MINISTERIAL EXCELLENCE

High quality, rapid responses

Deliver accurate, timely and consistent advice by injecting governance into your Ministerial processes

THE MODERN MINISTERIAL - A PERFECT STORM

When it comes to public sector processes, few carry more weight or reputational impact than preparing advice for the Minister. Ministerial processes have become increasingly complex and high-profile. Queries have never been more sophisticated and often involve multiple ministers, departments and portfolios.

With a digital-savvy public, social media-empowered citizens and punishing 24x7 media cycles, it's no wonder Ministers want briefings in real-time; agencies are under pressure to keep pace with a new set of expectations.

The impact is a perfect storm for the Ministerial support units, with agency executives heavily reliant on their teams to consistently ensure timely, high quality responses.

Ministerial processes require a well-coordinated and fine-tuned effort by the entire agency to ensure outcome excellence.

The question staff and executives must ask; is there a best-practice approach to managing the Ministerial process? And can it be applied with limited impact on staff and existing systems?

REDUCE THE PRESSURE WITH A BEST-PRACTICE APPROACH

Ministerial processes are traditionally document-centric, paper-based and manual. Objective Ministerial Processes enables your agency to securely automate and streamline these processes from end to end, to increase productivity and meet critical response times.

Designed to be applied to existing information governance platforms, Objective Ministerial Processes respects governance policies, enables stakeholders to interact with process requests and provides transparency across the entire process to ensure responses are delivered on time and to the highest quality.

HIGHLIGHTS

Ministerial Processes - Including minutes, briefs, correspondence, advice, speeches, events and enquiries from the public.

Improve Efficiency - Eliminate paper processes. Streamline review and approval times. Meet and exceed KPIs.

Ensure Quality - Access current information to support consistent responses. Minimise editing and revisions.

Enhance Transparency - Identify the status of any task. Empower managers and staff with comprehensive dashboard reports.

Enable Collaboration - Safely share information between teams or agencies. Support flexible working - anywhere, anytime.

Related Solutions
- Cabinet Processes
- Parliamentary Processes

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Objective

80%

CONSIDERED THEIR
DIGITAL CAPABILITIES
WERE BEHIND THE
PRIVATE SECTOR

(Source: "Future of the Public
Sector", Deloitte 2015)

PROCESS GOVERNANCE AS A SOLUTION

The challenges of modern Ministerial processes

The modern Ministerial process is more than a set of serial tasks, involving a single chain of command.

In an increasingly digital and mobile environment, Ministerial processes have become more complex and must be highly adaptable to meet stakeholders' and citizens' expectations. They must also provide confidence to public sector staff, with the right balance of security and accessibility to manage cross-agency contributions.

Objective Ministerial Processes is a platform for multi-faceted collaboration and rapid responses, together with management tools for action tracking and performance reporting.

**Government
of South Australia**

**Primary Industries
and Regions SA**

> We have reduced the response time from an average of 14 days to 2.

Kim Potoczky, Manager Information Strategy and Policy, PIRSA

Quality, regardless of volume, variety and velocity

Ministerial processes provide an opportunity to communicate and influence policy; promote the agency and its work; and demonstrate accountability and transparency to the community.

Public sector agencies and executives are required to meet specific turnaround times in response to requests.

However, this can change at a moment's notice. When a high-profile issue arises, the number of requests can spike suddenly, demanding faster turnaround times.

Objective Ministerial Processes enables agencies to maintain high quality responses regardless of the volume, variety or velocity of requests.

It ensures:

- responses are registered and tracked to manage progress and priorities.
- managers have visibility of assigned tasks and workloads to allocate new requests appropriately.
- authors have ready access to supporting information and previous responses on similar topics, for consistency.
- executives can review and approve responses from any location or device.

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94%
of documents are
approved on time
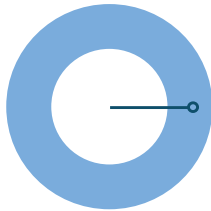
100%
of approvals
are digital

(Source: Department of
Premier & Cabinet, NSW)

The power of process governance

Process governance is a proven approach to improving the efficiency of government processes by linking existing information governance to process automation.

