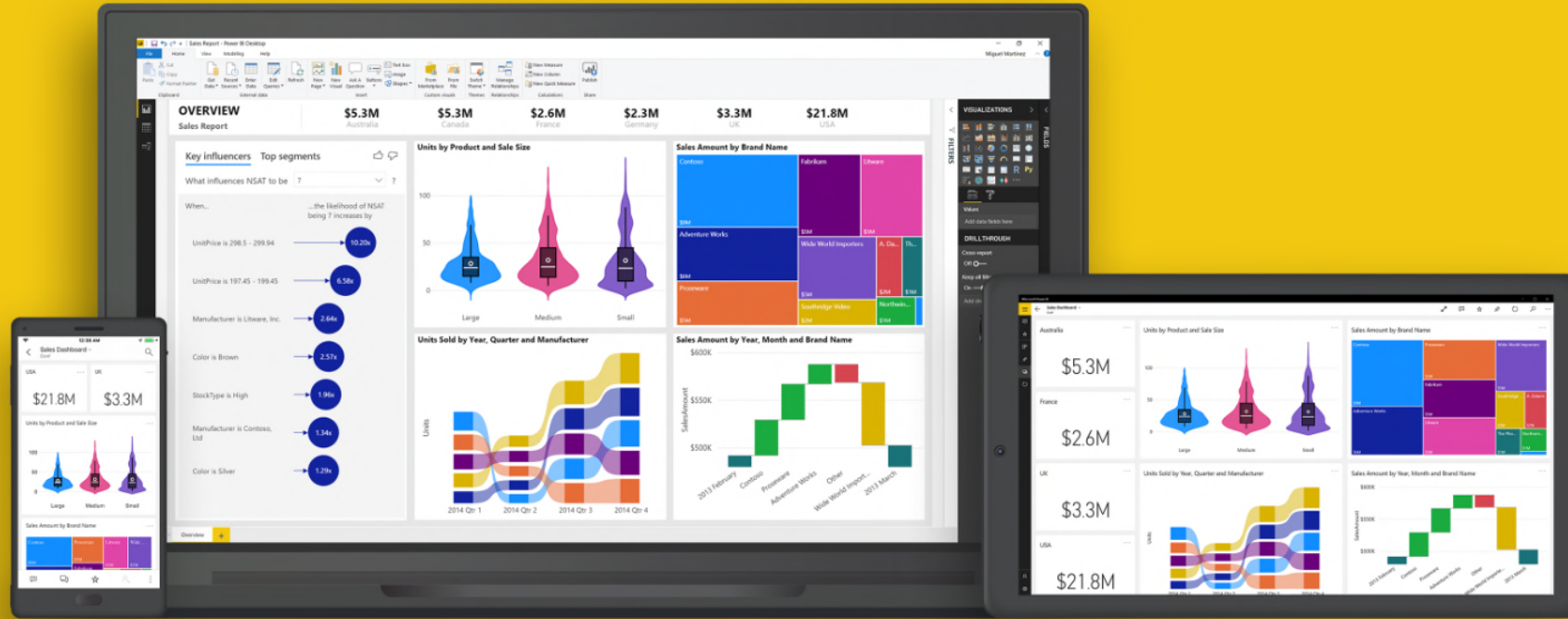
Real life examples



# Business intelligence like never before

Go from data to insights in minutes.  
Any data, any way, anywhere. And all in one view.

START FREE >



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READ REPORT >

## Business Intelligence



Technology-driven process for analysing data and presenting actionable information to help executives, managers and other key stakeholders make **informed business decisions**.

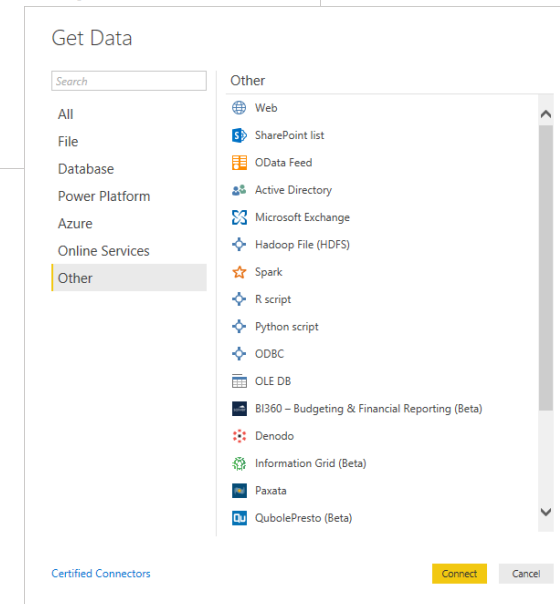
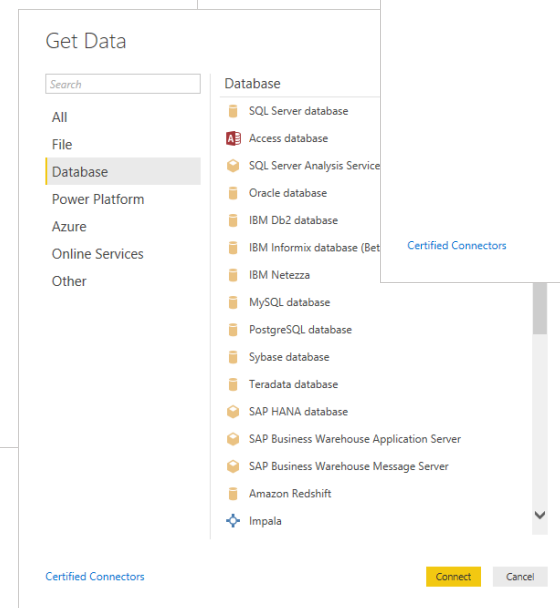
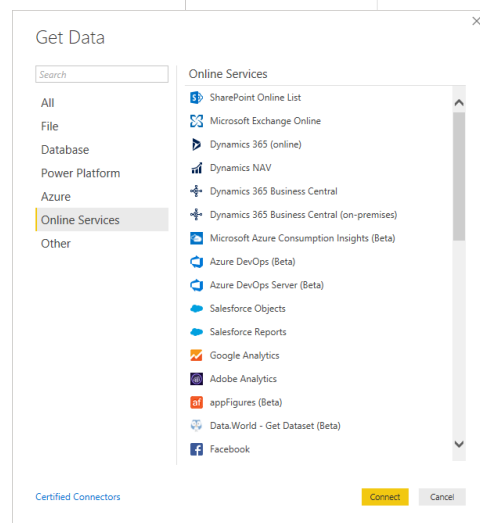
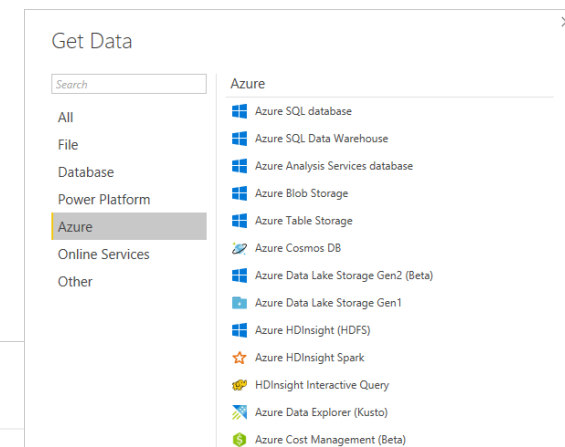
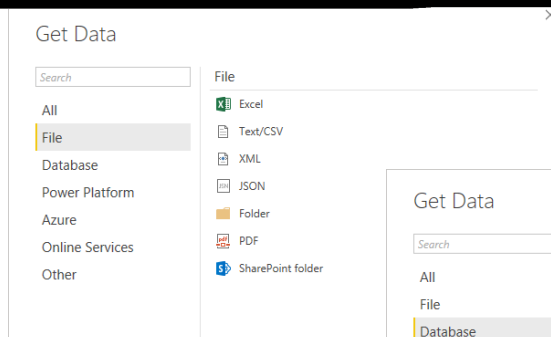
Requires **collaboration** from people with business knowledge, data analysis skills and technical expertise.

