



We have seen an increase in **information sharing** as multiple users have the ability to **access** the same information.

Mr Phil Jorritsma, Manager of Information Services, ACTPLA



#### ORGANISATION

ACT Planning and Land Authority

#### INDUSTRY

State Government

#### SOLUTION



#### BENEFITS AT A GLANCE

- Improved business processes
- Enhanced collaboration
- Increased accountability and transparency
- Legislative compliance
- Improved knowledge sharing culture

## Improving service delivery to ACT citizens using Objective ECM

With the introduction of the Territory Records Act 2002 and as part of the ACT Government's overall strategy to improve service delivery to ACT citizens, the Government decided to implement an Integrated Document Management System (IDMS) throughout its agencies. The ACT Planning and Land Authority (ACTPLA) was selected as the pilot agency due to the diverse range of information the organisation handles on a regular basis.

ACTPLA is the ACT Government statutory agency responsible for planning the future growth of Canberra in consultation with the Canberra community. The organisation performs under various types of legislation, the most important of which is development assessment under the Planning and Development Act 2007, where they advise the ACT Government on land, planning and building policies.

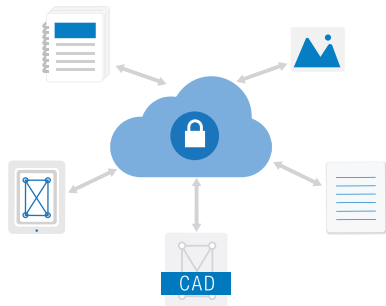
ACTPLA is responsible for processing development applications and receiving building approvals; licensing of trades, including building, electrical and plumbing; shaping the form of Canberra neighbourhoods; managing residential and commercial leases, as well as a range of other planning related specialities.

### A PILOT FOR ACT GOVERNMENT

Driven by the need to have open, accurate, auditable and stringent processes in the handling of documents and records, the ACT Government established the Territory Records Act 2002.

As a result, the ACT Government embarked on the implementation of an IDMS that would be utilised for the whole of government. ACTPLA was selected as a pilot due to the diverse range of documents it regularly handles such as photos, plans, colour samples and 3D models.

## KEY BENEFITS



ALL DOCUMENTS ARE  
**MANAGED IN ONE  
SINGLE LOCATION**



CREATED A SECURE  
**COLLABORATIVE  
ENVIRONMENT**



Freedom of  
Information requests  
Ministerial Requests

Development  
Application  
Land Titles

When ACTPLA was formed through the amalgamation of Building, Planning and Land, the agency inherited three separate paper-based filing systems and various network and local drives for the management of electronic documents.

A number of disparate databases were also managed across various areas of the organisation. Some of the databases were unstable, unsupported and this situation presented a significant risk of data loss to ACTPLA.

Mr Phil Jorritsma, Manager of Information Services, ACTPLA, said: "We are at the forefront of developing electronic solutions. As an organisation we have been good at adopting and adapting technology as we know it is able to provide long-term benefits to both staff and clients.

"ACTPLA was selected as a pilot agency to trial the whole of government solution for records and document management that would improve recordkeeping across the organisation. It was anticipated that, if successful, the solution would be extended to other agencies within the ACT Government. The solution was intended to consolidate all of ACTPLA's records and document management into a single streamlined system which could be used across the organisation. It was intended to replace the use of network and local drives, as well as disparate legacy databases.

"When Objective was selected by the ACT Government to provide a solution, we knew this was a step towards a more efficient approach to document management. The IDMS would make the storage and retrieval of documents easier and faster. This would assist in reducing staff workload and improve mandatory searches, such as responding to Freedom of Information (FOI) requests."

### THE JOURNEY

Ms Ruth Adams, Records Manager, ACTPLA, said: "Five years on from the initial implementation, we have come a long way and learnt many lessons. One of the biggest lessons learnt was the importance of continued training and support for users."

To encourage the uptake of Objective during the initial rollout, the project team conducted an initial training session that explained how Objective would operate within the business.

Individual teams then had to go through an exercise of cleaning up existing network drives and streamlining file hierarchies in preparation for the migration to Objective. During this time the ACTPLA project team were participating in system administration training.

Throughout this process, if a staff member indicated they had a sufficient understanding of Objective, they would be given the role of 'Expert User'. Their role was to offer assistance and guidance on how to use Objective to other ACTPLA staff.

Five years since the launch of Objective, system's expectations and the way in which the system is used have evolved at ACTPLA. As a result of these changes some important lessons learnt include:

- Aligning messages conveyed in Objective training with the business strategy.
- Understanding the importance and value of recordkeeping practices and privileges.
- Maintaining consistent recordkeeping practices throughout the organisation.
- Conduct regular training and provide support for users to maintain optimal system performance.
- Adopt an open environment where possible, to encourage information sharing.

To address the lessons learnt, ACTPLA made the decision to employ a full time officer to manage Objective. The officer provides the training and support for the system to the organisation. They are also responsible for ensuring the system is streamlined for efficient document management and to ensure that the Authority remains compliant with government legislation.

