



Siller Systems
Administration

02 9979 9974

siller@siller.com.au
www.siller.com.au

Quick Tip

Communication: critical to business information management success.



This message is said time and time again but it's often forgotten, particularly in relation to information management projects.

How is it achieved:

- * Know what you are trying to achieve (write it down in a plan)
- * What are the absolutely critical things and what can be 'let go', if necessary
- * Package the message into something that will interest personnel
- * Don't overly raise expectations – yours as well as theirs.

Report on ISKO Presentation

Joy Siller
Article Read Time: 1 min

In July this year, I was fortunate to co-present a paper at the ISKO (International Society of Knowledge Organization) Conference in London (see <http://www.iskouk.org/content/politics-taxonomies>). Having been interested in classification theory and application for most of my career in information management, the ISKO group presents an excellent opportunity for professionals to meet and discuss their research and experience.

During a panel discussion at the conference,

the need for a greater level of practical knowledge and support to complement the theory of knowledge organisation and the work of academics was raised. This, together with the need for empirical research into information management practices in the corporate environment, is something that has been a hobby horse of mine for some time. Moreover, there is a need for us to clearly and honestly articulate the steps required to implement the experience of others to facilitate better information management practice. With this in mind, one of the key articles in this edition of SSA's Newsletter provides a first-hand experience case study – warts and all.

Digital Transition: SSA's Experience

Joy Siller
Article Read Time: 6 mins

What and Why ?

Like many of our clients, SSA has been endeavouring to move away from reliance on paper for our business information. As well as client information, we have all the administrative information that any small company must handle. Our business information is critical to our ability to share knowledge, meet our client expectations, grow our skills, and ensure compliance and continuity of our company. To this end, working digitally has been a "must" for many years.

Our office deployed an electronic document management system (EDMS) solution back in the 1990s and we have upgraded to current versions since then. The EDMS was originally used to manage paper-based files, progressed to include the digital capture of email messages, and is now capturing other digital documents including scanned images.



We have operated under a corporate information management framework that comprises a suite of policies and procedures, classification scheme providing the taxonomic structure in our EDMS and network drives, and a disposal schedule which is formally applied within the EDMS. However, the classification scheme has changed over the years and our approach to digital document capture was quite ad hoc 10 – 15 years ago when the implications of a fully digital working environment were not realised.

As a result, there is a considerable amount of legacy information that needs to be “managed” in accordance with our revised standards.

Added to this is the increased need for our staff, particularly consultants, to work remotely and access relevant information while doing so. This includes the need to receive and send email anywhere and anytime. We’ve resisted the temptation to engage extensively with social media platforms for work-based information. However, we do have some examples of such communications.



When and How ?

No time is ever a good time to implement changes in a busy working environment with scarce resources. We started slowly but basically followed these steps:

- ⇒ Communicated our approach at monthly staff meetings, where we listened to concerns and openly discussed options to resolve them.
- ⇒ We updated procedures, refined information taxonomies, introduced new forms and templates to ensure essential metadata capture. Our aim was to standardise practices based on what worked best for our business.
- ⇒ Refresher EDMS training was provided to staff.
- ⇒ We focussed on the digital capture of email, and then gradually extended to other born-digital documents.
- ⇒ We upgraded our document scanning facilities and processes to move away from physical documents.
- ⇒ We invested in technology such as smartpens to allow for the digital recording and transcription of meeting notes.
- ⇒ The use of cloud services commenced over the past 1 -2 years. Microsoft 365 was tested and implemented for remote access and use of Outlook. This meant our consultants could access their email and respond anywhere without the need for cumbersome forwarding rules that had been used in the past. Extended use of OneDrive is now underway.
- ⇒ Clearing the backlog has been implemented as an ongoing process to be undertaken when resources permit. This includes culling and scanning of physical

files, and migrating from network drives.

Issues with Transition

Like any organisation and any group of people generally, some people are early adopters of technology and others are late adopters. Despite being small in size, our organisation was no different. As a result, we experienced issues such as:

- ⇒ Different levels of digital adoption have led to some fragmentation and duplication of information in the EDMS, network drives and physical files. The need to work within the EDMS is reiterated at each monthly staff meeting.
- ⇒ Changes from manual working practices (e.g. making notes on digital rather than physical forms) were necessary.
- ⇒ Digital note taking was encouraged (using smartpens) but was not possible for all. Consequently, increased scanning of physical notes taken during meetings was required. Increased scanning meant increased resourcing. Within a small office, this is particularly difficult so we are approaching the task when resources are available, and monitoring and reporting on progress at staff meetings.
- ⇒ Our network drives are well organised but disposal had not been well-applied in the past; instead migration off-line and perpetual refresh of media has been the strategy, which meant there was little actual assessment and culling of digital files. It is now necessary for this assessment to take place prior to migration of any legacy material into the EDMS.
- ⇒ We found that migration of information from network drives was made more onerous where folder naming conventions included essential metadata that was not necessarily part of the individual document name.
- ⇒ Duplication is often inevitable, particularly as many of our client major draft and final deliverables are also being captured within our client email



Dina Soare really liked the new digital forms but found that her ballpoint pen smudged the screen.