## Power BI



certified data sources  
publishing and sharing  
desktop, web, mobile  
automatic data refresh  
security and access controls  
connect to multiple data sources...

Get data...

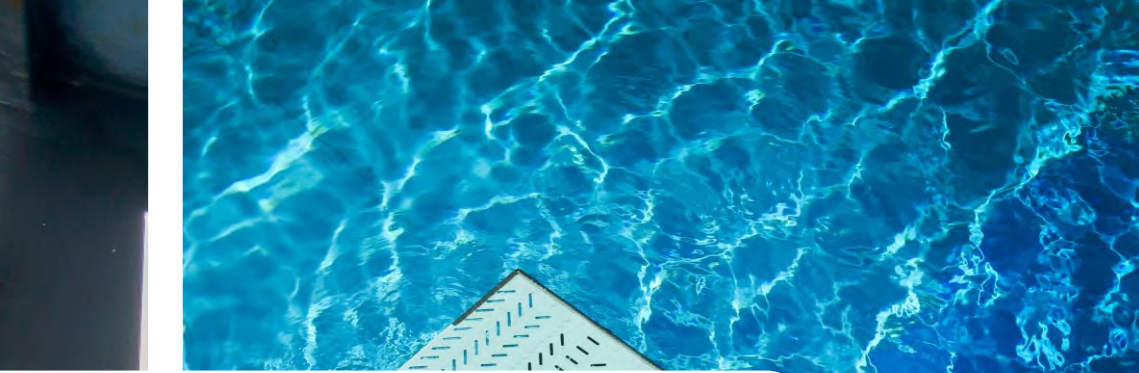


City of  
Nedlands  
examples

Transition to  
data driven processing  
and Business Intelligence







## **pool register & inspections**

all properties with a pool/spa

new, existing and modified pools

4-year inspection cycle

~2,800 pools

~700 inspections/year




**the traditional approach...**





# Old paper form in triplicate book

hand-written inspection report  
scanned and filed  
handed or mailed to occupier

 **City of Nedlands**  
**Private Swimming Pool Inspection Report**  
*Australian Standard 1926.1-1993/2012 and Building Regulations 2012*

**Contact Details –**  
9273 3500 ask for Pools admin  
council@nedlands.wa.gov.au

**Notice No. 6502**

<b>Name</b>		<b>Owner/occupier</b>	
<b>Street address</b>			
<b>Time:</b>		<b>Date:</b>	
<b>Pre 5 Nov 2001</b>		<b>Post 5 Nov 2001</b>	<b>Post May 2016</b>

**COMPLIANT** ☐ **Signature:**.....  
The swimming pool barrier was found to comply with the Australian Standard 1926.1 1993/2012 and Building Regulations 2012.

**NOT COMPLIANT** ☐ **Signature:**.....  
The swimming pool barrier does not comply with the Australian Standard 1926.1 1993/2012 and Building Regulations 2012. **Faults are indicated below.**

<b>House barrier:</b>	<b>Fences:</b>
Doors self-close and latch from all positions	Minimum 1.2 metres high
Latch at 1.5 metres above the ground	Minimum 1.8 metres high drop on boundary
Window opening gap maximum 100 millimetres or sash fixed	Climbable objects within 900mm of the top of a boundary fence (post 2016 Pools)
<b>Gates &amp; fences etc:</b>	Ground stabilised under bottom rail
Self-close and self-latch from all positions. (Even when tested from up-close with no momentum.)	Gap between uprights is larger than 100 millimetres
Latch at 1.5 metres above the ground or shielded	Junction with other fences is climbable
Ground stabilised under	General condition unsatisfactory
Vertical spacing of ledges is less than 500mm	Maximum gap 100 millimetres
Gap between uprights is larger than 100mm	Climbable objects with 900mm of the top of the fence.
Gate must open away from the pool	
One side of any double doors/gates needs to be permanently fixed shut. (Not a key lock. So just locking your gate/door is not enough)	

**Other comments/defects:**

Next inspection will be ANY TIME after.....Days/Years.  
Please call 9273 3500 to make an appointment if there will be no access to your pool area.

Your urgent co-operation is sought in attending to the above-mentioned requirements. Failure to comply may result in an infringement notice being served on the owner or occupier to the value of \$750.00 and possible legal action with a maximum penalty of \$5000.00.

<b>Pool type:</b>	<input type="checkbox"/> Pool	<b>Barrier type:</b>	Perimeter
	<input type="checkbox"/> Spa		Isolation

**Notice of Possible infringement Issued** Yes ☐ No ☐

**Authorised Officer: Mary Hobden** email:- mhobden@nedlands.wa.gov.au





The screenshot displays an Excel spreadsheet titled "2017 - City of Nedlands - Pools Inspection Status". The spreadsheet is organized into several sections:

- Header Section:** Includes the title "2017 - City of Nedlands - Pools Inspection Status" and a summary table for "Total Number of Pools This Month".
- Legend Section:** A table titled "Inspection Status Codes" defining various codes:
 

Code	Description
YY	Pool Inspected and is COMPLAINT
YN	Pool Inspected and is NOT COMPLAINT
NN	Pool has been Removed
NN	No Water
UC	Under Construction
ETC	Referred to Compliance
- Main Data Table:** A table with columns for "Street", "Suburb", "Inspection Status", and "1st inspection", "2nd inspection", "3rd inspection". It lists various streets and suburbs, such as "1. Alderley", "2. Alderley", "3. Alderley", etc.
- Summary Table:** A table titled "Inspections Undertaken" showing the "Total Number of Inspections" for each "1st Time", "2nd Time", and "3rd Time".
 

Inspections Undertaken			Total Number of Inspections
1st Time	2nd Time	3rd Time	
100	204	83	387



# scanned documents filed in folder

document & data separated  
manually created relationship  
difficult to reconcile

**City of Nedlands**  
Private Swimming Pool Inspection Report  
Australian Standard 1926.1-1993/2012 and Building Regulation 2012

Notice No. 6502

Contact Details -  
9273 3500 ask for Pools admin  
council@nedlands.wa.gov.au

Name: \_\_\_\_\_  
Street address: \_\_\_\_\_  
Time: \_\_\_\_\_ Date: \_\_\_\_\_  
Pre 5 Nov 2061 Post 5 Nov 2061 Post May 2016

**COMPLIANT** ☐ Signature: \_\_\_\_\_  
The swimming pool barrier was found to comply with the Australian Standard 1926.1 1993/2012 and Building Regulation 2012.

**NOT COMPLIANT** ☐ Signature: \_\_\_\_\_  
The swimming pool barrier does not comply with the Australian Standard 1926.1 1993/2012 and Building Regulation 2012. Details are indicated below.

House barrier:	Fence:
Down set gate and lock from all positions	Minimum 1.2 metres high
Lock at 1.2 metres above the ground	Minimum 1.2 metres high (top of the top of a
Window opening gap maximum 100 millimetres or less	boundary fence (top of the top of a
Gates & fences etc:	Ground stabilised under bottom rail
Self-closing and self-latching type at all positions (even when locked from outside with no requirement)	Gap between rails is no more than 100 millimetres
Lock at 1.2 metres above the ground or outside	Gap between rails is no more than 100 millimetres
Ground stabilised under	General condition unsatisfactory
Vertical locking of gates is less than 800mm	Maximum gap 100 millimetres
Gate self-closing (N/A) is longer than 900mm	Obstacle objects with 800mm of the top of the fence
Gates must self-close from the pool	
One side of any double door must close to be permanently fixed shut (N/A a way lock, do not require a permanent lock)	
Other comments/defects:	

Next inspection will be ANY TIME after \_\_\_\_\_ Days/Years.  
Please call 9273 3500 to make an appointment if there will be no access to your pool area.

Your urgent co-operation is sought in attending to the above mentioned requirements. Failure to comply may result in an infringement notice being served on the owner or occupier to the value of \$750 or more and possible legal action with a maximum penalty of \$5000.

