

**ECM Step Program Committee**

Level 11, 60 Collins Street, MELBOURNE

10.00am – 3.30pm 7th Dec 2012

**Minutes**

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| **Present:** | | | |
| Tim Newbegin – Chair – Cardinia Council (Chair) | | Ruth Edge – Yarra Ranges Council (Secretary) | |
| Sandra Bower – Grace Records Management | Kristy Searle – Grace Records Management | Veronica Tancredi – Maribynong Council | Leanne Wegrzyn – Murrindindi Shire |
| Lance Deblaquiere – Darebin Council | Lisa Poulier – Loddon Shire | Jo Murray – Wodonga Council | Toula Varvarigos – EAssure |
| Jenny McCallum – Mitchell Shire Council | John Hennessy - MAV | David Platt - MAV |  |
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| **Apologies:** | | | |
| Alison Woollard - Mt Alexandar Shire | Alison McNaulty - PROV | Jane Xu – Whitehorse Council | Joy Painter - |
| Richard Feagan – Nillumbik Shire Council | Carol Jager – Geelong Council |  |  |

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| **1.** | **Review of ECM Program 2012** |
| 1.1 | * Our Strategic Mission Objectives are:   + To strategically build the capacity and capability of ECM across the sector, through:     - the development of collaborative initiatives,     - improving the efficiency and effectiveness of ECM to capture all inputs and outputs to council business,     - professional development of council officers. |
| 1.2 | * Our Strategic Mission Objectives are:   + To deliver an ECM strategy and policy framework for the governance of compliant ECM that is be adopted across the sector.   + To keep abreast of new and emerging technologies and provide leadership in the appropriation of these in the ECM environment |
| 1.3.1 | * Our Objectives   + Communication     - To communicate and engage with the Local Government sector to foster understanding and take purposeful action towards achieving the vision within all councils. |
| 1.3.2 | * Policy and Strategy   + To continue to develop a policy and strategy framework and template for electronic content management that is applicable and usable by all Victorian councils in guiding the development of efficient, effective and complaint ECM practice. |
| 1.4 | * **ECM-STEP**   + To build the professional competency of local government ECM managers. We will achieve this through the implementation of an ECM STEP program. The role of the ECM Steering Committee will be to provide strategic direction and guidance in establishing ECM STEP program. The ECM Steering Committee will approve the content of the program. |
| 1.4.1 | * **ECM-STEP** * We will measure our success in this objective by:   + **Better Practice Guide**     - To improve Local Government’s compliance with public records requirements. We will achieve this by taking responsibility for the delivery of a Better Practice guide that assists Local Government’s compliance in managing public records, and continuingreview processes to assist the adaptation of the State Governments Guide.   + **Shared Services**     - To improve the capacity and capability of the sector to deliver effective ECM. We will achieve this by fostering the strategic development of shared ECM services across local government. |
| 1.4.2 | * **ECM-STEP** * We will measure our success in this objective by:   + **Leadership in Emerging Technologies**     - To keep abreast of new and emerging technologies and provide leadership in placing these in an efficient and compliant ECM environment.     - We will achieve this by interacting with industry, peak bodies and the ICT committee of local government to dialogue new innovations and to understand how these may be appropriated by the local government sector. Where we believe there are appropriate opportunities we will work with the sector to stimulate the trial and possible adoption of these technologies. |
| 1.5 | * Achievements and Activities 2012   + Launch of new improved website - <http://wiki.mav.asn.au/ecmsc/index.php?title=ECM_STEP> (old Site)   + <http://www.mavecmstep.com/> (new site)   + Workshops   + Templates and Guides   + BCS in progress   + Knowledge Management White Paper   + Annual Conference   + 1st meeting with ICT and GIS groups   + Continued Assessments     - Raised records management value in councils |
| 1.6 | * **We will deliver:-**   + Identify common opportunities with ICT and GIS groups   + A project management methodology including templates and guides for records projects management.   + Finalise and deliver the BCS with descriptors   + Basic set of generic business rules for record control – non system dependent   + 6 workshops for rural and metro   + Audit and report for all participating councils   + Annual Conference |
| 2. | Future Directions – where do we see ECM in 5 Years – Goal Setting? |

