

Managing Our Information Assets

Our current Recordkeeping Plan, valid until August 2021, provides overarching guidance concerning our recordkeeping systems, policies, practices, processes and disposal arrangements, in line with the changing needs of our workforce and how we do business.

Customers are central to everything we do and ISO 15489:2016 Records Management guides best practice recordkeeping in combination with using the State Records Commission (SRC) standards and principles. ISO 16175:2011 Principles and Functional Requirements for Records in Electronic Office Environments underpins system upgrade considerations and needs for our records management system TRIM RM8.3, our bulk scanning and document processing system KOFAX TA7 and the development and integration of all corporate business applications. Additionally, record management processes have been externally audited and recertified to ISO 9001:2015 Quality Management until June 2022 as a component of our Integrated Management System.

Our Service Delivery

Information Services manage the organisations information assets captured and used by staff to conduct their work.

A system upgrade from TRIM RM8.3 to TRIM CM9.4 is imminent. A high priority project of integration between O365/SharePoint and TRIM CM9.4 to meet collaboration and records governance needs will follow.

Use of O365 and the TRIM web client by general users to search and save documents to TRIM occurred during the COVID-19 pandemic. Upon upgrade, additional functionality will be made available when working from home or conducting fieldwork.

Our system of capture KOFAX TA7 provides bulk scanning and document processing utilising machine learning to automate the capture and storage of information to TRIM for further processing. All forms of incoming correspondence received go through KOFAX TA7 and this year 52,280 items have been processed and stored to TRIM. In accordance with the General Disposal Authority for Source Records, day-boxed scanned hardcopies have been legally destroyed.

In addition to business-as-usual operations, the following initiatives have been undertaken to support best practice recordkeeping:

- reviewed 10,000 corporate files, 8,000 documents and 1,000 drawings for defence of a Supreme Court legal case
- deleted all Personal record type documents and files from TRIM and trained users to use One Drive for Business as an alternative storage location
- conducted an archiving project in South Hedland, Geraldton, Narrogin and Metropolitan areas to register and store the contents of over 2 200 boxes of records and store offsite
- in accordance with the State Archiving Strategy, we sent a qualified archivist to each region to appraise and pack local legacy holdings, transport to Perth, register to TRIM and store offsite. There have been over 5,000 standard archive boxes of records appraised and processed
- contracted the offsite scanning of over 300 historic photographic albums of road works, bridge slides and staff state-wide
- Our Record Keeping Code of Practice for the Management of Contract Records guides compliance with SRC Standard 6 that applies to outsourcing. Under this Code, contract companies are required to submit a recordkeeping plan within 28 days for approval. Contract RKP reviews are conducted by a records practitioner prior to sign off. During the year, six reviews have been completed.
- contracted a Specialist Records consultant to develop a Hardcopy Disaster Management Plan to identify vital records and present to Directorate Branch Managers and Corporate Executive.

All records management operations are supported by our TRIM Support Help Desk who dealt with 6,485 customer enquiries, with 99.5 per cent resolved within 24 hours.

This financial year the growing trend towards working digital continued based on 4,128 digital versus 555 hardcopy corporate files created this year at Head Office.

There continues to be a steady ongoing increase in records stored and audit logs show that nearly 80 per cent of employees regularly use TRIM.



Our Response to Future Trends

The suitability and dependability of information systems is important to the success of the business when addressing future directions.

Services provided to our people and customers are delivered over a complex state-wide technology network consisting of three data centres with 1,800 servers (1,600 virtual), 2,350 personal computers delivering 500 applications accessing 400 terabytes of data, wireless connectivity and a Voice Over IP network including Skype for Business.

We have begun the ongoing process of migrating applications and services to cloud technologies. Data and information management is important and we are investing in data analytics technology to enhance our decision-making capability.

Our Training

Cultivating and consolidating employee knowledge of best practice recordkeeping is paramount in preserving our corporate memory. To achieve this we offer a range of training courses and materials including:

- induction training for all new employees, contractors and consultants; training that addresses recordkeeping roles, responsibilities and compliance with our Record Keeping Plan occurs online as part of the on-boarding process
- online recordkeeping awareness and TRIM courses to support the capture of records. Course completion is monitored monthly and escalated to management for remediation where needed. Combined completion rates usually range from 52 per cent to 99 per cent over a six month period
- regular full-day, hands-on TRIM training offered on a classroom or one-on-one basis including support through remote online assistance
- customised, intensive hands-on TRIM training delivered to business areas on request

- one-hour short courses regularly run using Skype for Business to deliver records system training direct to the desktop throughout our offices. To enable development of course material for the upgrade to TRIM these are temporarily on hold.
- regularly updated records policies, procedures, quick reference guides, FAQs, news items, available services and contacts on our intranet site.

Participation in the records-training program is shown below:

Training	2018	2019	2020
Lecture Based	158	95	65
Skype for Business	386	563	287
Total by Delivery Method **	544	658	352
TRIM'n'Win Short Course	417	531	278#
TRIM Full Day Training	66	83	52
TRIM Customised Training	49	42	21
One on One Training	12	2	1
Total by Training Type**	544	658	352
Online – Recordkeeping Awareness*	292	234	0#
Online – TRIM System Training – Essentials*	286	232	0#
Online – TRIM System Training – Next Step*	273	226	0#
Metropolitan and Regional R and D Training *	9	0	6
Metropolitan and Regional Buddying*	1	0	0
Curtin Practicum Placement*	1	3	1
RIMPA Records Convention*	1	1	0
Total Trained	1407	1354	359

* Figures used to obtain Total Trained

** RM8.3 training paused since March 2019 to enable migration of past course completion records, in-house development of Records Awareness and TRIM CM9.4 course content for loading to Main Roads Learning Hub and COVID-19 RM training material development.

Recordings of 18 past RM8.3 sessions and learning booklets made available for direct online intranet access by staff to offset reduced training availability.