Pool type: ☐ In-ground ☐ Spa Barrier type: ☐ Perimeter ☐ Isolation

Notice of Possible Infringement issued Yes ☐ No ☐

Authorised Officer: Mary Hobden email: mhobden@nedlands.wa.gov.au



Property Folder



Inspection report-1



Inspection report-2



# traditional excel reporting

**2017 - City Of Nedlands- Pools Inspection Stats**

Item	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Pools Inspected	0	5	10	20	30	85						
Pools Left to Inspect	598	593	583	583	563	478						
Compliant Pools	0	4	18	18	38							
Non-compliant Pools	0	1	2	10	11	47						
Under Construction	0	0	0	0	0	0						
Pools Removed	0	0	0	0	0	0						
Compliance Rate												
Projected Trend												

**Inspection Status Codes**

Code	Description
TBC	Pool Waiting to be Inspected
YY	Pool Inspected and is COMPLIANT
YN	Pool Inspected and is NOT COMPLIANT
RE	Pool Has been Removed
NW	No Water
UC	Under Construction
RTC	Referred to Compliance

**Total Number of Pools This Round**

Compliant Pools	Non Compliant Pools	Pools Removed	Referred to Compliance	Under Construction
497	85	7	0	2

**Inspections Undertaken**

1st Time	2nd Time	3rd Time	Total Number of Inspections
588	304	83	975

- manual reporting
- timing delays
- no audit trail
- lack of accountability



**let's try that again with SharePoint...**

# pool inspections



## SharePoint library Remote access

SharePoint

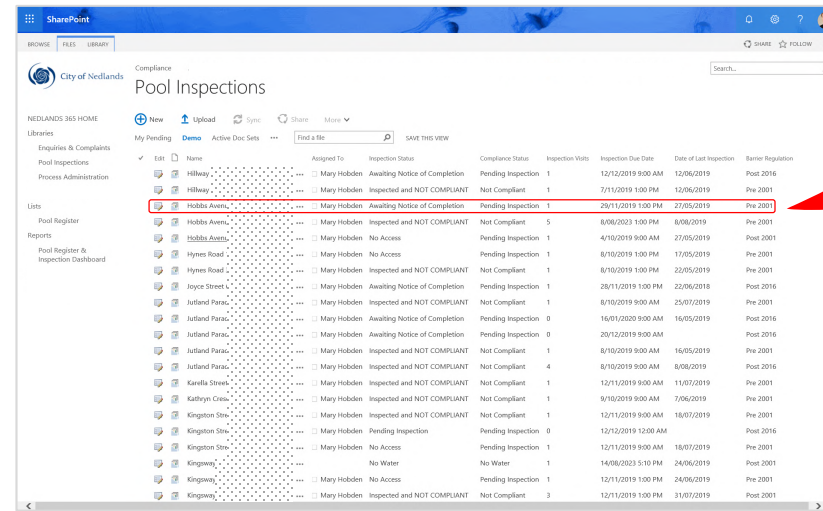
<

# pool inspection library



document set per inspection

inspection data captured within  
each document set



	Name	Assigned To	Inspection Status	Compliance Status	Inspection Visits	Inspection Due Date	Date of Last Inspection	Barrier Regulation
	Hilway	Mary Hobden	Awaiting Notice of Completion	Pending Inspection	1	12/12/2019 8:00 AM	12/06/2019	Post 2016
	Hilway	Mary Hobden	Inspected and NOT COMPLIANT	Not Compliant	1	7/11/2019 1:00 PM	12/06/2019	Pre 2001
	Hobbs Ave.	Mary Hobden	Awaiting Notice of Completion	Pending Inspection	1	29/11/2019 1:00 PM	27/05/2019	Pre 2001
	Hobbs Ave.	Mary Hobden	Inspected and NOT COMPLIANT	Not Compliant	5	8/08/2021 1:00 PM	8/08/2019	Pre 2001
	Hobbs Ave.	Mary Hobden	No Access	Pending Inspection	1	4/10/2019 9:00 AM	27/05/2019	Post 2001
	Hynes Road	Mary Hobden	No Access	Pending Inspection	1	8/10/2019 1:00 PM	17/05/2019	Pre 2001
	Hynes Road	Mary Hobden	Inspected and NOT COMPLIANT	Not Compliant	1	8/10/2019 1:00 PM	22/05/2019	Pre 2001
	Joyce Street	Mary Hobden	Awaiting Notice of Completion	Pending Inspection	1	28/11/2019 1:00 PM	22/05/2018	Post 2016
	Jutland Parade	Mary Hobden	Inspected and NOT COMPLIANT	Not Compliant	1	8/10/2019 9:00 AM	25/07/2019	Pre 2001
	Jutland Parade	Mary Hobden	Awaiting Notice of Completion	Pending Inspection	0	16/01/2020 8:00 AM	16/05/2019	Post 2016
	Jutland Parade	Mary Hobden	Awaiting Notice of Completion	Pending Inspection	0	20/12/2019 8:00 AM		Post 2016
	Jutland Parade	Mary Hobden	Inspected and NOT COMPLIANT	Not Compliant	1	8/10/2019 9:00 AM	16/05/2019	Pre 2001
	Jutland Parade	Mary Hobden	Inspected and NOT COMPLIANT	Not Compliant	4	8/10/2019 9:00 AM	8/08/2019	Post 2016
	Karalla Street	Mary Hobden	Inspected and NOT COMPLIANT	Not Compliant	1	12/11/2019 9:00 AM	11/07/2019	Pre 2001
	Karalla Street	Mary Hobden	Inspected and NOT COMPLIANT	Not Compliant	1	9/10/2019 9:00 AM	7/06/2019	Pre 2001
	Karlwyn Cross	Mary Hobden	Inspected and NOT COMPLIANT	Not Compliant	1	12/11/2019 9:00 AM	18/07/2019	Pre 2001
	Karlwyn Cross	Mary Hobden	Inspected and NOT COMPLIANT	Not Compliant	1	12/11/2019 9:00 AM	18/07/2019	Pre 2001
	Kingston St	Mary Hobden	Pending Inspection	Pending Inspection	0	12/12/2019 12:00 AM		Post 2016
	Kingston St	Mary Hobden	No Access	Pending Inspection	1	12/11/2019 9:00 AM	18/07/2019	Pre 2001
	Kingsway		No Water	No Water	1	14/08/2023 5:10 PM	24/06/2019	Post 2001
	Kingsway	Mary Hobden	No Access	Pending Inspection	1	12/11/2019 1:00 PM	24/06/2019	Pre 2001
	Kingsway	Mary Hobden	Inspected and NOT COMPLIANT	Not Compliant	3	12/11/2019 1:00 PM	31/07/2019	Post 2001

BROWSE EDIT

Save Cancel Paste Cut Copy Delete Item

Commit Clipboard Actions

Content Type eDMS Document Set

Name \* Adderley Street 99 - 2019

Property Full Address 99 Adderley Street, MT CLAREMONT, Lot 299, 159, 100541

Assigned To ☐ Mary Hobden x

Inspection Due Date 8/10/2019 1 PM 00

Date of Last Inspection 31/07/2015

Inspection Visits 0

Inspection Status Pending Inspection

Compliance Status Pending Inspection

Barrier Regulation Pre 2001

Barrier type Perimeter

Pool Type Pool

Appointment Notes Fred requested extension until October 2019 as pool being resurfac

Email Address

enter the email addresses for the recipient(s) of this pool inspection report - separate addresses with a semicolon ;



## automatic retention and disposal

A screenshot of the OneDrive web interface. At the top, there are four action buttons: 'New' (plus icon), 'Upload' (upward arrow icon), 'Sync' (circular arrows icon), and 'Share' (share icon). Below these is a search bar with the placeholder text 'Find a file' and a magnifying glass icon. The main area displays a table of files with columns for a status icon (checkmark), an action icon (edit/pencil), a document icon, and the file name. The files listed are 'Pool Inspection Barrier Report' (with a green exclamation mark icon), 'Attention\_ Pool Inspector(6748)' (with a green exclamation mark icon), a redacted file (represented by a grey box with dots), and 'Pool Barrier Inspection Report 20190725'.