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|  | **ECM Step Program**  **( 1-2 years)**  **What do we have in place now?** | **IN / KM**  **( 2-5 years)**  **What do we need to have in place? – KPI’s and Targets** | |
| **Functional Scope** | | | |
|  | 1. Records Management Storage and Back-scanning  2. Assessment framework Capability workshop  3. Capability within sector | | |
|  |  | 1. All critical/vital documents scanned and indexed and discoverable. Metadata.  1.2.All active – day forward scanned or digital receipt. Business conducted digitally.  1.3. Reduced Paper Storage – no hard copy maintain a ‘less paper’ environment.  - site not used as an archive.  Missing a roadmap for collaboration, sharing or resources, and technical development.  1.4. update maturity framework – incremental capability improvement to digital vision- and a progression towards the vision  1.5. Greater participation by Director/Exec – support for business transformation/sharing knowledge/digital environment  1.6 ECM steering committee is correctly ok/review make up of committee  1.7. Participation in 63 of 79 Councils (aim for 100%)  1.8. Coordinated communication plan – sell our story to the wider community  1.9. Business Case for Back scanning & Forward scanning – ECM Step template  1.10 Partnership – Local Govt Special Reference Group & LG ICT  1.11 – Stakeholder engagement plan – HR (Business Improvement), Risk Management, Corp Gov, Audit - provide vision and road map  1.12 PROV – funding  1.13 Sector funding / grant funding – budgeted program  1.14 Progressive – new projects and multiple new initiatives  2. Information Management  Information Privacy  Freedom of Information  Information Security  GIS  Integrated with GIS, ICT, HR and other parts of council with single audit where there is overlap. One document to cover all.  Single policy to cover.  3. Joint capability & skills development for IT, GIS and RM. | |
| **Governance Review** | ECM Steering Committee continues  BCS wrap up and maintain  Records Storage / Backscanning ramp up in 2013  MAV contribution in VERS Refresh Committee connect point with PROV | | |
| **Participation** | 60 / 79 councils – all 79 by 2015 | | |
| **Communication** | Adhoc/ newsletter ECM – continue with EAssure coordinating via a Communications Plan  Wiki – build value with self registration to workshops. Advertise ‘What’s New’ – Toula to coordinate with Andrew  Email – continue to use RMIPA Listserv and trigger emails to all participants when a new item is added to Wiki  RIMPA meetings – hold city meetings jointly plus 2 separate meetings through the year – Tim and Ruth  Workshops – continue country and city in 2013 - EAssure  ListServ – continue relationship | | |
| **Administration** | Grace scanning / Storage – notify Ruth for newsletter success stories and new offers / benefits  eAssure – continue assessments / workshops. Publish dates for the whole of 2013 – Newsletter and wiki – Toula and Ruth | | |
| **Partnerships with Private Sector – Storage, Digitisation, Web support, Audits, Training, etc** | John with Committee - maintain communications on activities within newsletter and minutes  Andrew – wiki maintained and ongoing development – with EAssure and signed off by Committee | | |
| **Ongoing sustainability** | Need level of renewal (turnover) Y gen (promoted to Y gens) | | |
| **Transformation to Digital Centre of Excellence – Centralisation**  **Yes  and No?** | How do we define a transformation into a digital centre of excellence | 1.15 Digital Centre of Excellences – Cloud Services & Digital Mail Room / Auto Classification / Education & Training / Outbound Forms Management / includes IT & GIS / GeoCoding | Technical & Service roadmap  Cloud services – storage, business information management |
| **Future Workforce Needs to be Addressed** | Ebusiness  Digital  Mobile – no paper  Remote working  Activity based working – meaning your laptop is your office  Greater integration working with IT  Mobile workforce  Organizations needs – can employ people you want who are a distance away from your main location – a job in council would therefore be sought after – why- people in council will make a difference – vehicle empowering change within the community  Work profile would change to a younger profile  Reputation with the community – must be able to interact with us on line (all business 24/7)  Council knowledge - Information is publically available  Embrace Social Media | | |

