Seqwater | Full Day Meeting | QLGCC

Have you ever thought about the water coming out of our taps? Turn tap on, fill up a glass, turn tap off; because it's so simple, we take it for granted…there is a lot more to this though.

People don't realise the technology, the people and the effort behind the water that pours from taps in our homes throughout South East Queensland…then there's Seqwater: a great organisation that delivers this vital service to the community, ensuring a safe, secure and reliable water supply and at the same time providing essential flood mitigation services and managing catchment health, now and for the future generations.

Seqwater is committed to engaging with the community, also with other organisations, because they understand that working with, learning from and cooperating with peers is good for building good working relationships that can be beneficial to all involved.

Hosting a QLGCC full day meeting in is a great example of Seqwater engagement…on 14th of March Seqwater welcomed delegates from Logan City Council, Gold Coast City Council, Lockyer Valley Regional Council, Ipswich City Council, Queensland Art Gallery & Gallery of Modern Art, Queensland State Archives, Griffith Uni, UQ, RIMPA, Energy Queensland, Records Solutions, Powerlink, Codice, GOLDOC and GWI to their Ipswich headquarters. Making everyone feel at home, ready for a day filled with useful gems of information, experiences and case studies.

The meeting was opened by Meryl Bourke – President, QLGCC – welcoming all attendees to the meeting, followed by Dan Spiller – CEO, Seqwater – welcoming everyone to Seqwater.

Our first speaker was **Nicole Hannan** – Principal Policy Officer, QSA – with *"Replacing Information Standards 40 & 31 – What does the future hold?"*, an overview of the **draft recordkeeping policy** to replace the current information standards IS40 & IS31, specifying minimum requirements that agencies need to meet and at the same time offering more ways for agencies to meet requirements. Nicole highlighted some of the key changes:

From		To
Recordkeeping as a separate function	=>	Recordkeeping as business enabler; Recordkeeping embedded in the business
Focus on operational recordkeeping metrics	=>	Measure how well recordkeeping is supporting the agency's own business and contributing to the strategic goals of the business
Roles and responsibilities assigned but not necessarily implemented	=>	Ensuring recordkeeping is actively supported from top down
Reliable and secure recordkeeping systems (Edrms)	=>	Use approved business systems and applications; focus on high visibility of records
All records to live in recordkeeping systems	=>	Focus on attention on significant, high-value

		and high-risk records as a priority – apply controls and functionality as required
Full and accurate records must be made and kept for as long as they are required for business, legislative, accountability and cultural purposes	=>	Record-using rather than recordkeeping; agencies responsible for determining what will enable their records to be discoverable and accessible for use and re-use; criteria may look very different across agencies

Nicole also highlighted some of the policy requirements that agencies must comply with:
- Systematically manage recordkeeping using existing governance practices;
- Create the right records;
- Make records discoverable and accessible for use and re-use;
- Actively manage significant, high-value and high-risk records;
- Dispose of records in a planned and authorised way;
- Ensure recordkeeping is supported at all levels of the business.

Morning tea was delicious and definitely enjoyed by everyone.

Anne Cornish – the QLGCC delegate to Branch Council and Qld Company Director, – was next with a ***RIMPA Company Update***. Anne gave delegates an overview of what the Company have been doing over the last couple of months:
- Updating the membership database
- Developing the inForum conference
- Establishing an administrative team

Following Anne was **Veronica Hajenko** – Principal Governance and Compliance, Seqwater – with a ***"Records Management Compliance within a Commercial Business"*** case study. Veronica shared Seqwater's history of mergers, its current status and operations, challenges and opportunities encountered along the way:

Challenges:
- Mergers can result in loss of corporate knowledge, including:
  - ➤ Location and contents of physical and electronic records
  - ➤ Reasons for maintaining certain software or hard drives
  - ➤ Relevance of hard copy records, and reason for retention
- Multiple entities result in requirement to merge multiple systems
- Requirements designed for governmental records applied to a commercial business, significant volume of mandatory requirements
- Diverse operations require diverse types and formats of records
- Priorities of a business which is required to operate commercially
  - ➤ Financial prioritisation: limited budget & risk based prioritisation
  - ➤ Practical considerations: core obligations take precedence – water supply, drinking water, dam operations

Opportunities:
- Mergers can be an opportunity to "clear dead wood" – processes, systems or obsolete records
- Implementation of improved recordkeeping practices, such as Digitisation of hard copy records
- Finding better ways – applying concise, simplified classifications when recording data; commonality across systems

Veronica Pringle – Objective Improvement Advisor, Ipswich City Council - was next with *"System Implementations and Information Governance – Where's the Connections?",* sharing her experiences with Information and Communications Technology projects that tend to focus only on the systems implementation and ignoring information governance.

