

**Records and Information  
Management System (RIMS)  
Project  
Department of Education  
Tasmania**

**Allegra Huxtable Project Manager**

# Overview

- Background
- Project scope
- Staged approach
- Achievements
- Challenges
- Strategies for success
- Lessons learned
- Future

# Background

- Department of Education - one of the largest departments in Tasmanian State Government - 8,000 employees
- Decentralised records management
- Inconsistent practices
- No functional thesaurus – subject based
- Limited documentation of policies

# Approach of the Project

- Develop and implement a policy framework for document and records management
- Document management system for non-school business units
- Records management system

# Staged Approach

- Records management initially
- Document management business unit by business unit
- Specific processes developed for some whole of department functions.
- Refinement of Business Classification System over time
- Policies introduced with system
- New functionality enabled gradually

# Achievements

2000-2003

- Review of information management practices
- Acquisition of software
- Analysis and design
- Policy development
  - Management of Email Policy
  - Management of Correspondence Policy
  - Document Management Policy

# Achievements

2004

- Development of basic Business Classification Scheme
- 3 pilot (trial) sites
- Replacement of 6 legacy records systems
- Review document management pilots

# Achievements

2005

- Document management implemented 6 business units over 6 months
- Document management implemented ministerial unit for specific functions
- Records management in Grievance Unit and for the State Library Records
- Scanning

# 2006 Plan

- Continue rollout of document management
- Replace recfind
- Workflow
- Scanning
- Statement of Duties system

# Challenges

- Document management is a change management challenge
- Email
- Change takes time
- Developing plain English definitions of legislation
- Functional vs subject

# Strategies for Success

- Develop policies early
- Migration strategy
- Training and support /change management strategy
- Supportive senior management

# Lessons Learnt

- Pitfalls of pilots
- People hate change
- Scope
- Flexibility

# The Future

2007 – onwards

- Corporate Services
- School Education Division
- Workflow

# Questions