**Private Swimming Pool Barrier Inspection Report**

**Report Number:** COMP-167671-103-2017  
**Address:** 99 Assembly Street, 407 CLARENCEMART, LUT 276, NSW, RINCKED  
**Date of Inspection:** Friday, 16 August 2018  
**Barrier Regulation:** Pw 2017  
**Inspector:** Mary Holden

**Compliance Status:**

**NOT COMPLIANT - The swimming pool barrier does not comply with the Australian Standard 1925.1:2015 and Barrier Regulation 2017.**

*If you completed please refer to the information and non-compliant issues below.*

**What Next:**

- For Compliant Barriers:**
  - Following Minor: Your next scheduled inspection will be 4 years later.
  - Minor: Additional necessary maintenance over the next 4 years to ensure that your barrier remains in a safe and working order.
- For Non-Compliant Barriers:**
  - You will be contacted again when your follow up inspection has been scheduled. Typically within 60 to 90 days.
  - Please advise all compliance issues on this report are issued prior to the next inspection.
  - Please advise all compliance issues on this report are issued prior to the next inspection.

**Compliance Inspection Failure Process**

**Inspection Visit** **If you fail:**

1 <sup>st</sup> inspection	You will be scheduled for a 2 <sup>nd</sup> inspection:	Comment
2 <sup>nd</sup> inspection	You will receive a notice of possible enforcement and will be issued with a 7 Day Notice letter to fix issues and make an appointment. <td></td>	
3 <sup>rd</sup> inspection	You will receive a 14 Day enforcement for failing to comply with pool barrier safety requirements. <td>Comment</td>	Comment
Final inspection (4 <sup>th</sup> )	You may be prosecuted or court for failing to provide a pool safety barrier as required by law for high risk significant hazard category. <td></td>	

**Compliance Status:**

Item	Compliance Status	Comment
General condition of pool barrier	Compliant	
Vertical spacing of balustrade in hollow or more	Compliant	
Gap between elements in hollow or more	Compliant	
Gap between elements in hollow or more	Compliant	
General condition of pool barrier	Compliant	
Gap between elements in hollow or more	Compliant	
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General condition of pool barrier	Compliant	
Gap between elements in hollow or more	Compliant	
Gap between elements in hollow or more	Compliant	
General condition of pool barrier	Compliant	



