

Strategic Corporate Objective:

2.1 Implement information, records and knowledge management programs to support and enhance service

STRATEGIES <i>Performance Indicators</i>	ACHIEVEMENTS
<p>Audit and improve standards in information, records and knowledge management to achieve recommended standards:</p> <ul style="list-style-type: none"> <i>Audit report and recommendations submitted to the Executive.</i> <p>(January 2002 - January 2003)</p>	<p>Records management for 2002-2003 included a successful records management audit conducted by the Auditor General’s Office. The Commission was one of the 12 agencies, out of 187 agencies surveyed, that successfully met the audit compliance requirements of the <i>State Records Act 1998</i>.</p> <p>The Commission established its records management program in 1999 as part of a quality management initiative. An internal audit of the program, which was based on a framework developed by State Records, indicated compliance with the minimum requirements of the Act. This was key to the positive outcome of the Government’s audit.</p> <p>Development of the Customer Information Management System commenced during 2002-2003. The project forms part of the Commission’s information management strategy to achieve best practice standards.</p>
<p>Develop an action plan that will facilitate and simplify information, records and knowledge management for all users:</p> <ul style="list-style-type: none"> <i>Plan approved by September 2002.</i> <p>(April - August 2002)</p>	<p>Following the development of a new corporate plan, the Commission reviewed its existing Records Management Strategic Plan to ensure it remains relevant and supports the corporate goals. The review resulted in the development and approval of the Records Management Strategic Plan for 2002-2006 and an Action Plan for 2002-2003.</p>

STRATEGIES <i>Performance Indicators</i>	ACHIEVEMENTS
	<p>Achievements included the development and approval of the Commission Records Disposal Authority and uploading it into the records management system, development and approval of records management systems for ministerial, complaints and vital records, and enhancement of existing systems to achieve recordkeeping compliance.</p>
<p>Provide technological solution for information, records and knowledge management that integrates with existing systems:</p> <ul style="list-style-type: none"> • <i>System developed by June 2003.</i> • <i>System fully deployed by December 2003.</i> <p>(October 2002 - December 2003)</p>	<p>Development of the Customer Information Management System commenced in June 2003. The system will replace existing information management databases that support the grants program, EAPS management and contacts management. The system is designed to comply with standards on record management.</p> <p>In 2002, the Commission enhanced and upgraded its records management system to comply with the requirements of the standards on record management.</p> <p>The Commission installed the software program MS Exchange as part of its standardisation strategy and in preparation for the deployment of the Customer Information Management System.</p>
<p>Implement an ongoing training program on information, records and knowledge management:</p> <ul style="list-style-type: none"> • <i>Training conducted and system used by staff.</i> • <i>Training reflected in the Induction Manual.</i> <p>(December 2003, then annually)</p>	<p>The Commission established information and records management systems, including the Language Services Complaints Procedure, Ministerial Records Management Procedure, and Handling Vital Records.</p> <p>Planning activities for training staff on these procedures and use of newly developed systems are under way as part of the implementation of the Commission's Training Plan for 2003-2004.</p> <p>In February 2002, records management training was incorporated into the induction process and manual to ensure new employees are provided necessary information on records management, particularly obligations of employees and employers under the <i>State Records Act 1998</i>.</p>

2.2 Deliver an integrated information technology system

STRATEGIES <i>Performance Indicators</i>	ACHIEVEMENTS
<p>Establish an information portal for staff and customers of the CRC, including Government agencies, community organisations and the public:</p> <ul style="list-style-type: none"> • <i>Customers able to access relevant information via the internet by December 2004.</i> <p>(July 2003 - December 2004)</p>	<p>Projects that will contribute to the achievement of this objective are in progress and include:</p> <ul style="list-style-type: none"> • Developing the Online Language Services system for the booking of interpreters and translations on the internet. • Designing and developing a website to host community web pages. This free web-hosting project will be ready for pilot implementation in late 2003. • Developing the Community Media Review which publishes in English reports on non-English media articles. The system is being enhanced for deployment in the second half of 2003. • Starting integration of the Grants, EAPS, and Contacts Database Management Systems for completion in the second half of 2003. This project will allow efficient and cost-effective management of data, information and records.
<p>Ensure that the CRC's system contains all relevant information, is kept up-to-date and accessible:</p> <ul style="list-style-type: none"> • <i>Policy guidelines for the management and maintenance of the system developed by December 2002 and procedures in place by December 2003.</i> <p>(December 2002 - December 2004)</p>	<p>The Commission progressively reviewed and updated policy guidelines to make them relevant to the newly established information system. This includes the Information Management and Technology Policy Guidelines, Guidelines on the Use of Electronic Mail, Guidelines on the Use of the Internet, Information Security Policy Guidelines and Electronic Mail Code of Ethics. There was also excellent progress on system documentation.</p>

STRATEGIES <i>Performance Indicators</i>	ACHIEVEMENTS
<p>Deliver a system that is technologically advanced to keep up with industry trends and standards:</p> <ul style="list-style-type: none"> • <i>System review completed and improvements implemented by December 2005.</i> <p>(December 2004 - December 2005)</p>	<p>Improvements to the Commission’s technological system were completed ahead of schedule through the establishment of a new information technology infrastructure, following the relocation of the Commission offices from Ashfield to Sydney CDB in December 2002.</p> <p>The existing Information Management and Technology Strategic Plan formed the basis of the new technological infrastructure and system architecture.</p> <p>As part of its ‘standardisation’ strategy, the Commission introduced server-based computing using Citrix and standardised core business applications in Windows and SQL.</p> <p>The Commission deployed pilot projects to trial its web-based applications that will enable the booking and allocation of interpreters and translations, delivery of ethnic media reviews, and hosting of community websites.</p>
<p>Benchmark the CRC’s information system:</p> <ul style="list-style-type: none"> • <i>Participated in benchmarking activities by 2006.</i> • <i>Conduct of client survey.</i> <p>(January 2005 - December 2006)</p>	<p>Commission staff with responsibility for information and records management participated in inter-agency initiatives and subscribed to Standards Australia to ensure awareness of current and future benchmarking opportunities.</p>

2.3 Establish a continuous learning work environment

STRATEGIES <i>Performance Indicators</i>	ACHIEVEMENTS
<p>Create opportunities for learning to use online facilities:</p> <ul style="list-style-type: none"> <i>Identification of projects and activities.</i> <p>(January 2004 - December 2005)</p>	<p>The Commission identified the establishment of an intranet and extranet as the next step following completion of the system integration initiative.</p>
<p>Encourage participation of staff in planning and user group activities:</p> <ul style="list-style-type: none"> <i>User groups representing cross section of the Commission established by June 2004.</i> <i>Members of user groups participated in strategic and project planning activities.</i> <p>(January 2002 - June 2005)</p>	<p>The Commission identified the need to update the composition of user support groups, following the improvements and changes to the existing system that were made in anticipation of the implementation of online transactions in 2003-2004. Project teams were established for each of the projects initiated by the Commission, including the Online Language Services, the Customer Information Management System and Records Management Program initiatives.</p>
<p>Develop links with other agencies to improve performance:</p> <ul style="list-style-type: none"> <i>Participated in inter-governmental projects by end of 2006.</i> <p>(January 2006 - December 2006).</p>	<p>There are opportunities to collaborate with other agencies to achieve common objectives. The Commission has commenced liaison with relevant agencies to implement projects, including the community web-hosting project and Online Language Services.</p>