

**e-TRIM has involved, putting all the pieces together – Improving the way information is captured, managed and preserved, this has meant understanding the business and identifying the processes and workflows for improved collaboration and compliance by maximising people, processes and technology... Are you e-Ready?**

## **EDRMS That Supports Improved Business Processes**

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# e-TRIM for Improved Business

## Introduction:

### The City of Ryde

- ✓ 650 Staff with 300+ Internal Staff

### Information and Records Management (IRM) Services Team

- ✓ 7 Full Time Staff + 1 Trainee

### IRM Program & e-TRIM Background

- ✓ 2003 – A New RM Program Introduced to improve paper Records Management
- ✓ 2006 – Introduced EDRMS initiatives and Shortly After Upgraded to TRIM Context 6.1
- ✓ 2007 – e-TRIM Case Management and Scanning to all business units commenced (including DA's)



# e-TRIM for Improved Business

## *e-Ready challenges* - How ready is your business for:

- ✓ Scanning
- ✓ Day boxing – no physical folders
- ✓ Digital records (e-Records) – no paper
- ✓ e-Signatures / e-Stamps
- ✓ Collaborated working using e-Records
- ✓ Building a culture that includes recordkeeping as an important process
- ✓ e-Processes, policies and procedures



# e-TRIM for Improved Business

## *e-Ready challenges* - How ready is your back office for:

- ✓ Preparation, scanning, QA and registration
- ✓ Case management approach to records management
- ✓ e-Archiving (preservation, retention and disposal)
- ✓ e-Discovery
- ✓ Consulting with the business on e-Record solutions
- ✓ Problem solving and Training
- ✓ Preparing, implementing, reviewing and enforcing e-Processes, policies and procedures
- ✓ Promoting a culture that includes recordkeeping into their business process (not as an after thought)



# e-TRIM for Improved Business

## Program Vision

**e-TRIM** vision is to focus on the ongoing establishment of a case management approach for the delivery of an enterprise solution for improving operational efficiencies by providing a single view to 'information assets' as well as making information more accessible for sharing across all business units and identified agencies.



# e-TRIM for Improved Business

## Program Goals

**e-TRIM** has been designed, built and delivered by the Information and Records Management (IRM) team for the business by working with the business to identify their functions, activities, tasks, inputs, outputs and how they need to capture and use information to meet their day to day operational and compliance needs.



# e-TRIM for Improved Business

## Program Goals (continued)

**e-TRIM** has been established in a way to minimise change management impacts and has adopted best practice business models, value chains, business processes and workflows for improved collaboration and accelerated user adoption.



