

on

the

record

August 2015

Introducing the Government Information Strategy Unit (GISU).
(Ross Latham – State Archivist)

The renaming of our service from Government Recordkeeping to the Government Information Strategy Unit is an acknowledgement that the scope of our role has broadened to include information governance as well as recordkeeping policy, guidance and support.

By necessity, the bulk of our work now addresses the creation and management of digital content which requires proactive methods to ensure appropriate management, preservation and accessibility; the onus is upon TAHO to provide contemporary policy and direction to enable this.

In recent years you will have noticed that many of our Guidelines and Advices address information governance issues, so whilst we have changed our name the focus and direction of our work is already in this space.

The establishment of the Government Information Strategy Unit portal has provided the perfect opportunity to formally address this change, present our publications and services in a more user friendly way plus provide additional means by which we can interact with you to discuss contemporary issues and trends.

I encourage you to use the Discussion Board (when it becomes available) to share any issues or queries that we can address together and potentially solve via the input from fellow participants. We are also keen for the space to be used as a place for achievements to be made known, and new ideas and innovations raised for others to potentially adopt or adapt to suit their need. We will in TAHO also use the space as a channel to inform you of what we have planned and are developing, so you can be aware of what's on the horizon.

I hope you find this of use and become a regular participant.

New GISU Website

Our new Website is expected to go live on 19 August! Our new web address will be

www.informationstrategy.tas.gov.au

The new website is totally different to the old one. We developed and built it in house, with the GISU team assisting Sam Foster-Davies who has had carriage of this Project. We have tried to design it for ease of access. You will be able to access information in varying ways, for example Guidelines and Advices can be accessed from a numerical list as previously available, but also from the Recordkeeping Principle they apply to.

We have developed a host of new Forms to make your (and our) life easier. These can be accessed via 'Forms and Templates' or

clicking on one of our new 'Quick Find' menu items may lead you directly to the appropriate form.

Quick Find

I want to...

- [Arrange Transfer of Custody](#)
- [Arrange Transfer of Ownership](#)
- [Develop a Disposal Schedule](#)
- [Know more about the audit](#)
- [Notify TAHO of an incident](#)
- [Obtain a Destruction Authority](#)
- [Obtain Certification - Place of Deposit](#)
- [Obtain Certification - Storage Provider](#)
- [Request an exemption from transfer](#)

We have also developed new resources to assist you such as information on Education and Training courses in Records Management, helpful social networking sites, discussion groups and forums, ListServs, Twitter and magazines.

There is also information about the GISU Team and our services, as well as an introduction to our new Stakeholder Engagement Statement of Intent.

We also introduce to you the Tasmanian Government Strategic Information Framework which we are developing for the Tasmanian Government.

Ross has already mentioned the Discussion Board, and we will also have a Blog called 'Insightful Bytes'. Unfortunately they won't be available for 'go live' but we hope to have them up and running over the next few months.

New transfer arrangements for State archives

TAHO has streamlined its procedures around the transfer of State archives. Instead of dealing with GISU for part of the process then being handed over to Collections, the Collections Team will now manage the process in its entirety. So when you have your Application to Dispose of State Records ready, please send to

TAHOCollections@education.tas.gov.au



New generic email address for GISU

In line with our new name we now have a new generic email address

gisu@education.tas.gov.au

Our individual email addresses have not changed.

Training Program for the remainder of 2015

Information Management - Basic Solutions	Launceston	14 October
Demystifying Disposal	Hobart	28 October
Contributing to STORS	Launceston	25 November
Digital recordkeeping on a shoe-string budget	Launceston	26 November

Central Coast Council starts on the road to better recordkeeping.

*In the GISU office we have a section on our whiteboard where we have the 'Recordkeeping Star of the Month'. Here we write the name of the recordkeeper who has impressed us with their effort to make substantial improvements to recordkeeping within their agency. **Mandy Good from Central Coast Council** has been our star of the month for the last two months. I asked Mandy to share with you what she has been doing.*



I began work at Central Coast Council in January 2015 and although I could see that a lot of effort had been made to advance Councils records practices, I realised there were many opportunities to further improve the records management processes.

