Case Study:

Review of a Government Agency's Records Management Solution

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

Astral performed an independent review of the client's digital records management solution to assess its efficacy in meeting the agency's business requirements. The review found:

- Non-compliance in records management, Freedom of Information Act (FOI), privacy and security requirements
- Lack of business rules to govern user inputs and data integrity
- Information silos between business areas
- Information security did not allow remote access or meet business needs
- System performance was inadequate, and user uptake was poor.

Strategic Recommendations

Astral's strategic recommendations included:

- Implement standardised structures, controls, and practices across the records management program
- Apply system configuration changes to leverage solution functionality
- Establish an information governance framework with policies and to govern how information is managed
- Appoint an Information Management leader to the agency's Executive to drive an effective program rollout
- The preparation and execution of a business change management plan to drive use adoption of the solution

Benefits

- Set a consistent approach to information management across the agency
- Ensured compliance with statutory information management obligations
- Increased staff productivity and collaboration through secure access to information
- Provided a more efficient method to locate documents
- Enabled effective collaboration across business areas.

Business Outcomes

Effectively managing sensitive public information and utilising that to deliver improved public services requires a mature approach to management and governance. Astral provided the expertise to define a pathway to achieve these strategic outcomes.

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