# e-TRIM for Improved Business

## Program Objectives

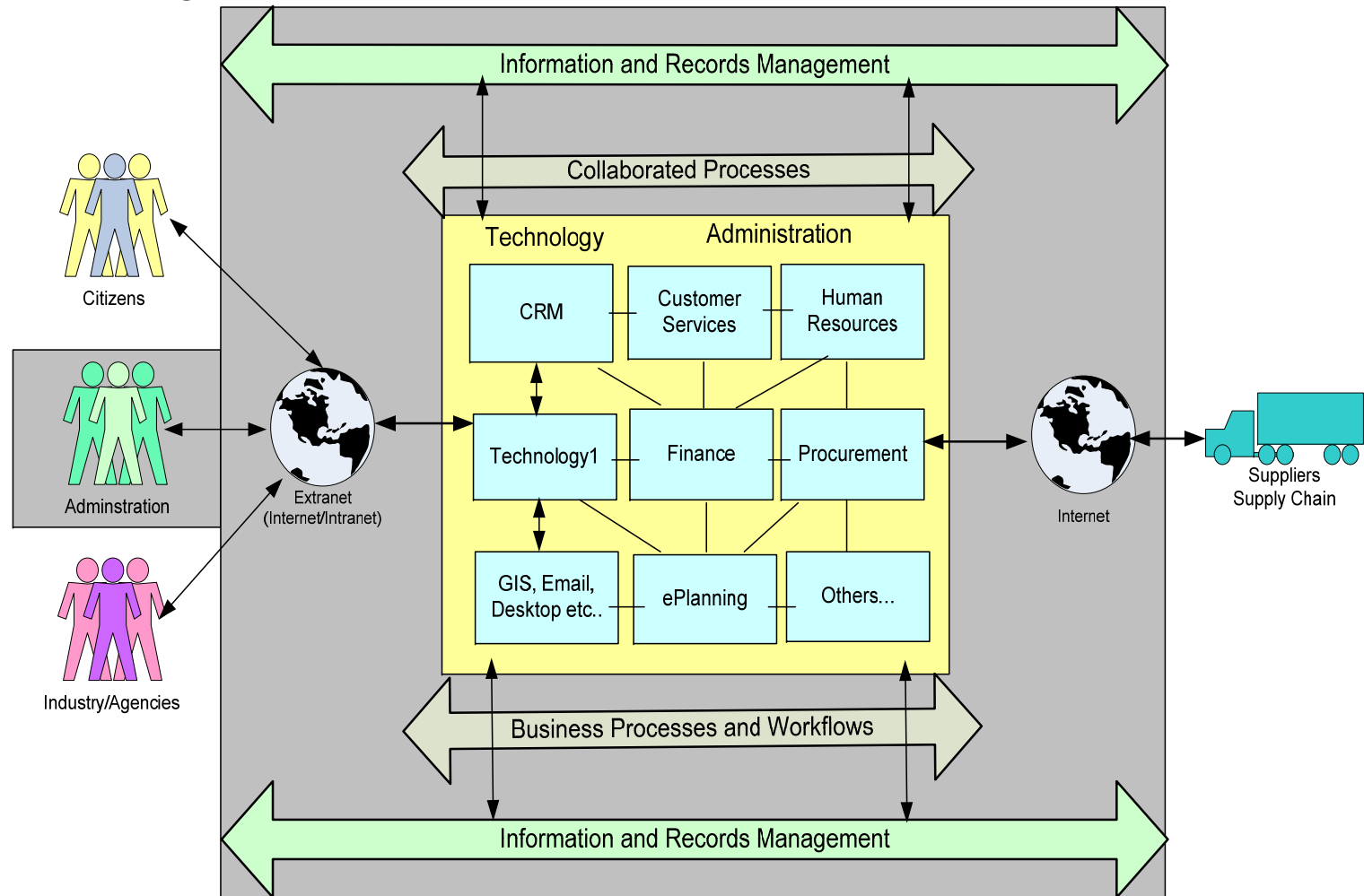
- ✓ Build a solution for the capture, management and preservation of digital records in a system that the business would use
- ✓ Build processes and workflows for improved efficiencies
- ✓ Make information and knowledge more accessible to our people
- ✓ Provide the right information at the right time in order to support customer service excellence
- ✓ Provide a single view to information assets