## Power BI reporting





# pool inspection status

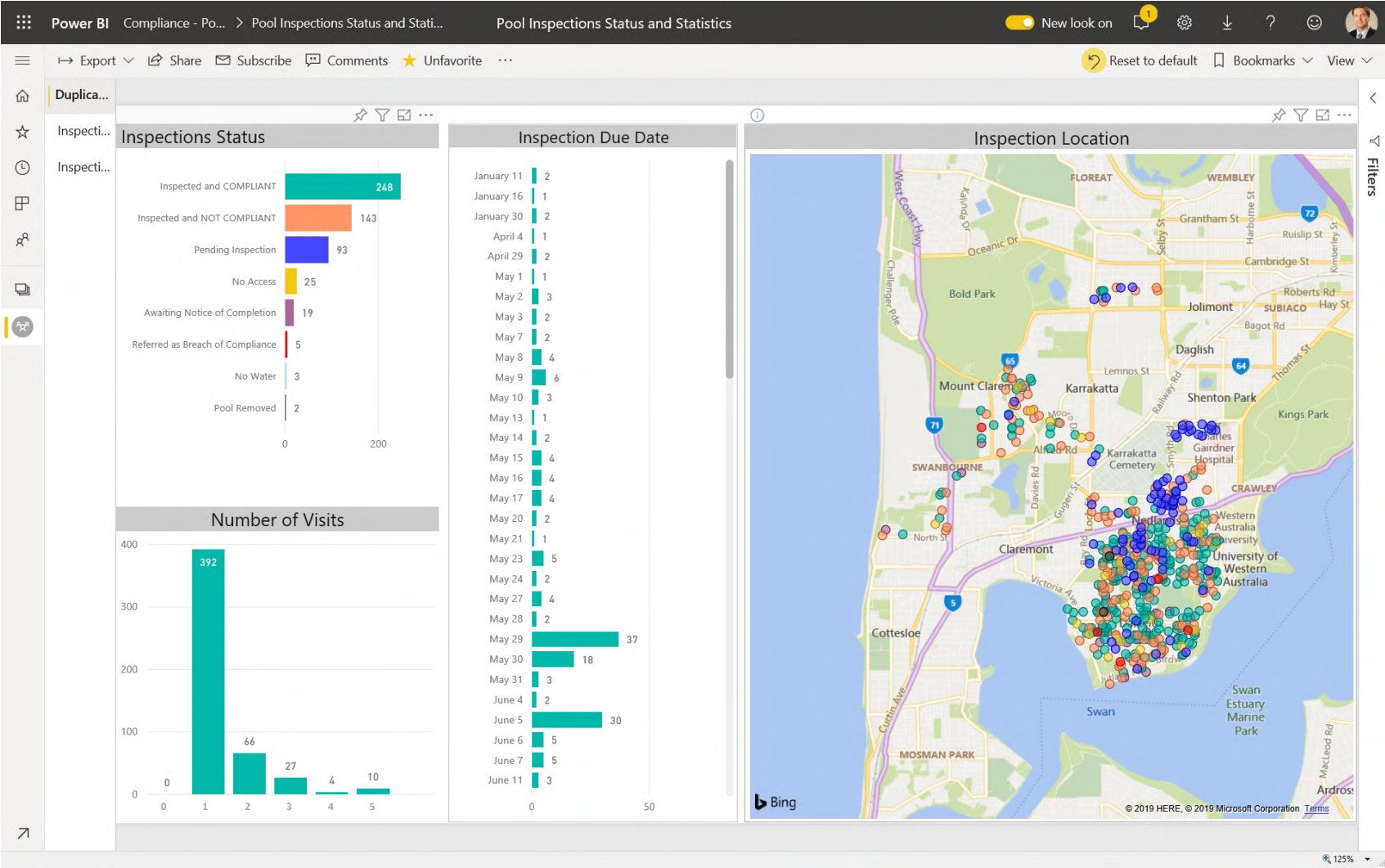


inspection status

number of visits

inspection schedule

property locations





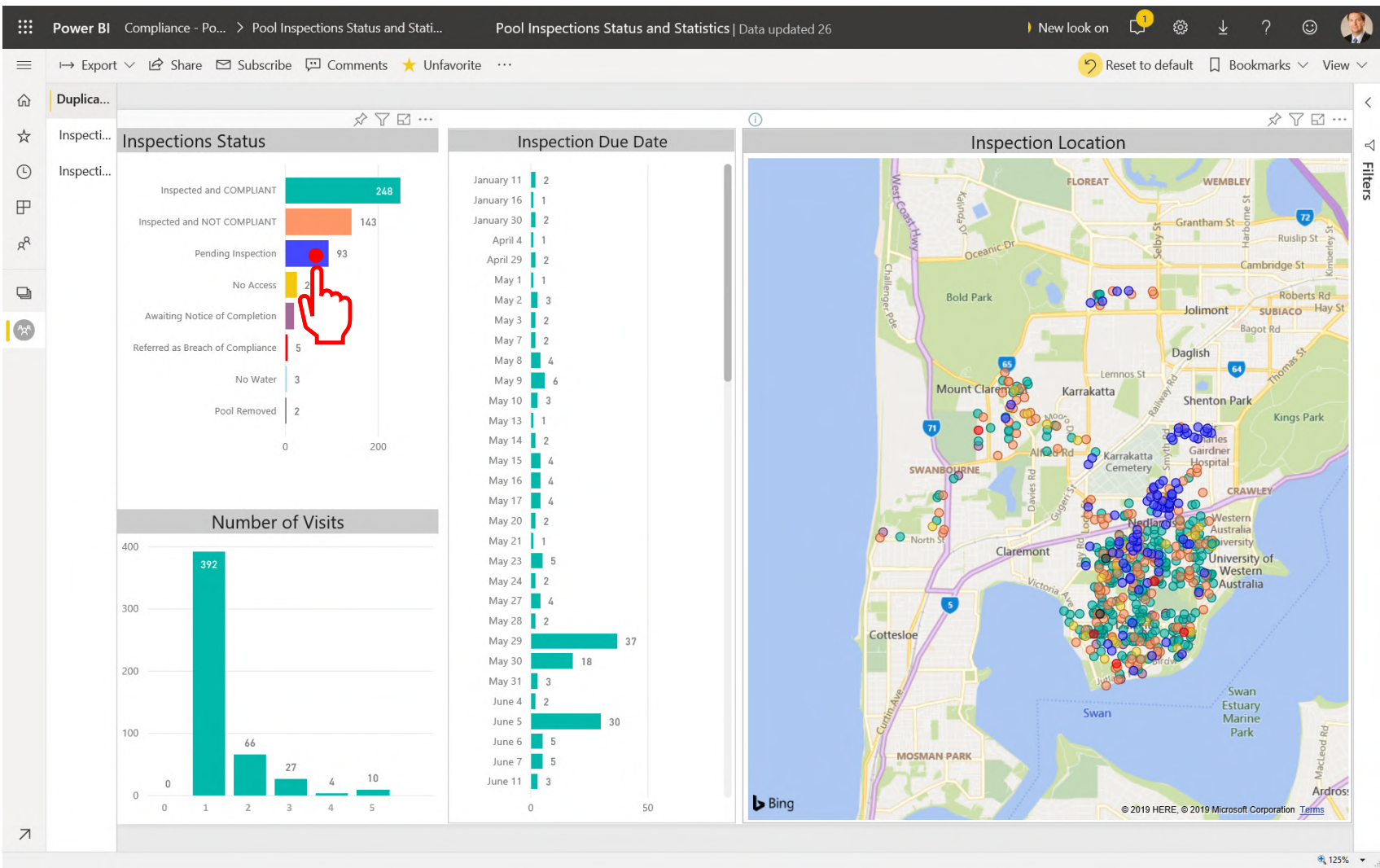
# pool inspections report



interactive visuals

dynamic interactions

filter and sort

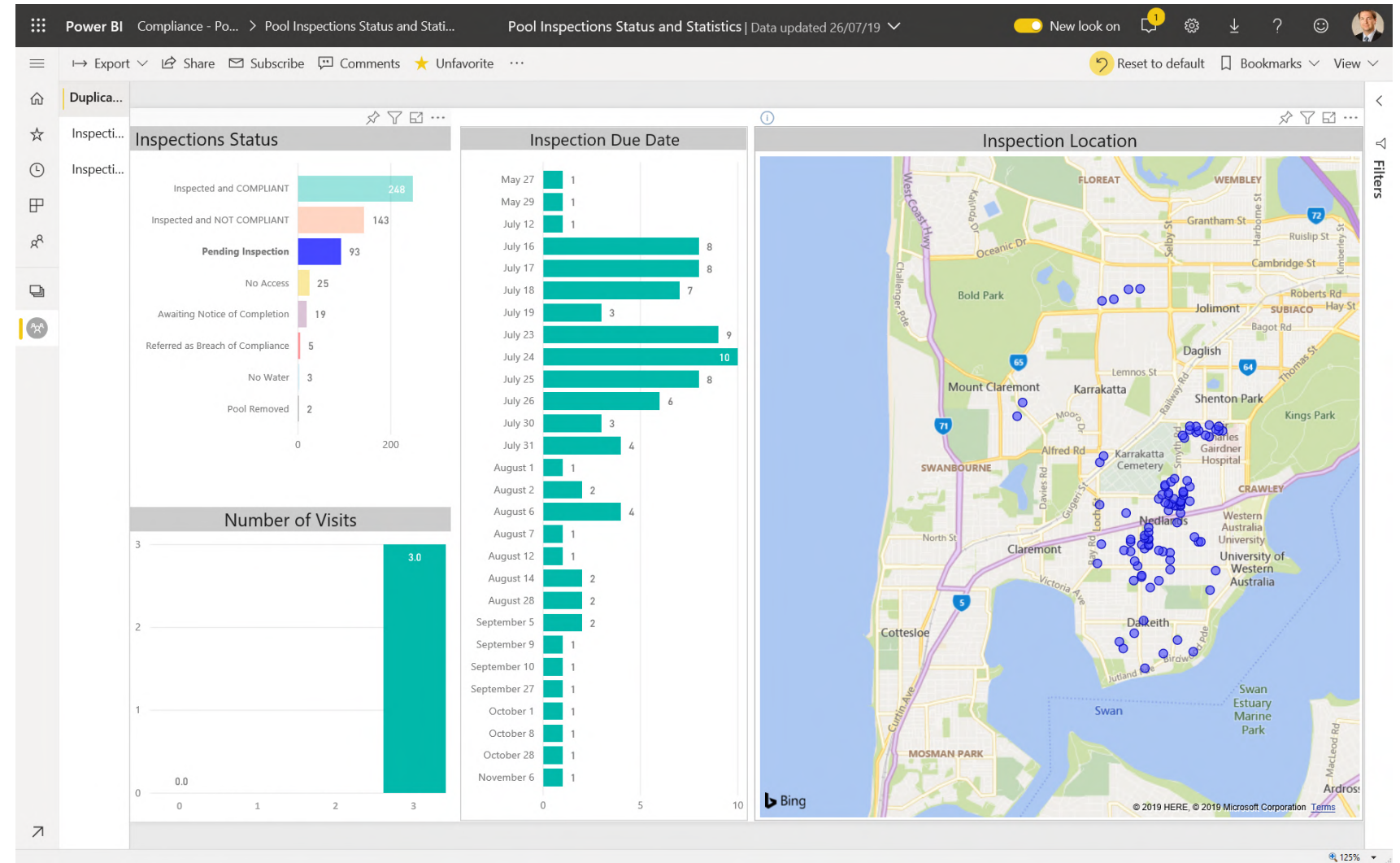




# pool inspection library



selected status cascades to  
other visuals



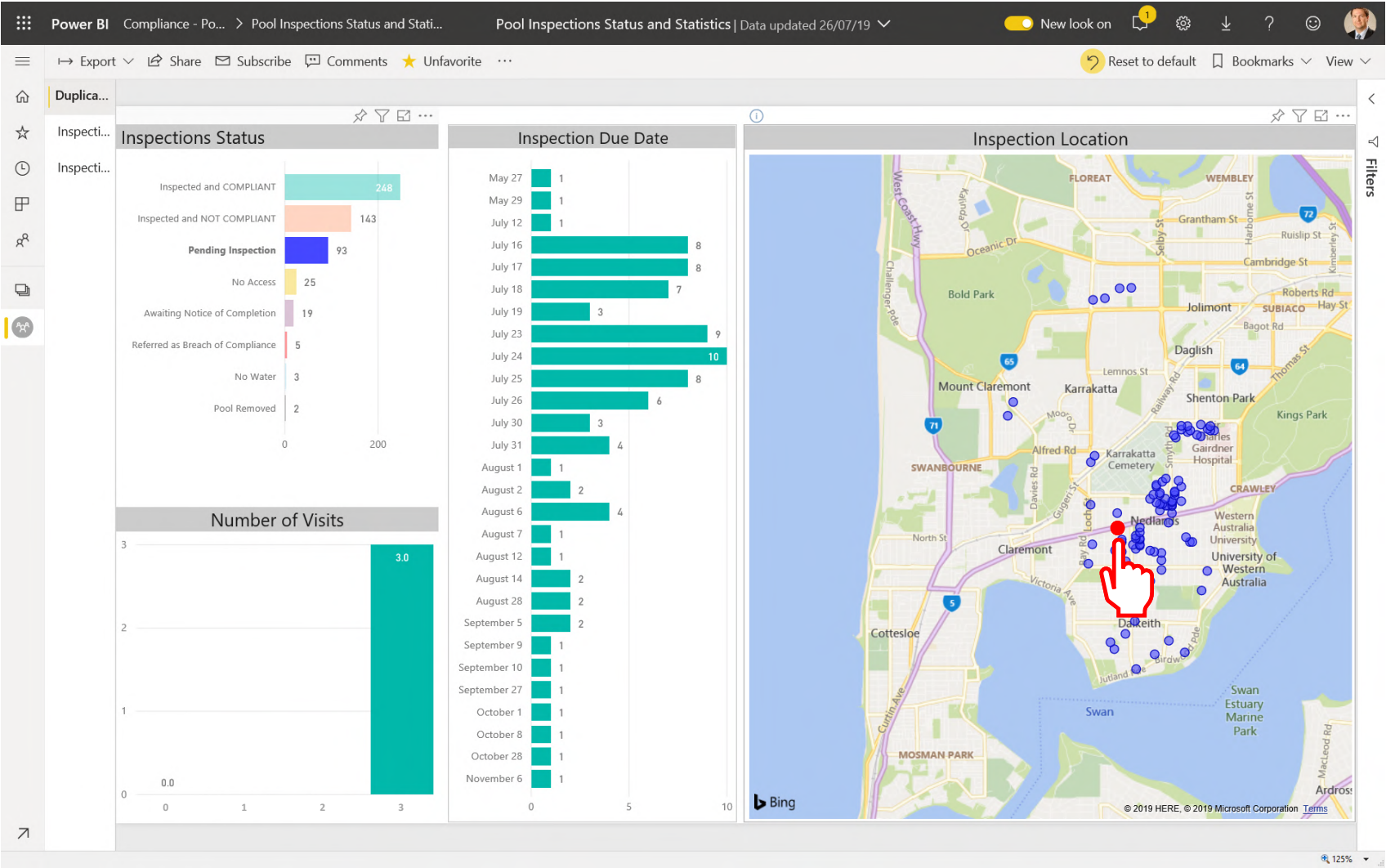




# pool inspection library



drill through visuals  
display underlying data

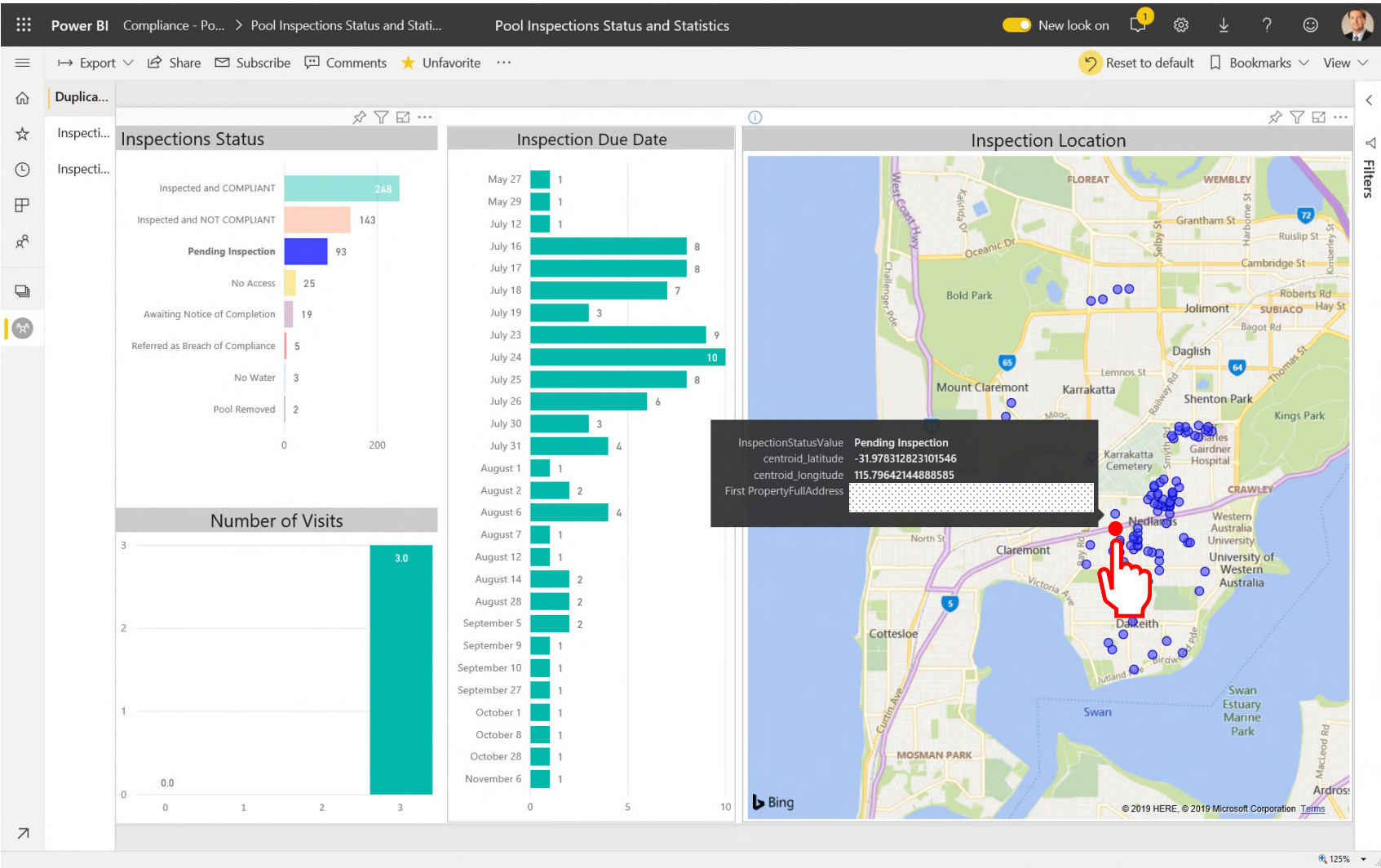




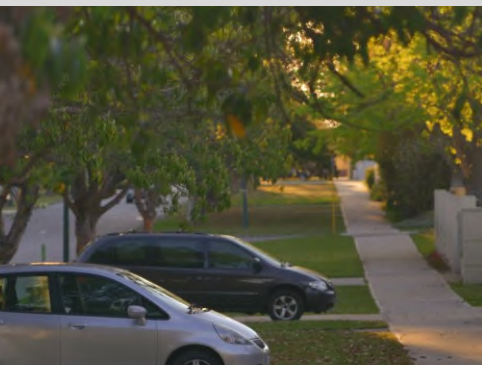
# pool inspection library



data details displayed  
click to view record details







**Development Applications**  
Building and planning approvals  
New, modification, demolition



# building applications



SharePoint

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City of Nedlands

Compliance Applications

Building Applications

NEDLANDS 365 HOME

Libraries

Breach of Compliance

Building Applications

+ New Upload Sync Share More

Active Doc Sets All Migrated Cases Find a file

✓	Edit	Name	Permit/Notice Type	Building Work Description	Estimated Value of the Work	Initial Due Date	Application Status
		BA49469	BA01 - Certified Building Permit	additions to office	\$89,620.00	2/09/2019	Processing
		BA49440	BA01 - Certified Building Permit	Refurbishment of office , studio and consulting rooms	\$200,000.00	30/08/2019	Pending Planning Review
		BA49387	BA01 - Certified Building Permit	Internal renovation to dwelling	\$106,700.00	28/08/2019	Pending Planning Review
		BA49344	BA01 - Certified Building Permit	Addition to dwelling, swimming pool, pool barrier, screen and retaining walls	\$665,423.00	27/08/2019	Pending Additional Information
		BA49115	BA01 - Certified Building Permit	Swimming pool and barrier fence	\$28,810.00	16/08/2019	Pending Additional Information