It combines:

- adaptive process management technology (delivering efficiency).
- information discovery (improving quality and consistency).
- compliance and recordkeeping by-design (providing transparency).
- secure information exchange (enabling collaboration with external parties).

Information governance matters

Government has an obligation to protect and secure its information, and goes to great lengths to implement governance systems, policies and procedures to do so.

Staff preparing ministerial responses need fast, easy access to relevant information without the concern of placing the agency at risk.

Objective Ministerial Processes seamlessly integrates with your information governance platform through an intuitive browser based interface, providing full search capabilities back to the information repository.

The solution respects all access control rights and updates the native repositories audit logs with all activity. Your information governance system will remain the single source of the truth.

NSW GOVERNMENT | **Premier & Cabinet**

Leading the charge in optimising public sector performance, the Department of Premier & Cabinet has embedded a shift in the way the business of government is now conducted. It has achieved a paperless office, substantially reduced office space and ultimately created a culture of efficiency and innovation.

Full case study: www.objective.com/dpc

A dynamic approach for a digital world

Ministerial processes are not always sequential in nature. At times, they require variable paths, multiple authors (working at the same time) or alternate approval chains to ensure they are delivered according to expected timelines. It is essential that documents are produced in a consistent format so that senior stakeholders can swiftly identify key information.

Objective Ministerial Processes supports the team to assign, track and dispatch documents to ensure KPIs are achieved. Defined workflows encourage standard, streamlined processes and the use of correct templates – allowing for serial or parallel processing, or a combination of both.

Participants at each stage of the process are given visual prompts, helping them plan and manage their tasks on time. They also have one-click access to supporting information, sourced directly from your information management system.

Delivered via a browser interface, mobile workers and executives can access their tasks and supporting documents and make contributions or comments from anywhere, anytime.

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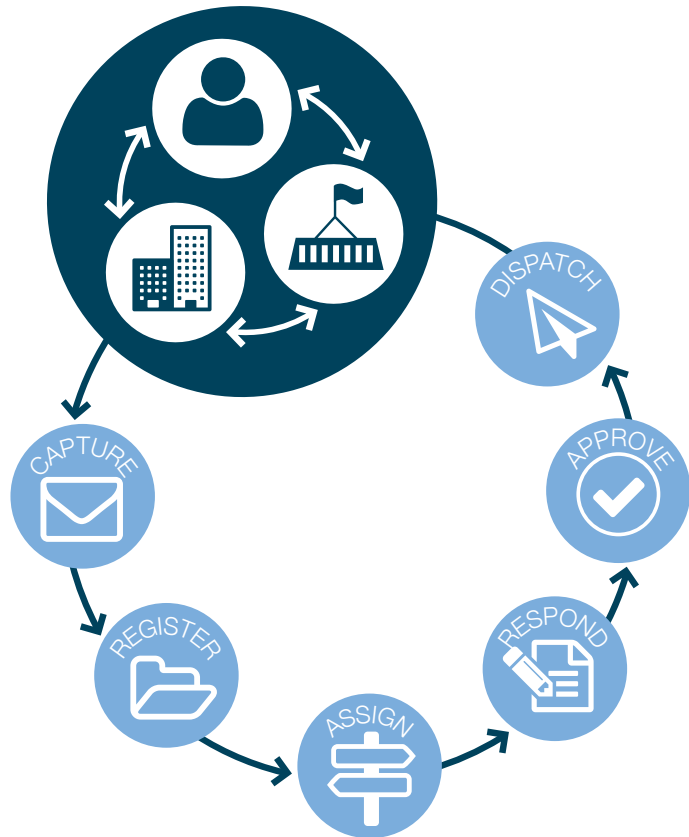
The solution brings efficiency and greater control into your Ministerial processes.

Collaborate across the organisation, and beyond

The Ministerial team is responsible for managing responses which may require contributions from several subject matter experts, located in different business units, other agencies or organisations.

It can be challenging to safely distribute sensitive documents, maintain version control, collate diverse comments and content. Paper processes and email attachments do not address these challenges. In an effort to meet deadlines, staff may resort to the use of removable media or file transfer sites. These unsanctioned activities are known as 'Shadow IT' and can expose agencies to security risks.

Objective Ministerial Processes allows you to establish secure workspaces on demand, enabling secure collaboration between multiple teams, agencies and stakeholders who are authorised to review or contribute to documents.

