



NSW Police Force

Digital Information Initiative

Jeff Greenwood

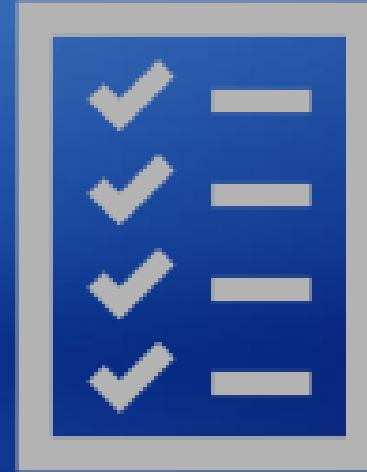
Associate Director

Records and Information Management

NSW Police Force

Agenda

- Background.
- Business Objective.
- Work Packages.
- Benefits.
- Achievements.
- Future Directions.



Background

- NSWPF has used TRIM through to CM9 since 1999.
- By 2010, much of the information was managed as physical hardcopy artefacts, often outside of the Records Management System (RMS).



Objective

To standardise the management of information digitally rather than managing information in either hardcopy formats, or in off system electronic storage.

Work Packages

Small manageable components preferred over a 'big-bang' organisation wide approach, including:

1. Moved away from vendor brand to internal brand – RMS.
2. Foundational configuration work conducted.
3. Implementation of electronic Personnel Files (eP Files).
4. Rollout of eRecords initiative Command by Command.
5. SAP system integrations for specific business processes.
6. Initiatives to back scan high value hardcopy information previously in physical storage.
7. Digital Mail integrated to RMS.
8. eMail system integration with RMS.

Benefits

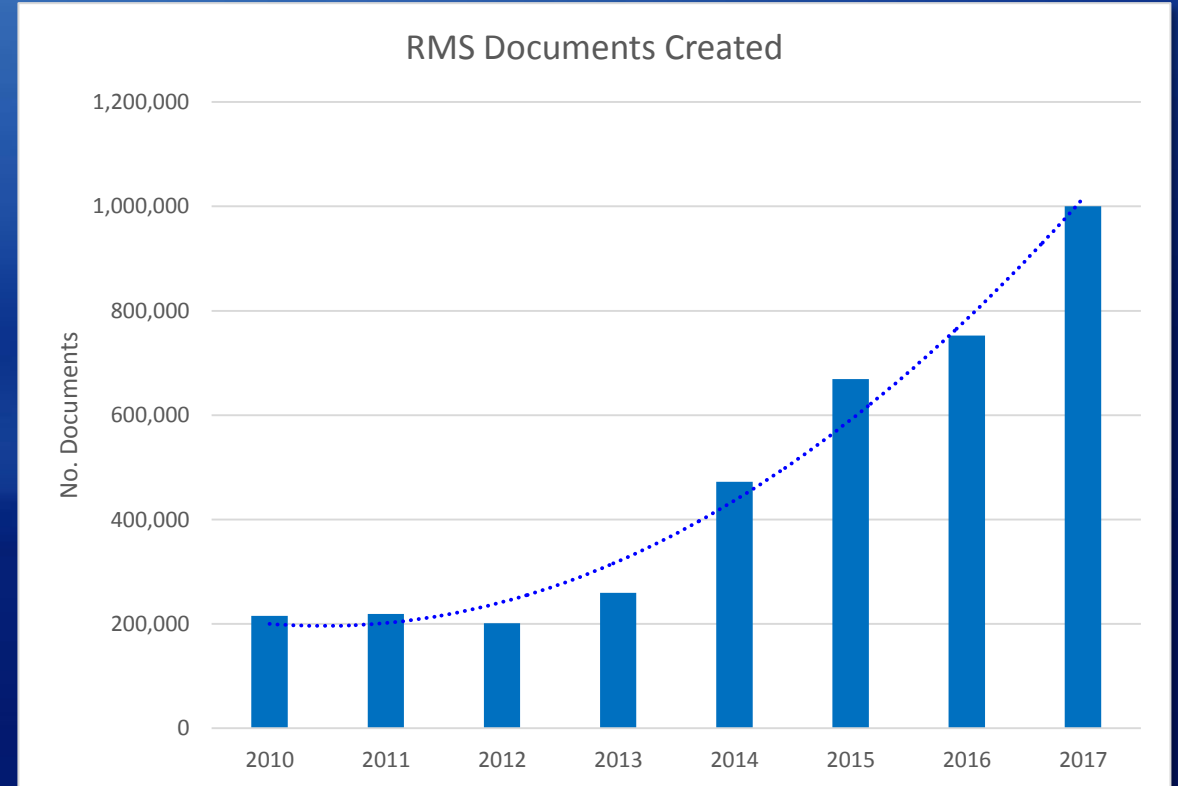
- More efficient use of physical storage space.
- Better administrative control and accessibility.
- Many functions were automated.
- More efficient processes with no information “archiving”.
- Increases in the:
 - Total amount information being created in RMS.
 - Percentage of digital content being managed in RMS.



Achievements

More information was managed in RMS:

- In 2010, 215,000 records created.
- By 2017 this increased to over 1 million records - 460% increase!
- In 2010, 11.2% content captured electronically, by 2017 this increased to 97.9%.



Future directions

- Additional systems development.
 - Web client on mobile devices.
- Investigative and Operational Support Records.
- Enterprise search and discovery capability on both structured and unstructured information holdings.
- Scan on demand service for retrievals.
- Digitisation of at risk records.
- Digital transfer of State Archives.

Questions