Next steps

We aim to be completely digital by end-2016, with the exception of 'working' copies of documents and where physical documents are required by clients.

Our digital environment will include complete information management from creation and capture through to disposal.

Protective Security: Commonwealth vs State/ Territory Implementation

Article Read Time: 3 mins
Author: Joy Siller

In today's environment, it would seem that there is a greater imperative for implementing security controls over business information.

Despite it being a mandated requirement for most government bodies, from our experience, there appears to be low uptake in states and territories and in some smaller Commonwealth agencies. Are the standards too onerous? What are the implications for non-compliance by agencies? This situation does not appear to be new.

An audit into the performance of ACT whole-of-government information and communication technology security management and services found that *"Despite it being a requirement, only 5% of the ACT Government's 1025 information management systems have a system security plan; and even fewer, some 2.24% have a threat and risk assessment. The reasons for this were not able to be ascertained. This is an issue that needs to be addressed."* (ACT Auditor-General's Office Report No. 2 / 2012, p.6). In the Commonwealth Auditor

"Agency CEOs must establish an appropriate and functional information security framework which facilitates the implementation of security measures that match the information's value, classification and sensitivity, and adhere to all legal requirements."

-General's Audit Report No.33 2010–11, it was concluded that *"Agency CEOs must establish an appropriate and functional information security framework which facilitates the implementation of security measures that match the information's value, classification and sensitivity, and adhere to all legal requirements. More generally, CEOs are also responsible for overseeing the development of an appropriate protective security culture amongst their staff."* (p.18).

Useful resources on this topic include:

⇒ For Commonwealth agencies - <https://www.protectivesecurity.gov.au/informationsecurity/Pages/default.aspx> (various resources can be found here)

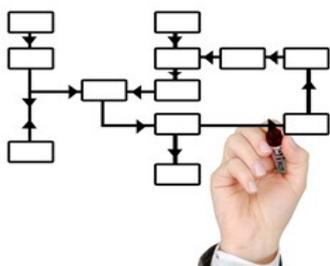
⇒ For NSW government agencies - https://www.finance.nsw.gov.au/ict/sites/default/files/NSW%20Government%20Information%20Classification%20Labelling%20and%20Handling%20Guidelines%20V.2.2_0.pdf

⇒ For Qld government agencies - <https://www.qgcio.qld.gov.au/products/qgea-documents/549-information-security/2704-information-security-is18> (Follow the links to the Queensland Government Information Security Classification Framework

⇒ For SA government agencies - http://www.dpc.sa.gov.au/sites/default/files/pubimages/documents/ocio/ISMF_v3.pdf

Information security classification implementation services and advice, including assessing requirements, developing information security plans, training and establishing security classifications within electronic document management systems are available from SSA.

Useful Link: Digital Information Management Taxonomies



For those who are interested in the development and implementation of digital information management taxonomies and alternative approaches to hierarchical classification schemes, you may wish to read the following paper by Sabine Mas on 'Proposition of a faceted classification model to support corporate information organization and digital records management' found at the following link: http://www.academia.edu/1275499/proposition_of_a_faceted_classification_model_to_support_corporate_information_organization_and_digital_records_management

Our Services

SSA specialises in hands-on records, archives, and document management advice and assistance, including: (but not limited to)

- ⇒ records management systems performance and compliance reviews
- ⇒ compilation of classification schemes, disposal authorities, policies and procedures manuals
- ⇒ ISO 16175 System Assessments
- ⇒ records and document management technology, including imaging and workflow analysis
- ⇒ business case, change management and communication plan development
- ⇒ business system compliance assessments
- ⇒ software specification and evaluation
- ⇒ integrated information management strategies
- ⇒ records systems implementation and project management
- ⇒ records systems/data conversions
- ⇒ training in a variety of recordkeeping and related management topics.



* NSW State Records Training *

Keep an eye on the State Records website for information concerning scheduled *Retention and Disposal of Public Health Records* and *Implementing a Retention and Disposal Authority for Local Government* training (<http://www.records.nsw.gov.au/recordkeeping/advice/training-and-skills-development/training-calendar>). Course dates for 2016 are coming soon!

* Tailored Training *

SSA also provides ad hoc and/or tailored information management training within client facilities or our rooms.

Accreditation, Partnerships & Panels

SSA has recently added to its various information management accreditations, partnerships and panels. We now hold the following:

- ⇒ Accredited Supplier NSW Government ICT Services Scheme
- ⇒ CCIQ QAssure accredited supplier
- ⇒ NSW Procurement – Early Access Registration List (Performance and Management Services)
- ⇒ Queensland Government Information Technology Contracting (GITC) Version 5.2 accreditation (Modules 5, 8 and 9 - Software Support Services, ICT Consultancy Services and ICT Contracting Services)
- ⇒ Queensland Government ICT Strategic Sourcing (ICTSS) Panel (Strategy and Architecture and Business Change categories)
- ⇒ HP TRIM/RM® partner (implementation and advisory services)
- ⇒ a.k.a® Information Governance Software (accredited trainer)
- ⇒ NSW State Records training partner.



Approved Supplier
Prequalification Scheme
ICT Services
01/03/2013 - Open

