

## **Planning context and strategic directions**

Records Management Services (RMS) provides administrative support to the Organisation in the management of hard copy corporate records and electronic student records. RMS recognises the importance of the 2015 vision and that its participation will provide assurance through good record keeping practices.

The RMS objectives are as follows:

- To be responsive to organisational needs
- To continuously improve the customer experience
- To ensure information is secure & accessible
- To provide a work place that is safe, fair and enjoyable

RMS has a number of opportunities within the organisation to promote good record keeping and also introduce technology improvements in the way Swinburne manage and use records. One of the key issues with physical records is space; electronic records solutions like 'Student Records Online' and the changes to the Evidence Act will assist the organisation in efficiently managing storage. The following plan sets goals and targets that focus on delivering the RMS objectives.

**STRATEGIC GOAL**

<b>Provide leadership in the practice of records management</b>		<b>Strategic theme:</b> - <i>Entrepreneurial in endeavours</i>
<b>3-year outcome measures</b> <b>Updated 08/06/2010</b>	1 <b>Participating PDR Staff - 100% Participation and Review scores above 60% (As at 30/4/10 - 100% Participation of eligible staff)</b>	
	2 <b>Total cost of RMS Operations (\$524k B) / EFTSUL (30,683 cf 2009) &lt;= \$19.73 per EFTSL (YTD actual \$16.70)</b>	
	3 <b>RMS Training satisfaction rate = High (Actual YTD High 81%)</b>	
	4 <b>Records Scanned into TRIM within 10 days of receipt (Actual - May the average was 13 days – larger volumes of group records received that needed to be urgently uploaded into TRIM)</b>	
	5 <b>Reduce Physical Storage space and costs cumulatively by 10% (Actual to be measured in June/2010)</b>	

2010 action		2010 target	Accountability	Links to other plans	Expected completion	Progress	Challenges	Confidence Level of Success
1	Complete Performance Development Rewards and continue to review	<ul style="list-style-type: none"> <li>Ensure all participating RMS Staff have completed their PDR and have measurable targets in place</li> </ul>	RMS Manager	University wide PDR and 2015 Vision	ongoing	<b>COMPLETED</b> - All participating staff (5 of 6) have entered and agreed on their 2010/11 PDR plans and the measures.	Ensuring that the department are able to record statistics that provide the basis for measuring performance	100%
2	Equity and OHS Awareness in Business Unit	<ul style="list-style-type: none"> <li>Ensure staff have completed training as needed, and ensure RMS work sites are free from OHS hazards</li> <li>100% compliance with OHS procedures and workplace inspections</li> </ul>	RMS Manager	University wide PDR and 2015 Vision	ongoing	<b>COMPLETED</b> - All non management staff have completed their online and in person training.  <b>COMPLETED:</b> Manager completed the OH&S refresher training on 25/05/10. Manager Equity training cancelled, rescheduled 12 August 2010		100%
4	Monitor Secondary Storage facilities	<ul style="list-style-type: none"> <li>Supported by the Evidence Act, aim to reduce physical storage annually</li> </ul>	RMS Manager	Links to Objective 8 of this plan	Ongoing Annual deadline	Not yet started	Awaiting audit of our compliance with the Evidence Act before RMS begins destroying	100%

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		(culling) by 10% of archive boxes and 100% all documents scanned.			31/12		documents that have been scanned. Deloitte controls Audit is booked for August 2010.	
6	Deliver awareness training to University Staff on new legislation practices and the effect on record keeping within Swinburne	<ul style="list-style-type: none"> <li>Develop online training tool</li> <li>Develop RMS training manual to include new legislation practices and refine procedures</li> </ul>	RMS Manager		01 April 2010  31 <sup>st</sup> Dec 2010	<b>LATE / WIP</b> Online Training tool is still being developed with assistance from ITS (Terry Young). Delay has been caused by changes in project management responsibilities in ITS. The revised date for a draft run will be 15 <sup>th</sup> July 2010.	Staff to Undertake the Training and Use the TRIM System to its Maximum.  Online Training Project completion date is now 31 December 2010	100% but running behind schedule
7	Funding proposal for Records Management Business Classification Scheme to replace existing TRIM Thesaurus	<ul style="list-style-type: none"> <li>Finalise the business classification scheme plan, with a budget costing analysis</li> </ul>	RMS Manager		1 <sup>st</sup> April 2010	<b>LATE / WIP</b> Draft is still being edited. Project submission will be complete by 30 June 2010. Approval by Manager BPI.	Engagement with the University as Records Management functions are not a primary focus in daily objectives.	100% but running behind schedule
8	Evidence Act Compliance for Standards against Records Digitisation	<ul style="list-style-type: none"> <li>Ensure that Swinburne is compliant with the Evidence Act</li> </ul>	RMS Manager		31 <sup>st</sup> Dec 2010	<b>WIP</b> – internal compliance activities complete, confirmation through Internal Audit of our compliance with the Evidence Act booked for August 2010.		100%

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2011/12 action		2011/12Targets	Accountability	Links to other plans	Expected completion	Progress	Challenges	Confidence Level of Success
1	Development Plan and Implementation of a Corporate Electronic Records Solution (CER)	<ul style="list-style-type: none"> <li>Successful pilot implementation of a Corporate Electronic Records Solution (CER) in nominated Faculties and / or Departments - undertake evaluation of pilot scheme.</li> </ul>	RMS Manager		30 June 2011			
		<ul style="list-style-type: none"> <li>Successful Implementation of Corporate Electronic Records Solution (CER) to the wider University (affected areas will be determined through the Business Plan)</li> </ul>	RMS Manager		31 Dec 2011			
2	Development Plan and Implementation of the Electronic Transfer of the Final Candidates' Lists and Result Amendments.	<ul style="list-style-type: none"> <li>Business Plan submitted to ITGC for approval</li> </ul>	RMS Manager		Needs to be completed by 01/04/11			
		<p>Implementation</p> <ul style="list-style-type: none"> <li>Deliver awareness training to University general staff on new electronic records transfer system</li> <li>To receive all Student 'Final Candidates' Lists and Result Amendments' electronically.</li> <li>Transfer via TRIM to</li> </ul>	RMS Manager		30 June 2012			

		<p>the Public Record Office Victoria (PROV), using VERS (Victorian Electronic Record Strategy)!</p> <ul style="list-style-type: none"> <li>• Pilot software; use designated Faculties/Departments to ensure system works and complies with relevant legislation.</li> <li>• Undertake training awareness sessions for University staff in 'new' system.</li> <li>• When system is running in a compliant manner, expand to University wide community.</li> </ul>						
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