

CASE STUDY  
System Configuration  
Standardisation

## About EDRMS Helpdesk

EDRMS Helpdesk Pty Ltd is a Territory Enterprise, established in 2018 in the Northern Territory of Australia to assist organisations in maximising the value of their investments in IT, particularly in the Information Management Space and their Electronic Documents and Records Management Systems.

Wholistic. That is our goal. We strive to provide our customers with superlative service and solutions that are targetted to fix your pain points and exceed your expectations.

Our Team have experience in assisting organisations across a huge facet of engagements and projects. With significant experience in implementations and upgrades, BAU support, system design and architecture, change management; your new problem will likely be something we have been involved in solving previously.

## About The Client

Our client is a large State Government department charged with the ongoing support of the mandated Whole of Government Micro Focus Content Manager Electronic Document and Records Management System (amongst other Corporate Systems and shared services).

The Whole of Government Content Manager implementation supports all departments of this State Government with this communal implementation supporting around 30 datasets at anyone time. The system is centrally managed by an administrative team, however, each Department has a Records/Information Management Unit responsible for the broader records management function of the department.

There is a significant level of movement of people between departments each year resulting in a significant training overhead. Additionally, machinery of government (MoG) changes are a common occurrence both after an election and during electoral terms, requiring significant investment in records migrations.

## Overview

For Governments the phrase Machinery of Government is both an intimidating phrase and also just a fact of life. For the uninitiated it is the changes to governments and their departments structures normally after an election (but not always) that sees government functions move between departments.

For our client and their centrally managed EDRMS, MoG's mean an extended period of change. The responsibility of migrations and similar changes falling with this team, coupled with the complexity of the datasets often means that the migration of records doesn't occur until well after the MoG has been completed.

To make the MoG process easier our Client engaged us to complete a system configuration standardisation overhaul that was to achieve the following;

- + Implement the Protective Security Policy Framework (PSPF) and a new All of Government Business Classification Scheme (BCS)
- + Provide a streamlined system design to lower the training overhead for transferring staff members
- + Update the metadata of records to comply with the PSPF, new BCS and other updated control data
- + Modernise the system design to develop a strong foundation to leverage new system functionality
- + Lower the complexity in Records Control Data to accelerate the records migration process during MoG changes

## Engagement

**Our client has engaged the services of EDRMS Helpdesk in an ongoing fashion for a number of years. We provide a dedicated Application Specialist embeded within their centrally managed team to provide expert advice, Level 2 & Level 3 application support, undertake system upgrade implementations and patches, and complete additional ad-hoc projects such as this 'System Configuration Standardisation' project.**

# Problem

- + MoG migrations requiring significant investment in both time and resources due to the complexity and variety of dataset design
- + Significant training overhead with personnel transferring between departments
- + Security and BCS configuration not complying with current legislation, policies, instructions and standards
- + Dataset design vary between departments as a result of many years of differing opinions between Records Management Units
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# Solutions

- + **Re-Baseline the design of the datasets using the best parts of all datasets to develop a common dataset design**
- + **Factor in the current legislation, policies, instructions and standards into the common dataset design**
- + **Remove complexities in dataset design to streamline the movement of records between datasets**
- + **Introduce a simplified user experience to streamline the movement of personnel between departments and reduce training overheads**
- + **Update all existing records to utilise the updated design control data to enable more efficient lifecycle management**
- + **Leverage the new design to identify application functionality that wasn't used in the previous complex configuration**

# Results

- » Security Caveats reduced from 864 to 5 common caveats with access moved to using access controls.
- » Introduction of 8 core Record Types used as the basis of all corporate records across all datasets.
- » Introduction of a new Digital Box - File (BCS) - Document structure to ensure that record classification and disposal is completed correctly.
- » Complete transition of all thesaurus titling to a Whole of Government Business Classification Scheme.
- » Provision of a retention schedule for each record in line with its BCS terms where there wasn't one specified previously.
- » Reconfiguration of system and user options across every dataset to provide a single common user experience.

Are just some of the positive result that the System Configuration Standardisation project achieved. As the Government continues to mature its operating model within the standardised dataset additional benefits will be realised.

The next step in the journey will be to leverage this solid foundation to start bringing some automation into the mix. Such as automated user/location management, auto-classification and other exciting enhancements that increase system usage and therefore government compliance.

**If you would like to know more, get in contact with us here at  
EDRMS Helpdesk on +61 (0)8 7905 4810 or [contact@edrmshelpdesk.com.au](mailto:contact@edrmshelpdesk.com.au)**



# Implementation

EDRMS Helpdesk designed a templatable approach to enable the efficient implementation of the Standardised configuration across the 30 datasets. It was implemented as follows;

## Analysis and Design

- + Completed the Analysis of all datasets to identify similarities, opportunities and weaknesses
- + Develop an interim configuration design "the Standard". After internal review, this was sent to the clients records community for comment by agency records staff
- + Establish a working party consisting of agency Records Managers to workshop the design
- + Finalise the design, complete the approvals process and publish the Standard

## Dataset Specific Analysis

- + Using the approved Standard, complete an analysis activity comparing the target datasets configuration against that standard
- + Develop a dataset specific implementation configuration design, workshop with agency and complete approvals process

## Dataset Implementation

- + Update or create the required new control data
- + Through direct client alterations or through the use of direct SQL database alterations, complete the update of records to match the new system design
- + Remove the now unused legacy control data from the system and release the changes to the clients