		BA49106	BA02 - Uncertified Building Permit	Shed	\$19,545.00	9/09/2019	Pending Development Approval
		BA48356	BA01 - Certified Building Permit	Boundary walls and stairs	\$585,582.90	25/07/2019	Pending Development Approval
		BA48177	BA02 - Uncertified Building Permit	Safety barrier for swimming pool	\$4,000.00	12/08/2019	Pending Development Approval
		BA48119	BA01 - Certified Building Permit	Kitchen, laundry, WC and bathroom alterations	\$80,000.00	25/07/2019	Pending Additional Information
		BA47760	BA01 - Certified Building Permit	Swimming pool and pool barrier fence	\$22,275.00	8/07/2019	Pending Development Approval
		BA47177	BA02 - Uncertified Building Permit	Patio	\$8,600.00	17/07/2019	Pending Development Approval
		BA47161	BA02 - Uncertified Building Permit	Covered thoroughfare and patio	\$4,000.00	17/07/2019	Pending Development Approval
		BA46719	BA02 - Uncertified Building Permit	Patio	\$10,100.00	4/07/2019	Pending Development Approval
		BA46004	BA13 - Building Approval Certificate	Garage	\$10,000.00	24/05/2019	Pending Additional Information
		BA45984	BA01 - Certified Building Permit		\$250,000.00	23/05/2019	Pending Additional Information
		BA45663	BA01 - Certified Building Permit	Swimming pool and barrier fence	\$36,290.00	20/05/2019	Pending Development Approval
		BA45214	BA01 - Certified Building Permit	Carport and front boundary fence	\$39,600.00	1/05/2019	Pending Development Approval
		BA44936	BA01 - Certified Building Permit	Two storey dwelling and ancillary accommodation	\$1,846,196.00	26/04/2019	Pending Development Approval
		BA42175	BA01 - Certified Building Permit	Patio	\$3,967.00	19/02/2019	Pending Development Approval
		BA31862	CON1 - Certificate Building Compliance	Shed to Dwelling Conversion and Outbuildings	\$0.00	1/05/2018	Pending Additional Information
		BA30076	CON2 - Certificate Construction Compliance	Southern Brook Fire Shed	\$150,000.00	2/03/2018	Pending Additional Information