In Veronica's view, you can do all this:
- Holistic strategy and planning to meet all the needs of the business & legislative obligations
- Meaningful & relevant stakeholder engagement gaining appropriate design requirements
- Universal process improvement – re-engineer
- On time, on budget & on scope

…but fail to incorporate Information Governance, you'll have this:
- Failure to meet the needs of the business & legislative obligations
- Information & records becomes insignificant
- Throwing a good technical tool at substandard processes
- Inappropriate design and poor execution

Veronica pointed out the true fact that people involved in managing information and records are the last to be involved, left to fight an uphill battle while the system has been implemented "successfully" but with gaping holes that need to be filled.

Lunch was well taken care of, to the delight of everyone.

Following lunch was **Elizabeth Harvey** – Technology Projects Coordinator, GOLDOC – presenting *"Gearing Up and Winding Down for the Commonwealth Games".* Elizabeth provided attendees an insight into the amount of work and preparation involved in making a huge event such as Commonwealth Games happen, from a records and information management point of view:

- GOLDOC use OpenText Content Server which they have named "The Vault" – implemented in 2014

- The Vault is broken down into FAs – Functional Areas: Marketing, Sport, Technology, Venues etc. – then Program Areas: GMS Games Management Systems, TPD Technology Planning and Delivery etc. – there are 48 Functional Areas
- GOLDOC had a retention & disposal schedule approved by State Archivist; there is only 1 record class and the retention is permanent

Elizabeth also went through a dissolution actions plan meant to help with winding down after the event.

Next was **Julie Kilner** – Consulting Manager, Enterprise Content Management Lead, GWI – with ***"A Large-Scale Enterprise Content Management Rollout – the lines between content, documents and records"*** case study. Julie outlined a recent ECM project for a large, global client that had a document management system implemented in Australia, with varying degrees of success and end-user engagement; the aim of the project was to improve the Australian implementation with a view to rollout across Europe.   Julie highlighted what worked well:


- Engaging stakeholders across the globe – when asked, people want to contribute
- Identifying **Information Management Champions** across the business
- Linking activity to **business requirements**
- Linking product selection to user scenarios
- Highlighting product and vendor capability through **landscape scans and demos**
- Investigating migration pathways with the vendor to ensure appropriate vendor selection
- Maintaining vendor and product neutrality

…and what didn't:

- Connecting with newly acquired components of the organisation remotely to tell them more change was coming -> initially a concern
- Explaining the concept of a BCS via skype/remote session
- Gathering a current state overview from stakeholders via email -> prior to GWI activity
- Working with a BCS that was previously developed based on existing folder structures
- Relying on document management practice that was incomplete to begin with

The last thing on the agenda was a workshop organised by the **QLGCC Council** titled ***"Marketing for Information Awareness Month"***, The workshop was tied into the upcoming Information Awareness Month (IAM) looking at how to market RIM in our organisations. This year's theme for IAM is "Trust in the Digital World".

The attendees split into groups and brainstormed ideas, shared past experiences, coming up with a very good pool of opinions and suggestions on how we can get our organisations to think about better information management and trusting the digital world.
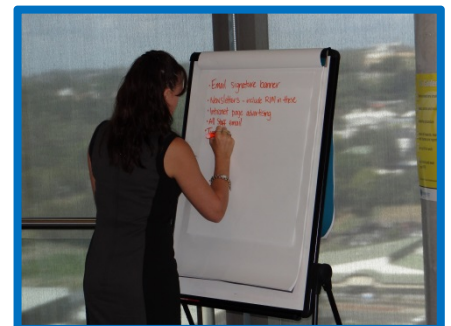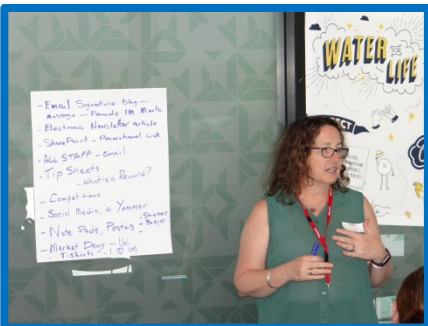
Seqwater was a great host, managing every aspect of the meeting: environment, equipment and catering; the speakers were energising and inspirational, delivering their presentations with a high level of passion and enthusiasm, sharing information beneficial for all attendees, contributing to a successful networking event.

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