



Willoughby City Council

- Located on the North Shore of Sydney
- ~25,000 rateable properties

- Information Management Team consists of 11 staff. Responsible for Information Resources, Archiving, Web Services, Business Improvement and Training

- Position created in 2011 to assist with the Digital Recordkeeping Strategy



Willoughby City Council Digital Recordkeeping Strategy

- Strategy planning commenced in 2010.
- Establishes a Council wide approach for the capture, control and management of all digital information across the organisation
- Implementation will assist in business efficiency, organisational accountability and minimise risk
- Endorsed by Management in March 2012



Development of Strategy

- Information was sourced from:
 - Our Insurers Verification and Implementation Audit 2010
 - Draft Recordkeeping Audit 2012
 - High Risk business process criteria
 - Standard of Digital Recordkeeping
 - Short guide to implementing the Standard on digital recordkeeping
 - State Records Guideline 22: Managing Digital Records
 - State Records, Records Management Assessment Tool



Risk Assessment

- High Risk Areas identified:
 - Uncontrolled data in Council shared drives
 - Uncontrolled data in email systems
 - Low Number of registrations into EDMS
 - Data in key Corporate Systems Data in the Cloud



Key Strategies and Recommendations

- Strategy 1: Management of the Shared Drives
- Strategy 2: Email Management
- Strategy 3: Template Management
- Strategy 4: High Risk Business Review
- Strategy 5: Image Management
- Strategy 6: Training, Education & Communication
- Strategy 7: Process Workflows
- Strategy 8: Focus Groups