In my experience an integral part of good records management practices is the provision of solid training to enhance the necessary awareness required to obtain the best practices. The first improvement I believed to be crucial was the introduction of a more detailed Records Management Induction. I created a Records Management Induction and gained approval to have it added to the new employee induction schedule. I then began rolling the induction out to existing employees to deliver awareness of their records management responsibilities. I am confident that Council staff are now aware of the importance of records and are no longer inadvertently deleting or destroying records due to a lack of understanding.

I then began examining Councils Records Management (RM) Policies, Procedures and Business Rules and Guidelines.

I found that the Records Management Policy was last updated in 2008 and much of the information was superseded and no longer relevant. I found the policy template provided by TAHO extremely useful for assisting me to rewrite Councils RM Policy.

Councils Business Rules and Guidelines for Records Management were last updated in 2009 and were also obsolete. I have started updating the business rules and guidelines and hope to have this completed by the end of August.

One of the projects that Council is working on required the ability to share files with external organisations contracted for the project. The project group were very keen to utilise Dropbox or a similar cloud based application for this purpose. I provided the project group with information I sourced from TAHO's Advice 44 Cloud Computing Information Security Considerations and Guideline 17 Managing Risks Associated with Cloud Computing and explained that although it may be possible for Council to utilise some sort of cloud based file sharing application in the future it would not be possible until a thorough risk analysis was completed. I offered the project team an alternative which would allow the team to file share without the security risks that cloud computing imposes. Council use a web based program for their eDRMS called InfoXpert. Although the program is web based it is not cloud based, the server hosting Councils records is Council owned and is located on Council premises. I made a project file within InfoXpert and created logins for the external parties required to access the file. I then tested the logins to be certain that I had applied the appropriate security to only allow external parties access to the project file alone. The project team are now utilising this as a secure system for file sharing

Whilst I was working on providing the project team with an alternative to cloud based programs, I became aware that Council were already using some cloud based programs/applications.

While some risk assessments were undertaken previously I am now working with Councils Risk Management Officer to perform the necessary risk based approach needed for all cloud based programs/applications.

I have also created a File Hosting and Other Cloud Services Acceptable Use Policy and I am currently working on an Authorised Records and Information for Upload to Specific Cloud Services Policy.

In February 2015 TAHO's State Archivist emailed Tasmanian Councils to inform them of the revision and re-issue of *State Records Guideline 1 – Records Management Principles: Overview*. The guideline contains a Checklist of Minimum Requirements which I realised Council were not currently able to cover off on the vast majority of the requirements. When I realised the amount of work that would be involved to meet all of the requirements I felt quite overwhelmed. There is an old saying that many hands make light work, so in March 2015 I decided to make contact with the records departments at surrounding Councils to see if there was any interest in forming a North West Coast Records Management Group (NWCRMG). The first meeting of the NWCRMG was held in May 2015. Originally the reason for forming the group was to assist each other in meeting the checklist of minimum requirements but we are also finding it valuable for sharing knowledge, ideas and advice for the various projects we are working on. We are all very aware that we have a lot of work to do before we will be able to tick off on all of the necessary requirements but we also know that we will reach our goal more promptly by working together.

Another project I am working on is the archive storage. Whilst a significant number of boxes have been labelled with a description and some work has been done to apply the appropriate disposal references to these boxes, there is still a large amount of work to be done.

There are many boxes that were transferred to the archive store during the amalgamation process in 1993 which have a combination of many different types of records. It will be necessary to sort through all of these boxes and apply the relevant disposal references. The archive store does not have an inventory, so I have started the process for creating an inventory. When the inventory is complete, it will allow for more efficient retrieval of records and a well organised process for records due for destruction.

Audit Update

So far we have Audited the following agencies as part of our Audit pilot;

Central Highlands Council
Hobart Council
King Island Council
Waratah/Wynyard Council
Marine and Safety Tasmania (MAST)
Tasmanian Museum & Art Gallery
TasWater
LINC Tasmania
Mental Health Tribunal
Supreme Court

We are currently working on their Audit Reports.



Feedback

Hope you all like our new name and new look. We would appreciate any feedback, particularly if you find (heaven forbid) links that don't work in the new website!

Our annual Information Management Forum on 21st August will be talking about Emerging Technologies and how they create opportunities for agencies to use information in ever more creative ways. We hope our new creativity in our own space will inspire you to be more creative in your own.

Deborah Drinkell

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**Tasmanian
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