

CRITICAL FACTORS SWAY DHS TRIM'S WAY



In September 1999, DHS issued a Request for Tender for the Provision of a Records Management System to replace their legacy system, RecFind. The new system had to be able to:

- Improve management of a greater proportion of departmental records and in so doing provide an improved services to both the Department and the community.
- Capture complete, accurate, reliable and useable documentation of the Department's activities to meet legal, evidential and accountability requirements.
- Manage the records as an asset and information resource.
- Reduce the time taken to locate information across the Department.
- Support the client data with an interface to enhance client paper file/record maintenance and tracking capabilities.
- Reduce the potential for adverse litigation and media coverage with regard to client-based matters.
- Support enhanced regional information management and decision making processes.
- Support a sophisticated archival program.
- Support the Department's implementation of a 'vital' records management program.
- Achieve an innovative, customer focused flow of information through the Department by providing real-time control of documents.
- Provide the potential to integrate with current, and future, document management requirements for the Executive Correspondence and Briefing Unit (ECABU).
- Use a Microsoft Windows interface to allow users to become proficient quickly (in line with the Department's Graphical Interface (GUI) standard).
- Provide the potential to incorporate future records and knowledge management technology. For example, imaging, electronic document management and work flow.

DHS had a number of other critical factors that had to be considered in any solution.

Security

Much of the data held in the DHS records management system is highly confidential and sensitive. Tight security must be implemented at a user and data level. Probity rules apply in some instances.

Out-of-the-box

DHS were seeking packaged software that could meet DHS records management requirements, and that had an application user interface that can be fully tailored to user requirements



Integration

It was also important that the system could be integrated with other line of business applications, through tailored interfaces; and that the data from the legacy systems could be converted into the new system.

TRIM was selected as the only complete electronic document and record management system capable of meeting all those requirements.

Data from 90 legacy databases, with a total number of 2 million records were migrated to TRIM databases. TRIM is now used by over a thousand people in the course of their daily activities.

The system implementer, Solution 6, developed tailored interfaces including:

- 3 Client Management Systems;
- The Executive Management Information System;
- The archives system - records are automatically transferred from TRIM when items are archived.

DHS amalgamated records holdings form the largest records management site for any Victorian public sector agency, creating in excess of 50,000 files annually, with current holdings in excess of 2 million active records. The DHS Information and Records Services section also has functional responsibility for Mail Services whose volume places them as one of the top ten processing sites within the Melbourne CBD and Archival Services, which administers the second largest storage repository in Victorian Government.

All of which is now managed by TRIM. Peter White, Records Manager at DHS says, "No-one can believe how easy TRIM is to use, for application that is so powerful. Training was straightforward, and really opened our eyes to the possibilities TRIM offers."

About The Victorian Department of Human Services

DHS was formed in April 1996 by the amalgamation of the former Department of Health and Community Services with the Office of Housing and the Office of Youth Affairs. DHS has about 10,500 staff at 120 locations across the state DHS Information and Records Services (IRS) carries the responsibility for developing, implementing, administering and monitoring corporate records management policy and operational procedures and the departmental records management computer system. The principal role of the IRS is to protect the integrity and business continuity of the corporate record and thus ensure that DHS meets its legislative, fiscal and historical responsibility as a Public Office. The records management system is supported as a corporate network product available on every DHS desktop as part of the Common Desktop Environment (CDE).

About TOWER Software:

TOWER Software, a leading enterprise content management (ECM) provider, delivers electronic document and records management (EDRM) solutions. TOWER Software's award-winning solutions empower organizations to manage and secure their vital information assets. The TRIM Context® solution is a single, integrated platform that manages business information throughout its complete lifecycle. By relying on its proven domain expertise, strong strategic partnerships, and powerful solutions, TOWER Software enables organizations to improve the accuracy of information on which business decisions are made; maximize efficiency by finding business critical information more quickly and easily; and achieve and maintain standards compliance across industries, resulting in sustained competitive advantage. TOWER Software is a privately held company with operations in North America, Europe and Asia-Pacific. For more information, visit www.towersoft.com.



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