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For the Record February 2014

For
The **RECORD**

Managing records in the New South Wales public sector

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You can stop making paper records!

One of the most common questions we are asked at State Records is 'What records do I need to make and keep in paper?'. The answer is **you do not need to make and keep any records in paper**. In the majority of environments, the business world is digital and recordkeeping processes need to reflect this.

However, business areas can build in requirements for a 'wet' signature or some form of manual sign off that necessitate the creation of paper records. If you are struggling to convince these business areas that these processes are no longer necessary, State Records has [published some advice that says organisations do not need to make and keep paper records](#). We encourage you to share this information with business areas that might be insisting on paper based records and processes, to open up conversations about possible alternative digital strategies.

Please provide us with feedback on our Standards

State Records will soon be reviewing the following standards:

- [Standard on digital recordkeeping](#)
- [Standard on the appraisal and disposal of State records](#)
- [Standard on counter-disaster strategies for records and recordkeeping systems](#)

The standards are the core mandatory requirements governing public sector recordkeeping. They therefore need to be relevant, fit for purpose and focussed on the core information needs and risks of government. We really want your full and frank views on these standards to help ensure they do meet the core information needs and risks of government.

A survey on the Standards will be available on Survey Monkey from 7 March until 4 April to help you provide us with feedback on how you feel these standards have worked in implementation and whether you think they can be improved.

After this initial consultation process, State Records will use all feedback provided and develop revised content for the standards. Another more formal round of consultation will then take place on this revised content with again ample opportunity for discussion, comment and feedback.

Managing social media information

Extensive revised advice on strategies for managing social media information is now available on [Future Proof Blog](#) and will shortly be available on the State Records website. See:

- [Managing social media business information](#)
- [Management structures for social media information](#)
- [Tools for capturing social media](#)

State Records' advice says that while information about government business is increasingly located in social systems, you only need to manage the social media information that is required to meet your business needs. For this information, management strategies must be planned and proactive and different strategies may be required for the management of information contained in different social media applications. The advice also links to a wide range of tools that are available to support your information needs.

State Records advice focusses on seven different strategies for the management of social media information:

- Leave the information where it is strategy
- Low level information management strategy
- Monitoring-based information management strategy
- Needs-based information management strategy
- Reporting as an information management strategy
- Information for reuse strategy
- Information management for accountability strategy
- Information management through broadcast systems strategy

State Records appreciates all feedback on its social media advice. Please contact us if you would like to provide case studies on social media information management or if you have any questions about managing social media information.

Recordkeeping in the NSW public sector webpage

We are currently revising our Recordkeeping in the NSW public sector webpage to simplify the structure and bring together guidance relating particular topics in the one place. We are hoping the site will go live during March.

Amendments to the General retention and disposal authority: administrative records

The Board of State Records recently approved amendments to some of the classes in the general authority. We will be emailing agencies with specific advice when the amendments are available on the website but the main changes are:

- the inclusion of an additional class to provide disposal coverage for recordings of calls to customer service officers or call centres
- the amendment of a class in the PERSONNEL function to allow for service records of casual and short-term employees to be destroyed 7 years after employment ceases (rather than until they reach the age of 75 years)
- the amendment of classes in the PROPERTY MANAGEMENT - Leasing out activity to widen the coverage of leasing records and to provide coverage for the short-term hire and use of properties for events
- the amendment of a class in the PUBLICATION - Production activity so that website site maps are no longer required as State archives

Amendments to the General retention and disposal authority: local government records

The Board of State Records recently approved amendments to the *General retention and disposal authority: local government records*. Councils will be advised when the amendments to the authority are available on the website but the main change is the amendment of a class in the INFORMATION MANAGEMENT - Publications activity so that website site maps are no longer required as State archives.

The Board also recently approved the use of the [General disposal authority covering private medical practice records](#) for use by Councils who are managing private medical patient records when a practice closes in their area.

Disposal authorities and file classification

We are sometimes asked if the function and activity structure of general retention and disposal authorities, in particular the *General retention and disposal authority: local government records*, has to be used as the basis of a file classification scheme. The titling of records in an EDRMS is a business decision for the organisation, and does not have to match a disposal authority. In many cases, disposal authorities are too high level to use for this purpose.

As long as the appropriate disposal class and disposal action (minimum retention period or required as State archives) is linked to the file/container/document, we do not mind what the file or container is called. Obviously, every organisation needs to make sure it has sensible and meaningful classification and titling rules.

Working with others in your organisation to manage risks to business information

Records and information management today are evolving incredibly quickly. It can be very hard to keep pace with new systems, the information they contain, the business processes they manage and the risks that corporate information might face.

To help public offices identify and manage these emerging risks, State Records runs a free half day workshop, [Managing recordkeeping risk in business systems](#). This workshop is designed to help all staff understand emerging digital business environments and enables participants to develop simple sets of priorities for managing their specific risks in these environments.

The workshop is designed to be very interactive, with lots of scope for discussion around specific issues. Feedback from participants from the workshop in February said:

- 'Really good session'
- 'Really good resource'
- 'Great examples and discussion – helped gain further understanding in risk'
- 'I enjoyed the workshop and would recommend to others'
- 'Very useful and a lot of interaction between the speaker and participants'
- 'Very, very useful'

Please contact State Records if you would like to enrol for one of the upcoming workshops. They are scheduled to run on 19 March and 30 July at Queens Square in Sydney and on 21 May at the Western Sydney Records Centre at Kingswood.

Future Proof blog

State Records' most current advice on digital information management issues is available on its [Future Proof blog](#).

The most recent posts on Future Proof are:

- [Information management in Enterprise Resource Planning Systems](#)
- [Digital archives update](#)
- [Using third party apps for citizen engagement: information management considerations](#)
- [Breaking out of our niche](#)

Training in records management

State Records runs a variety of records management short courses. The following courses are being offered during March and April:

19 March: [Managing Recordkeeping Risk in Business Systems](#) (Queens Square - Sydney)
8 April: [Implementing a Retention and Disposal Authority](#) (Queens Square - Sydney)
9-10 April: [Records Management Fundamentals](#) (Queens Square - Sydney)
11 April: [Managing Digital Records: An Introduction](#) (Queens Square - Sydney)

We also have a suite of online training courses available on our [eLearning](#) page.

Disposal authorities approved

State Records recently approved authorities authorising the transfer of ownership of records following the transfer of functions to the Commonwealth or the sale of Government-owned agencies to the private sector. It also approved amendments to the *General retention and disposal authority: administrative records* and the *General retention and disposal authority: local government records* (see above), and widened the application of the General retention and disposal authority covering general practice medical records in the custody and control of public health services, to include local councils and NSW public offices.

Copies of our retention and disposal authorities are available on the [Disposing of Records](#) page on our website.

Our Reading Room

143 O'Connell Street, Kingswood
Mon-Fri 9am-5pm & Sat 10am-4pm
(Closed Sun & Public Holidays)

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