

Challenges in Developing a Corporate Information Program

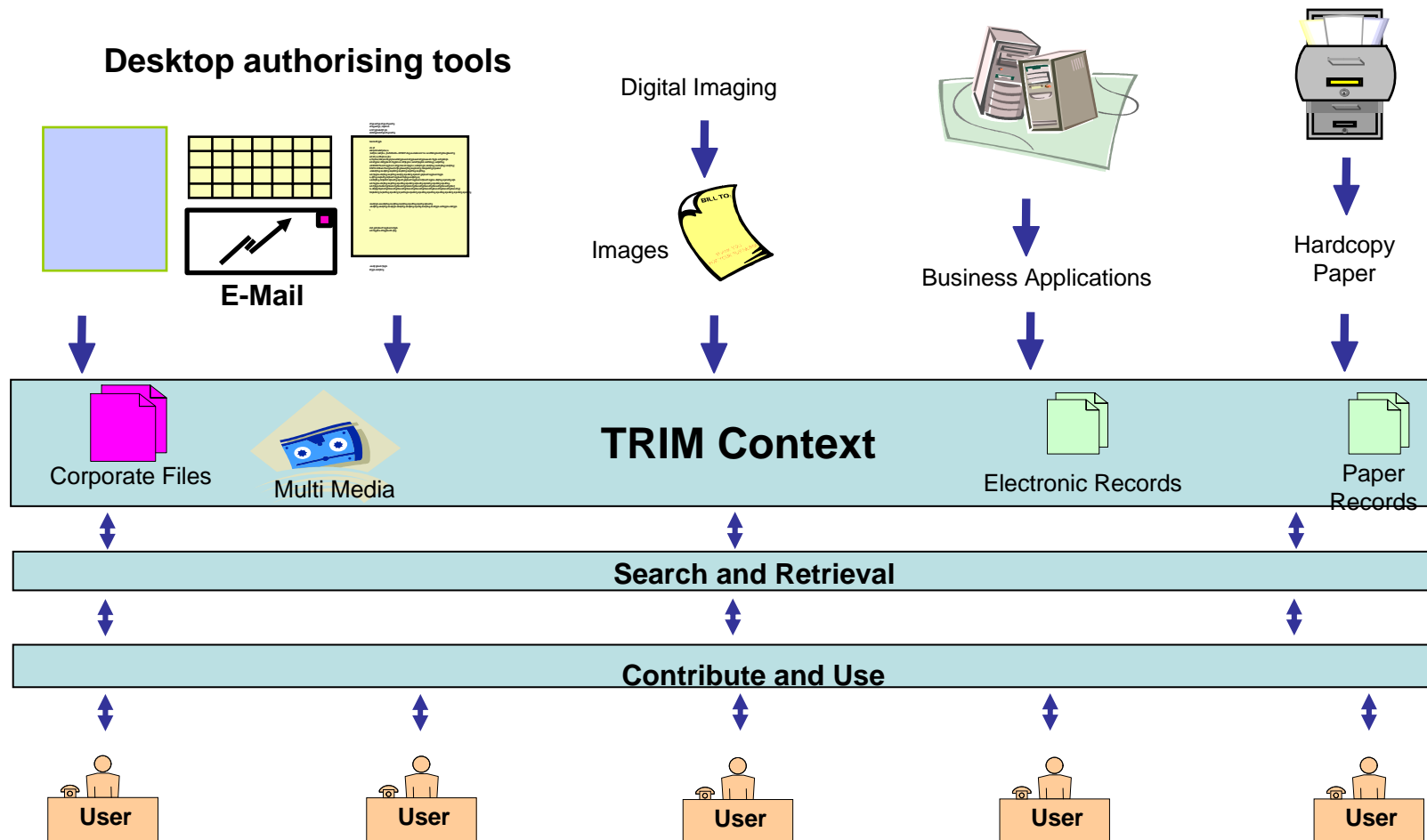
April 2006

Defining the Corporate Information Program

Corporate	<ul style="list-style-type: none">➤ Refers to the entity that is La Trobe University as defined by the La Trobe University Act 1964 (Act). ➤ In operating as a corporate entity, the University undertakes actions to realise the objects of the Act. Undertaking these actions requires organisational units of the University to perform accountable and reliable business activities in accordance with the law.
Information	<ul style="list-style-type: none">➤ Information is data that has meaning. When information forms evidence of business activities then it is deemed a University record. ➤ University records are needed to perform accountable and reliable business activities.
Program	<ul style="list-style-type: none">➤ Program refers to the policy, procedures and practices needed to define and support services, ICT systems and related infrastructure to manage information, and importantly, information to be managed as University records. ➤ The core ICT system used by the program is TRIM Context.

Purpose of the Corporate Information Program

Provide staff the capability to contribute University records into a secured repository that will provide the right information, to the right people, in the right way, at the right time



The Corporate Information Program represents a records management solution to effectively and systematically capture and maintain records to support:

- Staff with timely and secured access to information
- Collaboration and sharing of information between staff
- A reduction in duplicated information
- The management of records from creation to permanent archiving or destruction
- Improved management and observance of regulatory and industry standards in information and records management
- The reliable use of corporate memory in support of policy formation and high level decision making
- The protection of University interests and the entitlements and obligations of its members
- Enablers used to develop knowledge management practices (such as document management, content management, information auditing, and taxonomies)

Coverage:

To capture, use and maintain University records from business activities that directly support the objects of the University.

This refers to planning, development, monitoring, and reviewing of core processes pertaining to teaching and learning, research, community (local and international) partnerships, essential infrastructure, governance, and the instruction and management of entitlements and obligations of University members (whether collective or individual).

Determining Coverage:

Functional, information and records analysis techniques will determine business activities supported by the Corporate Information Program. A critical outcome of analysis techniques is an understanding by staff as to the types of records they will be contributing to the Corporate Information Program.

Exclusion:

Does not capture, use and maintain University records from routine administrative and operational activities or activities that do not directly support the objects of the University.

Records Services Unit:

The Records Services Unit has overall responsibility for determining the coverage of the Corporate Information Program and to maintain, deploy, monitor, and improve the program.

Staff:

Staff contributing records, and using records, from the Corporate Information Program are ultimately responsible for its efficiency and effectiveness. This will require an understanding of:

- Participant responsibilities
- Records to be contributed to the Corporate Information Program
- Requirements relating to the contribution of records to the Corporate Information Program
- Requirements in using records from the Corporate Information Program

Measuring Program Performance

- Key Performance Indicators
- Staff Satisfaction

Services:

- Individual consultation
- Training materials
- Web Site
- Policy & Procedural Framework
- Refresher Training

Deployment

- Actively seeking new clients
- Supporting deployment package

Supporting the Program

- Training (including training materials)
- Digital Imaging
- RM Practices Group
- ICT Policy Committee