**Attachment 1: ROAD MAP 2013**

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|  | **ECM Step Program**  **( 1-2 years)**  **What do we have in place now?** | **IN / KM**  **( 2-5 years)**  **What do we need to have in place?** | **Outcomes** | **KPIS AND TARGETS** |
| **Functional Scope** | 1. Records Management  Storage  Back-scanning  2.Assessment framework  Capability workshop  3. Capability within sector | 2. Information Management  Information Privacy  Freedom of Information  Information Security  GIS  Integrated with GIS, ICT, HR and other parts of council with single audit where there is overlap. One document to cover all.  Single policy to cover.  3. Joint capability & skills development for IT, GIS and RM.  1. All critical/vital documents scanned and indexed and discoverable. Metadata.  1.2.All active – day forward scanned or digital receipt. Business conducted digitally.  1.3. Reduced Paper Storage – no hard copy maintain a ‘less paper’ environment.  - site not used as an archive.  Missing a roadmap for collaboration, sharing or resources, and technical development.  1.4. update maturity framework – incremental capability improvement to digital vision- and a progression towards the vision | a) Shared Framework – dialogue with LGSRG & LGICT  b)Update ECM Framework 1-2  c)Workplace Gap Analysis DEWAR  d)Legal advice to scan and destroy  e)CoE at sector level  f)Outbound – common forms CoE  g)Road Map & Business Case for back scanning | a) MAV - 18 Months  b)MAV & eassure Current – review in year 1-2  Integrated year 3-5  c) MAV  d) MAV – 6 months  e)MAV  f)eassure  g)MAV |
| **Governance** | ECM Steering Committee  BCS  Records Storage / Backscanning  MAV contribution in  VERS Refresh Committee | 4.1. Greater participation by Director/Exec – support for business transformation/sharing knowledge/digital environment  4.2 ECM steering committee is correctly ok/review make up of committee | New Governance  Committee  Greater participation | MAV – 12 months |
| **Participation** | 60 / 79 councils | 5.1. Participation at 79 Councils (100%) | MAV  Day forward scanning 100% increase | Year 5  MAV / ECM Committee / Grace RM 12 months |
| **Communication** | Adhoc/ newsletter ECM  Wiki  Email  RIMPA meetings  Workshops  ListServ | 6.1. Coordinated communication plan – sell our story to the wider community | Communication plan | Eassure & MAV ECM Committee – 6 months |
| **Administration** | Grace scanning / Storage  eAssure – assessments / workshops | 7.1 Business Case for Back scanning & Forward scanning – ECM Step template | Business Cases | Ruth Edge & Grace RM – Year 1 |
| **Partnerships with Private Sector – Storage, Digitisation, Web support, Audits, Training, etc** | John with committee minutes  Andrew - wiki | 8.1 Partnership – Local Govt Special Reference Group & LG ICT  8.2 – Stakeholder engagement plan – HR (Business Improvement), Risk Management, Corp Gov, Audit - provide vision and road map | MAV  MAV |  |
| **Ongoing sustainability** | Need level of renewal (turnover) Y gen (promoted to Y gens) | 9.1 PROV – funding  9.2 Sector funding / grant funding – budgeted program  9.3 Progressive – new projects and multiple new initiatives | MAV |  |
| **Transformation to Digital Centre of Excellence – Centralisation**  **Yes  and No?** | How do we define a transformation into a digital centre of excellence | 10.1 Digital Centre of Excellences – Cloud Services & Digital Mail Room / Auto Classification / Education & Training / Outbound Forms Management / includes IT & GIS / GeoCoding | Technical & Service roadmap  Cloud services – storage, business information management |  |