# Reducing file share dependencies: the Aboriginal Housing Office (AHO) approach

## AHO Records Management (RM) Program

The Aboriginal Housing Office had strong change sponsorship from Chief Executive which was critical to the success of the Records Management (RM) Program. The RM Program consisted of:

### RM Framework
AHO alignment with Family and Community Services to close gaps in recordkeeping practices

### Training
Staff training on how to save, comment, review and approve documents using MS Word and OneTRIM

### Upgrade Records System
Records System was upgraded to enable additional RM functionality

### Policy directive
All documents must be saved directly into the Records System for review, comment or approval.

### Business Process Reengineering
Implemented workflows based on agreed to business processes by Champions Working Group.

### Audit and reinforce
Quarterly audit of staff use of OneTRIM and results reported to the Chief Executive. Directors reinforce compliance to the RM Program
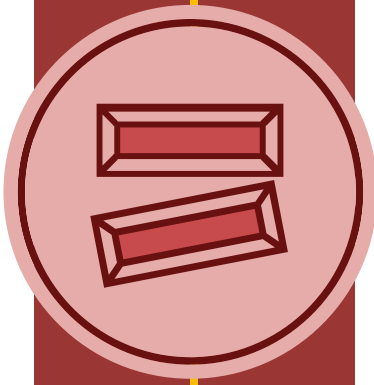
## File Shares

AHO identified that records were stored in file shares and not in the Records System. A strategy to reduce file share usage was included as part of the Records Management Program. The strategy was approved and implemented.

# Implementation Timeline

**July 2016**

### File share policy

The Chief Executive approved the recommendation to change AHO File Share to Read-Only AHO Group (G:/).

### Stakeholder engagement

Business units were engaged to ensure that business processes were not disrupted by the implementation of the File share policy.

### Identified exceptions

The Business Units and the Records Coordinator identified and agreed on instances where the Records System can't manage AHO records and information. Below are the following exceptions:

- Images and videos used by the Communications team
- MS Excel spreadsheets used by the Finance team
- AHO Property Register database

The identified exceptions were then transferred from G:/ to an alternate drive - T:/

### Refresher training and "nuts & bolts"

Refresher training on how to directly save MS Office documents into the Records System were offered to staff. A cheat sheet was also developed and communicated through the "Nuts & Bolts" internal newsletter.

**Sept 2016**
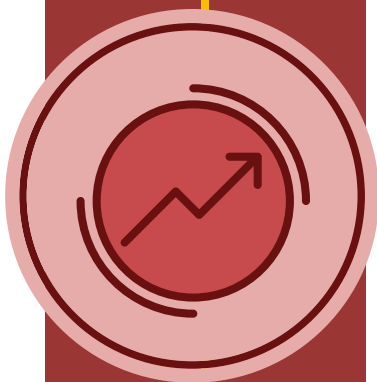
### G:/ drive read-only access

On 9 September 2016, AHO made their G:/ drive read only. Since then, no additional exceptions were identified.