Every document together with new versions stored within the shared workspace is synchronised with your information management system, extending governance policies beyond the boundaries of the repository and the organisation.

2.5

is the number of hours a typical knowledge worker spends searching for information every day.
(Source: IDC[2])

Improve performance with real-time data

Manual, paper-based processes are traditionally difficult to track and audit. This can expose agencies to risk if documents become 'lost' awaiting action in someone's in-tray and result in critical timelines not being met. It can be hard to know where processes are breaking down, how they could be streamlined or how quality could be improved.

Objective Ministerial Processes provides dashboard reporting to monitor the current status of all requests in progress. These can be re-assigned or re-prioritised according to business needs.

Visibility across the process allows managers to identify opportunities for efficiency and make evidence-based decisions about process improvements. They can measure performance against KPIs in real time and demonstrate the benefits of digital transformation.
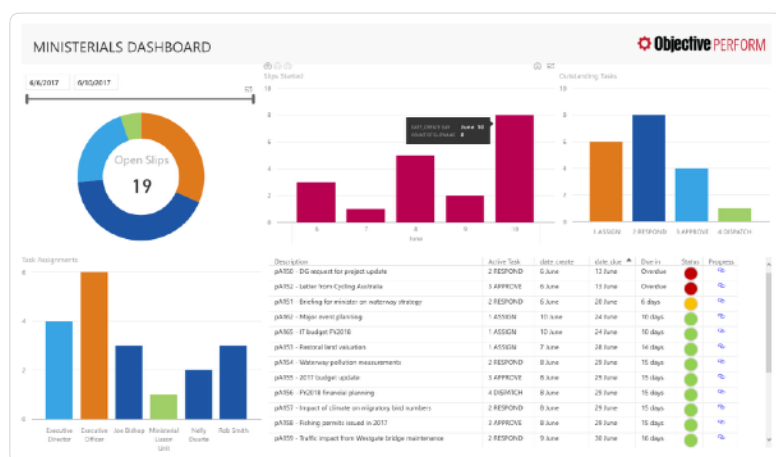
Monitor progress to keep responses on track and measure performance against KPIs.

Seamless access to Microsoft Office productivity tools

Drafting and collating Ministerial documents requires efficient access to the productivity tools that people use every day, such as Microsoft Office.

Objective Ministerial Processes enables knowledge workers and executives to effortlessly review, edit and approve documents from within familiar applications, confident that information governance policies are automatically applied in the background.

User experience and support for transformation

Building support for new ways of working can be challenging, especially in a fast-paced environment. People need to produce results quickly and don't want to spend time moving between multiple systems or learning to use new tools.

Objective Ministerial Processes provides a frictionless and consistent user experience throughout the entire Ministerial process, while information governance is managed 'behind the scenes'. Staff can focus on high value tasks such as research, authoring and collaboration, while the organisation benefits from reliable, accessible information assets.

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OBJECTIVE MINISTERIAL PROCESSES SOLUTION

Objective Ministerial Processes encapsulates more than 25 years' experience delivering best practice solutions for the public sector and regulated industries, helping you demonstrate efficiency, accountability and transparency to stakeholders and the community.

Solution Benefits

- Automate manual tasks (digitisation)
- Enable mobile working for flexibility and faster processing
- Enable secure collaboration between departments
- Dashboard reporting to monitor status and performance against KPIs
- Process visibility to identify opportunities for efficiency and improvement
- Derive greater value from your information governance investment
- Exceptional user experience, building support for digital transformation

Proven governance technology

Objective Ministerial Processes combines the power of Objective Perform and Objective Connect to extend information governance across automated processes and collaborative work-spaces. The solution works seamlessly with existing information management systems including Objective ECM and HPE Content Manager.

Objective PERFORM

Objective Perform transforms content driven processes into digital reality. Extend your existing information governance platform to provide efficiency, transparency and accountability across all business processes.

Objective CONNECT

Objective Connect is at the intersection of people, information and processes. Extend your existing information governance platform to create secure, shared workspaces and collaborate with anyone outside the organisation.

ABOUT OBJECTIVE CORPORATION

Objective 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.

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.

Through a brilliant user experience, people access the information they need to progress processes from wherever they choose to work.

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