Case Study:
Improving a Federal Government Agency's Records Management

Client

This client is an Australian federal government agency with offices in all Australian states and territories. As with all government agencies, compliance with public records standards and maintaining privacy, security and integrity of public information were key drivers for improving their information management and record-keeping capability.

Business Challenges

This agency identified the need to implement a SharePoint Online solution to deliver integrated information management processes, improve user experience and collaboration, increase efficiency, mitigate risks, and meet compliance requirements. Their business challenges included:

- Lack of central location for document storage
- Little consistency in document management, creating challenges for staff to access, collaborate and share information
- Existing system was cumbersome and based on out-of-date technology with poor connectivity and accessibility for staff working remotely
- Records retention obligations were not compliant with public record-keeping standards.

Business solution

Astral created a Microsoft SharePoint Online solution that supported the organisation's functional and compliance requirements. It included a department-wide information architecture to drive consistent classification of all information and a security model that encouraged information sharing when permitted.

To meet the agency's records management statutory requirements for digital and physical records, Astral utilised RecordPoint. This solution enabled business rules for retention and disposal of records to be aligned with the information architecture and automatically applied to content in SharePoint.

Critical to project success, Astral implemented a comprehensive change management and training program to prepare end users for system and process change.

Business Outcome

Managing sensitive public information and ensuring effective use of data to deliver public services requires a mature approach to information management and governance. Astral provided the necessary experience and expertise to achieve these goals using the available toolsets.

Benefits

- **Compliant with records retention obligations**

- **Greater efficiency in locating and managing documents**

- **Improved collaboration through a consistent approach across areas**

- **Maintaining privacy, security and integrity of public data**

- **Less effort expended on managing records**

astral *
RESULTS ARE EVERYTHING