“When deploying any project, it is important to consider what post-implementation support is required to continue the successful maintenance of the system, as this has a significant impact on maintaining a high level of user adoption,” said Ms Adams.

A CENTRALISED AND COLLABORATIVE APPROACH

Single source of the truth

After the initial implementation of Objective, staff recognised the value of having a single source of the truth. Objective ensures the integrity of all information for ACTPLA, while mitigating the risk of information loss.

Objective streamlines many processes that are inherent to ACTPLA's operations, such as the handling of ministerial requests. The entire ministerial request process is captured and handled within Objective.

The process is illustrated below.

“When we receive a development application, we often receive multiple documents in relation to the application. Objective allows us to manage all the documents in a single location and both the Branch Director and Chief Planning Executive have access to the information simultaneously.

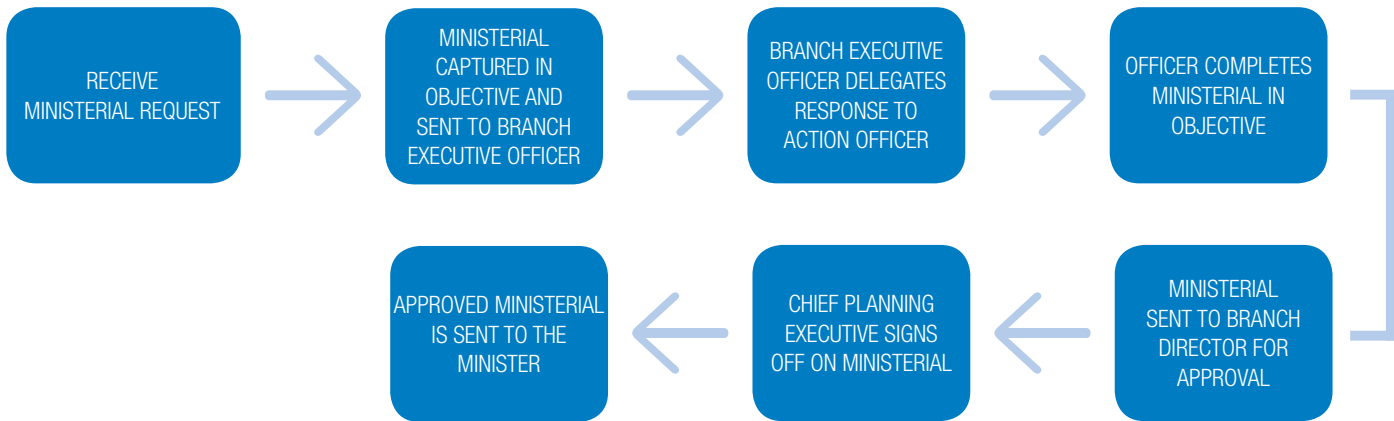
“As multiple people need to access documents at the same time, we used to have multiple versions of the same documents around the organisation. This led to the integrity and accuracy of some information to be questioned. However, Objective's audit and document control capability gives us the confidence and knowledge to know we are accessing the most accurate and up-to-date version's available,” said Mr Jorritsma.

Organisational collaboration

“We have seen an increase in information sharing as multiple users have the ability to access the same information. Objective has facilitated a collaborative and open environment for our organisation whilst restricting access to sensitive information through the use of privileges,” said Mr Jorritsma.

Information sharing within ACTPLA is not limited to ACTPLA alone. ACTPLA's Objective instance is linked with other agencies such as ACT's Office of Regulatory Services who also use Objective.

MINISTERIAL REQUEST PROCESS





For example, if a Crown lease is issued over a property, ACTPLA would receive an electronic version of the plan. Previously, the Office of Regulatory Services would receive a duplicate copy of the plan. However, the file is now maintained within ACTPLA's system and privileges are granted to the staff of the Office of Regulatory Services. This has prevented the duplication of files and reduced storage costs.

As both organisations share information for land titles which are maintained by the Office of Regulatory Services, ACTPLA staff are able to access this information through Objective as they have been granted Read access.

## FUTURE FOUNDATIONS

"By having all our information in Objective, we are compliant with the Territory Records Act. It also provides us with an electronic foundation to support future electronic business systems.

"Going forward we want to build upon the electronic foundation we have established by upgrading to the latest version of Objective which facilitates collaboration and document management with SharePoint. This interface is used for our newly released eDevelopment system which allows development applications to be lodged online," said Mr Jorritsma.



“Objective has facilitated a collaborative and open environment for our organisation.

Mr Phil Jorritsma  
Manager of Information Services,  
ACTPLA

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## ABOUT OBJECTIVE CORPORATION

Objective Corporation (ASX:OCL) creates information and process governance solutions that are effortless to use and enable organisations to confidently advance their own digital transformation.

Designed for regulated industries, these solutions turn the imperative of compliance, accountability and governance into an opportunity to streamline business processes and deliver the innovative services that customers expect.

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With a heritage in Enterprise Content Management (ECM), Objective's expanded solutions extend governance across the spectrum of the modern workplace; underpinning information, processes and collaborative work-spaces.

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**Objective**