

## **MAV LG Information Governance Group**

### **Chair's Report**

Date: 20 July 2018

### **MAV LGIG Committee Membership**

**Office bearers for 2017 – 2018 was made up of the following:**

President – Tim Newbegin [Tim.Newbegin@boroondara.vic.gov.au](mailto:Tim.Newbegin@boroondara.vic.gov.au)

Secretary – Kristy Matthies [Kristy.Matthies@basscoast.vic.gov.au](mailto:Kristy.Matthies@basscoast.vic.gov.au)

Communications – Ruth Edge [R.Edge@cardinia.vic.gov.au](mailto:R.Edge@cardinia.vic.gov.au)

### **Committee members included:**

Carol Jager – Geelong Shire Council  
Joy Painter – Wyndham Council  
Marissa Gardiner – Yarra Ranges Council  
Veena Menedes – Melton Council  
Rachel Blakiston – La Trobe Council  
Marie Steer – Port Phillip Council  
Leanne Wegrzyn – Murrindindi Shire

We would like to take this time to thank you all for your service throughout the year. Kristy Matthies has advised she will not be standing for Secretary in 2018-2019. We would like to thank her for her service throughout her term. The body and high quality of work she has performed for the members should be acknowledged. It is much appreciated, having provided an affective template for others to build upon.

### **Review of 2017 – 2018 Activities**

2017/2018 has been a tumultuous and eventual year. The speed of which digital business has gripped the business world and government, changing social and business dynamics and customer expectations has indeed impacted on what is required of records and information professionals. Roles are morphing and diversifying to meet the challenges that technological change brings.

The MAV LGIG are committed to supporting members to develop their professional knowledge and skills to meet the growing demands in the workplace which is undergoing rapid change.

Throughout 2017 and 2018 several workshops were provided, and guest speakers were invited to inform members on the changing business / workplace landscape, and the skills and knowledge that is required to meet these demands.

Our main focus has been to build knowledge and capability around data and information security. Three workshops with accompanying tools have been delivered to members and are available within the Wiki <http://futureoflocalgovernment.org.au/3-1-1-agenda-and-minutes-2016-2018/> including agenda and minutes from meetings and workshops held.

### **Meetings and Workshops held in 2017 - 2018**

1. 15 June 2018 – Members meeting and combined Security Workshop
2. 20 April 2018 – Members meeting and combined Security Workshop
3. 2 February 2018 – Members meeting and presentations from VAGO, Copyright Licensing and Enterprise Solutions
4. 6 October 2017 – Members meeting and first Security Workshop
5. 20 July 2017 – Membership meeting and AGM

Throughout the year, members voiced concern that record integrity and data integrity and security has not been effectively addressed as government forges ahead into the digital and shared services. They sought communication and reassurance on action that State Government would take to protect records and data integrity and local government assets, and access to transferred data as they felt this had not been clearly articulated to local government throughout various state / local government projects.

The MAV LGIG represented on behalf of members to address concerns regarding the digitisation of Land Titles and ongoing management and access to Titles when the Registry is privatised. We have met with senior management of Land Use Victoria, PROV, and OVIC in order to have our concerns addressed. This has continued into 2018 and we will continue to work through this and represent our members until this matter is fully addressed.

The MAV LGIG continued to support the Digital Transformation Taskforce with knowledge resources in 2017. A number of shared digital project initiatives have evolved from this group and we continue to provide behind the scenes advice on records management and privacy/security matters.

### **The Records Management Maturity Assessments**

eAssure has continue to provide audits for Councils with an average of 1 Council per month undertaking the comprehensive audit process. A total of 39 Councils have been scheduled for audit. The final result is the delivery of a detailed report against the records management maturity scale, which has been updated to incorporate most recent legislative compliance inclusions. Member Councils are able to use the report to develop their strategic action plans in order of priority for their Councils.

Members should note that performance on previous years may appear to have fallen back on past results. This does not represent a lack of progress or consistency of focus by the Councils to improve and grow the records management practice. Rather, it is reflective of the raised benchmark that government is expected to meet, and the legislative changes introduced to govern those requirements. The MAV LGIG will continue to assist members advance capability to address those requirements.

### **Communication and Wiki**

Throughout 2017 – 2018 forty five articles and documents were shared on the wiki. Work continues to clean up the wiki structure to create easier access to information.

The most prominent news themes in the 2017 – 2018 year focused around data and security breaches, automation of processes, the introduction of artificial intelligence and bots, shifting focus in management of workplace data from property based contact information to customer centric data management.

Several documents of value have been developed to support members and are available on the wiki as reference assets. These centred on information governance, records management compliance, records, privacy and security impact assessment of new systems, tools, and services.

1. Information Governance Records Management Framework

<http://futureoflocalgovernment.org.au/files/2018/02/Example-Council-Information-Governance-Records-Management-Framework.pdf>

2. Records Management Compliance Framework

[FINAL RECORDS MANAGEMENT COMPLIANCE FRAMEWORK -BUSINESS UNIT – 2017](#)

[FINAL 1.a Business Application Record Keeping Functional Requirements 2017](#)

[FINAL 1.0 Business Applications and Records Policy 2017](#)

[FINAL Example – RM Business Unit Compliance – 2017](#)

[FINAL 1.c Business Application Decommissioning Procedure 2017](#)

[FINAL 1.c.1 Business Application Decommissioning Register 2017](#)

3. Security Framework - Additional tools on development of a security framework and set of tools are in progress as part of the workshop capability building which we focussed on over this time.

[Security Training 2017 version 1 \(003\)](#)

### **Membership Cost**

Cost for membership of the Step ECM/IM Program remained at \$3,200 plus GST per member Council. 67 Councils are members as of 30 June 2018.

### **Whole of Sector Contracts**

In this period the Grace contract was renewed for a further 2 years. Grace extended their scanning bureau with the purchase of the AMS services in 2017. This has strengthened their digital services offering for the sector. This contract will be measured and reviewed over 2018–2019 in readiness for the next term of agreement.

SAI Global services was likewise renewed and additional features were provided that give whole of Council access to all Australian Standards and printing capability. Access is managed via self registration of participating Councils which has made management of the service much easier.

### **Future Direction**

We will continue to take a strategic approach to assist in the digital transformation of Local Government;

Consisting of:

1. Finalising establishment of an information management framework for governance of
  - a. records and data across the tiers of government and our outsourced service providers.
  - In line with, and
  - b. to achieve the 2020 digital transformation for Government;
2. Promoting a greater understanding and awareness of the value of good records management across professional and organisation boundaries;
3. Collaborating with state government agencies and PROV to provide a standard for digital records as evidence which can be applied across government and upheld within the courts;
4. Shared and Cloud Services - Promotion and assistance in applying contract clause inclusions to clarify records and data ownership, control and management throughout the contract and lifecycle.

5. Continuing to identify opportunities and deliver on sector wide purchase of services and goods that benefit members;
6. Providing opportunities for targeted education and training that meets the needs of the sector and strengthens the knowledge and skills of members as we transition into the automated process, shared services, cloud services and artificial intelligence space; and
7. Ongoing provision of up to date records management related news that affects Local Government information governance.
8. Continued audits benchmarked to the records management maturity model.

Thank you to all who contributed to a most profitable year.