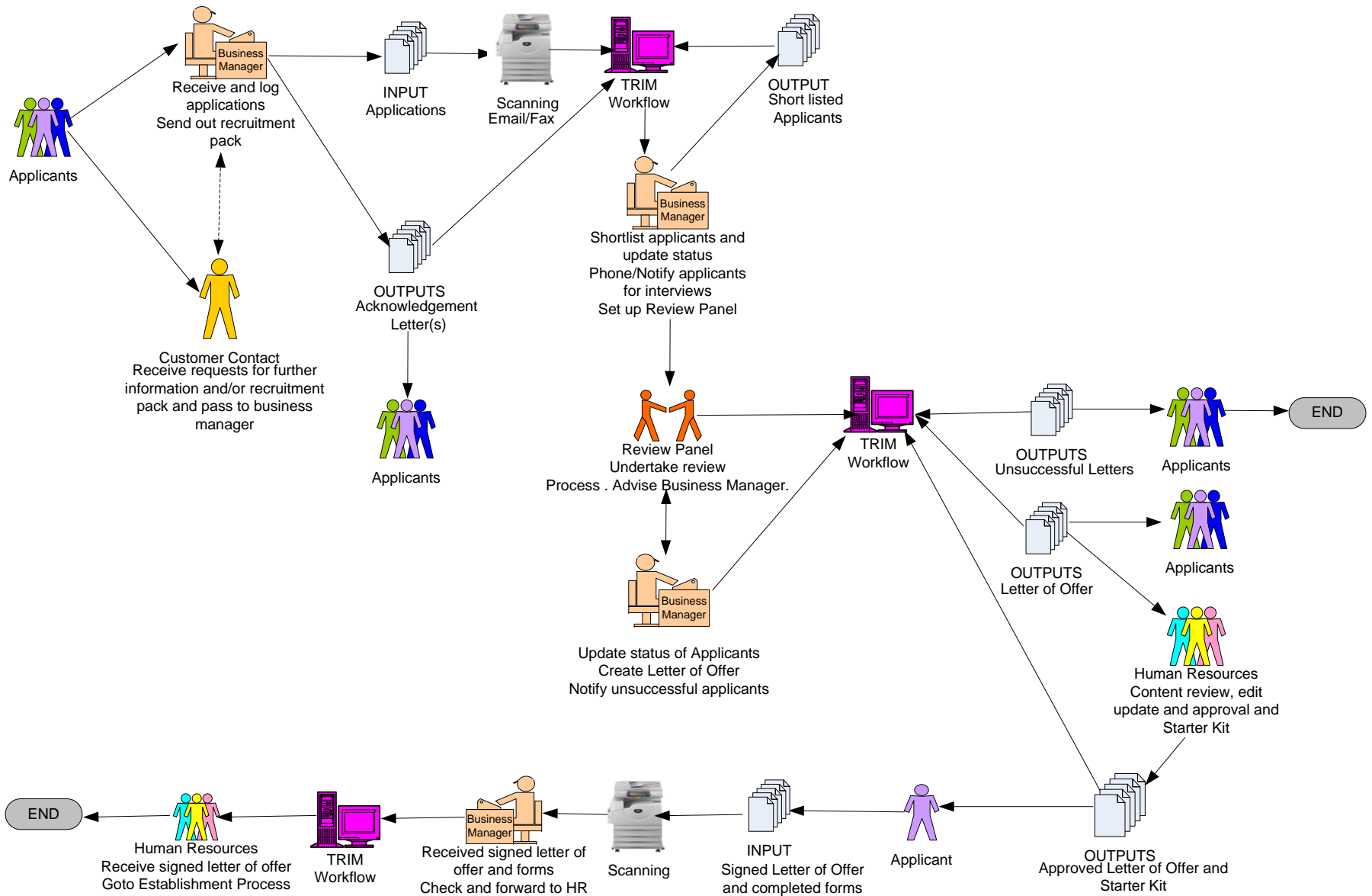
# e-TRIM for Improved Business

In order to meet these objectives the City of Ryde needed to better understand business and customer needs and establish a business model that included information and records management that reached across boundaries.









**Understanding the Workflow, Inputs and Outputs**

# e-TRIM for Improved Business

## *Information and Record Management challenges for the future:*

- ✓ Building a Information Management Framework (that includes information life cycle management for both core technology systems (data) and digital records, archiving, retention and disposal schedules, metadata, IP and long term preservation)
- ✓ Integration and Interoperability from core technologies
- ✓ Information security and privacy
- ✓ Information (data) sharing (collaboration)
- ✓ Virtual Information Management
- ✓ Resourcing, succession planning and retention of staff
- ✓ Transitioning from Information and Records Management being confused with the 'technology' and therefore IT - to a role that is seen as a critical enterprise custodian of 'information assets' that will continue to support compliance and sustainability for the future - much the same as Finance.



Thank You ...

Any Questions ???