Drag files here to upload

SharePoint library

Remote access

# building inspections



SharePoint

City of Neilds

Compliance Applications

Building Applications

Active Doc Sets	All Migrated Cases	Find a file
BA49469	BA01 - Certified Building Permit	Refurbishment of office, studio and consulting rooms
BA49387	BA01 - Certified Building Permit	Internal renovation to dwelling
BA49344	BA01 - Certified Building Permit	Addition to dwelling, swimming pool, pool barrier, screen and retaining walls
BA49115	BA01 - Certified Building Permit	Swimming pool and barrier fence
BA49106	BA02 - Uncertified Building Permit	Shed
BA49056	BA01 - Certified Building Permit	Boundary walls and stairs
BA49177	BA02 - Uncertified Building Permit	Safety barrier for swimming pool
BA49119	BA01 - Certified Building Permit	Kitchen, laundry, WC and bathroom alterations
BA49760	BA01 - Certified Building Permit	Swimming pool and pool barrier fence
BA49177	BA02 - Uncertified Building Permit	Patio
BA49161	BA02 - Uncertified Building Permit	Covered thoroughfare and patio
BA49719	BA02 - Uncertified Building Permit	Patio
BA49004	BA13 - Building Approval Certificate	Garage
BA49384	BA01 - Certified Building Permit	Swimming pool and barrier fence
BA49563	BA01 - Certified Building Permit	Carport and front boundary fence
BA49214	BA01 - Certified Building Permit	Two storey dwelling and ancillary accommodation
BA49036	BA01 - Certified Building Permit	Patio
BA49175	BA01 - Certified Building Permit	Patio
BA31862	CC061 - Certificate Building Compliance	Shed to Dwelling Conversion and Outbuildings
BA30076	CC062 - Certificate Construction Compliance	Southern Brook Fire Shed

New Document Set: BA01 - Certified Building Permit

Spelling...

Name \* BA49469

Property 71 String Highway, NEILDs, Lot 500, 43521, 142026

Assigned To Paul Busby

Application Status Pending Additional Information

Application Number 49469

Application Notes Urgent application due to recent property damage

Application Notes - History

Application Date 20/05/2019

Document set per application

Data and documents captured in each document set

New Upload Sync Share More

Find a file

✓	Edit	Name	File Size	Modified	Modified By	Version
		Building Application Acknowledgment	704 KB	A few seconds ago	David Dunn	0.1
		Building Permit Class 1 to 10	703 KB	A few seconds ago	David Dunn	0.1
		Building Processing Checklist	104 KB	A few seconds ago	David Dunn	0.1
		Development Assessment Checklist	79 KB	About a minute ago	David Dunn	0.1
		Notice of Completion	79 KB	A few seconds ago	David Dunn	0.1
		Works Notification	1214 KB	About a minute ago	David Dunn	0.1

