CASE STUDY

Tourism WA

Recordkeeping Plan Review

August – December 2017

The Client

Tourism WA is responsible for promoting Western Australia as an extraordinary holiday destination. Its focus is on marketing the State; developing, attracting and promoting major sporting, cultural and business events; and supporting the development of significant tourism infrastructure and projects.

The Background

Tourism WA's Recordkeeping Plan (RKP) was last reviewed and updated in 2013. Section 28 of the State Records Act 2000 requires that no more than 5 years must elapse between reviews.

The Challenge

The previous RKP was written in 2013 and Tourism WA has gone through many procedural changes and updates to technology since that time as well as machinery of Government changes in the public sector.

Information Proficiency conducted a review of the previous RKP to ascertain if Tourism WA was still meeting the business and legislative requirements, and assessed the RKP against the State Records Office's Maturity Model. Changes since the last RKP were then incorporated including a list of areas requiring improvement.

The Information Proficiency Solution

The review provided Information Proficiency with a schedule of work that needed to be completed before the draft deadline.

In parallel annual document review cycles were actioned to update several policies on Record Keeping and Disaster Management. An upgrade to the EDRMS triggered updates for approximately 75 fact sheets and procedures to support new functionality and new processes. A range of new work instructions were created to support changed business processed now managed by workflow.

Other tasks included in the RKP review included a review of the offsite storage provider; a healthcheck on the EDRMS (HPE Records Manager); a review of the statistical reporting generated by the IM team; and refresher compliance training.

Business Benefits

The RKP review assesses every aspect of Recordkeeping and information management practices across the organisation for maturity, and compliance, and results in a comprehensive report detailing the current practices and areas identified for improvement.

The areas for improvement generate a program of work for continuous improvement over the following years that is agreed to by Senior Management in the endorsement and signoff process.

The RKP has been a positive engagement and commitment tool for Tourism WA.

Information Management and Technology Professionals

Providing a range of services focused within the Information Management and Technology industry. We work hard to understand our client's requirements.

We have experienced and certified professionals throughout Australia, who are continuously maintaining their knowledge on relevant legislation, standards, best practice, current trends and technologies.

We supply and support a range of EDRMS and Scanning software solutions

We develop our own range of productivity and connectivity tools to extend your existing investment in ABBYY, Kofax, Content Manager and Records Manager (TRIM).

We have a quality reputation with all of our work being referenceable. Our clients engage us for our experienced teams, effective delivery, project management and outsource capability.

We strive to build lasting relationships with our clients, ensuring that we support continuous improvement and maturity of processes and systems.

We are ready to assist your organisation; we have end to end capability in all areas of information management, including strategy development, business analysis, organisational change, business transformation, process design, managed services, consulting, solution development, deployment, training and support.

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