Building Permit

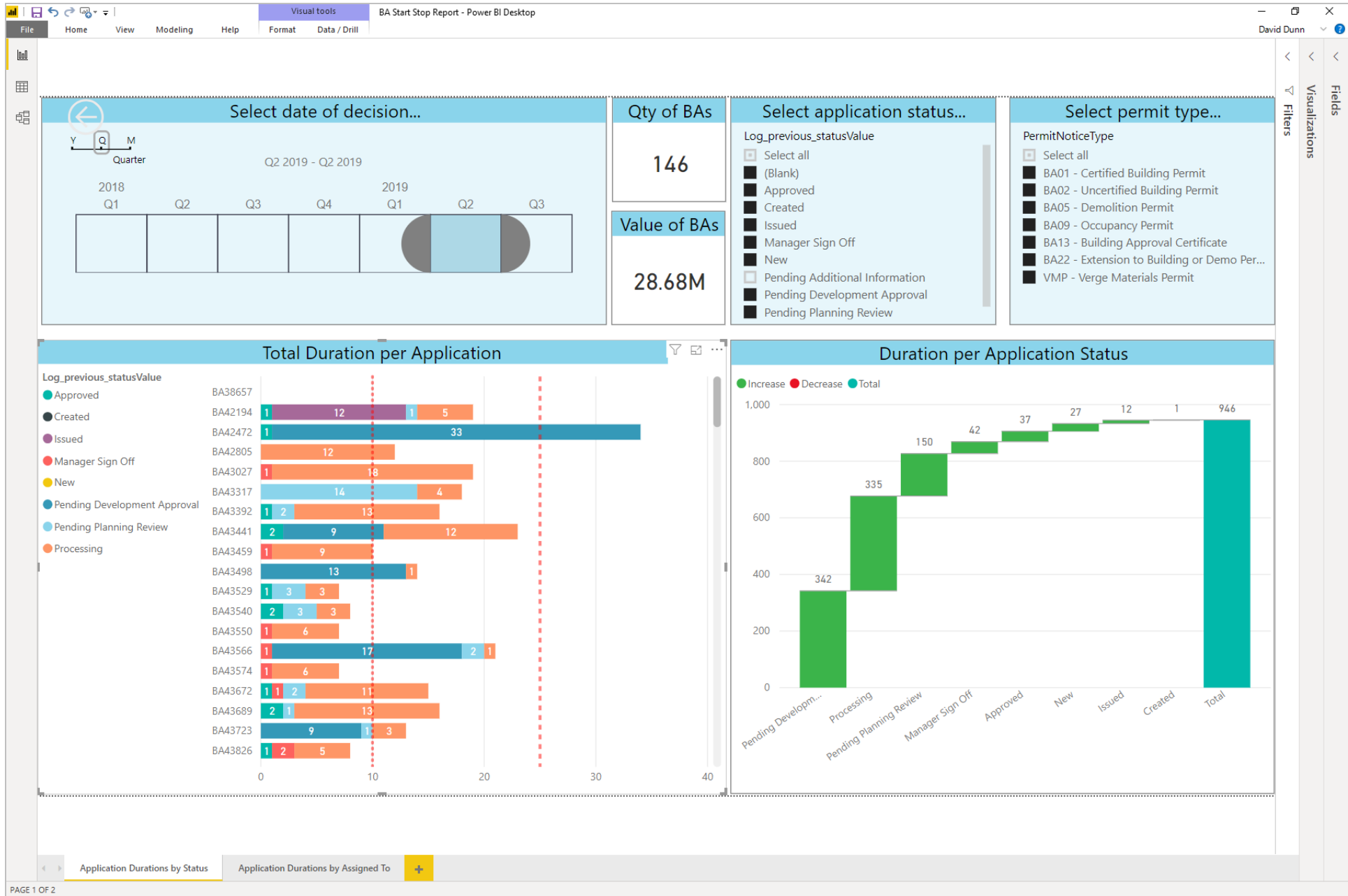
Building Permit

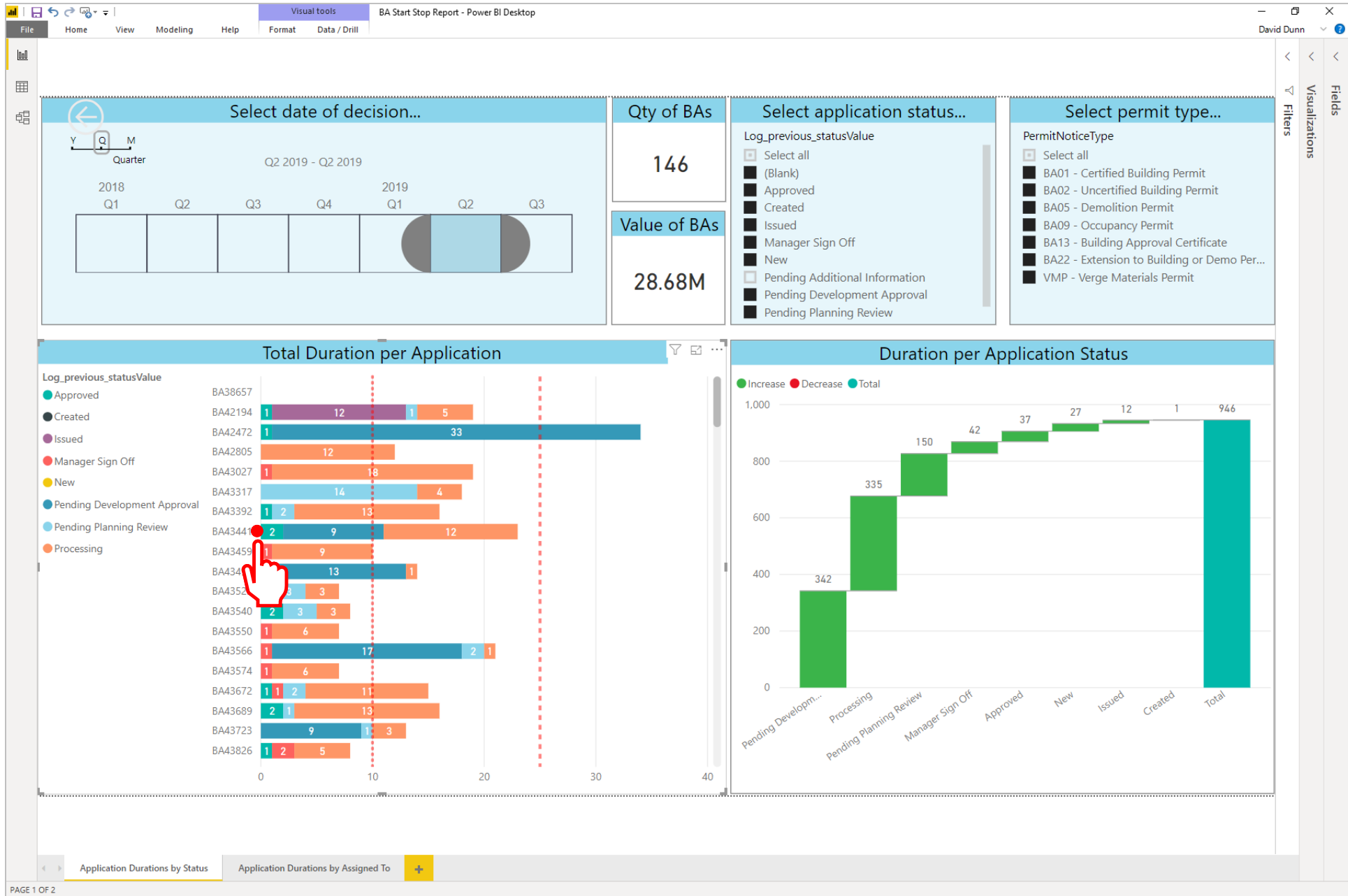
Building Permit

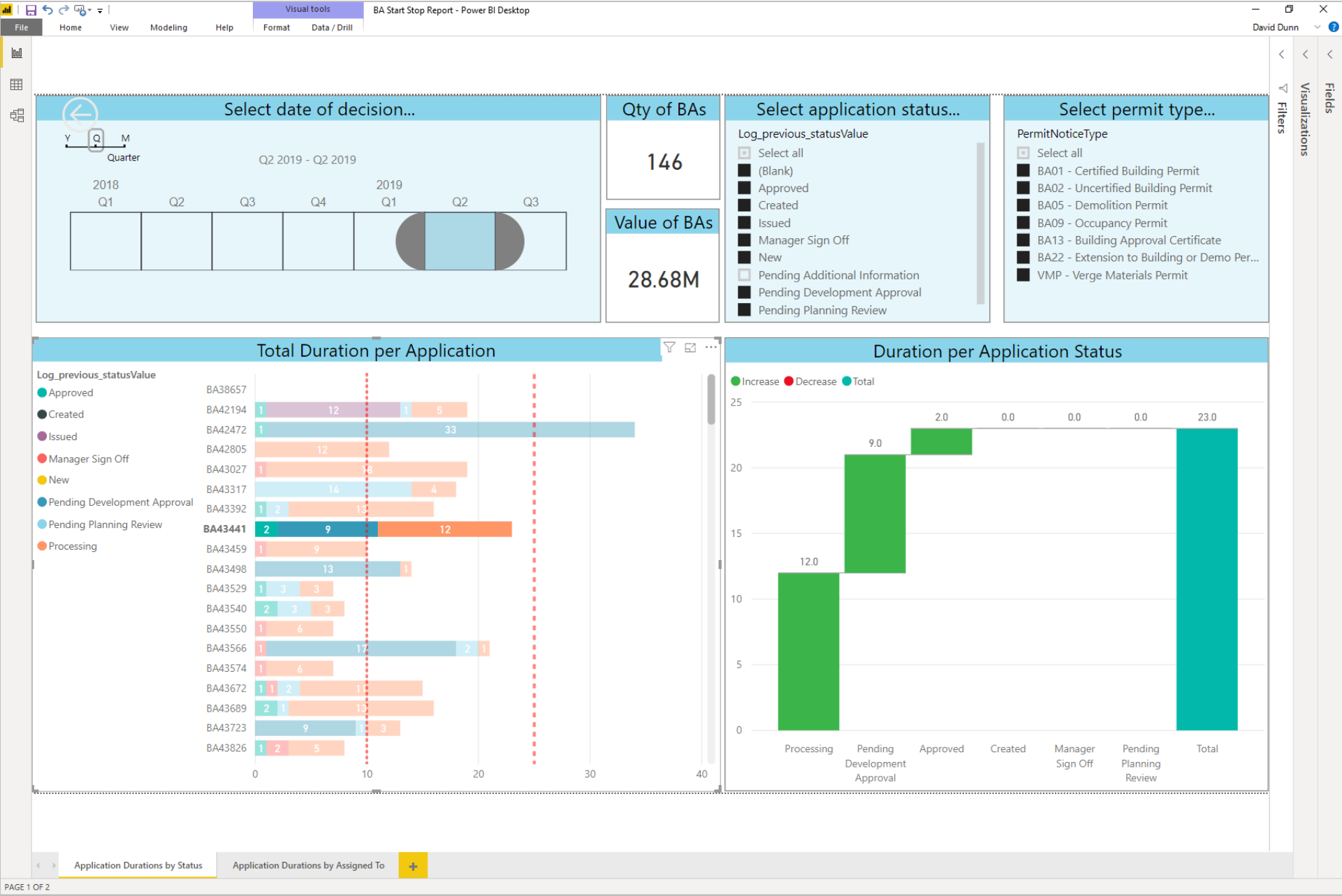




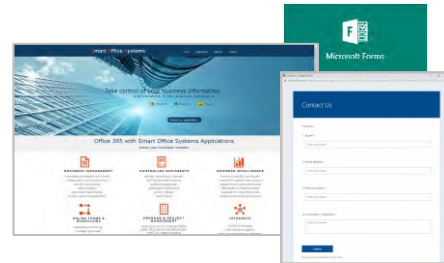
## Power BI reporting







**Make your  
business  
smarter  
today**



Come and talk to us after the event



Click the contact link on [www.sos365.com.au](http://www.sos365.com.au)



Give us a call

**David Dunn**  
0419 945 474

**David Haywood**  
0438 925 883