



# OPEN & RESPONSIVE

## Satisfied customers, engaged community

**Respond quickly, collaborate and release information securely to demonstrate transparency, accountability and great governance.**

### HIGHLIGHTS

**Requests for Information** - supporting organisations to securely automate the processes relating to information access requests.

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

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

**Enable Collaboration** - Safely share information with third parties for consultation, or digital dispatch to the applicant.

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

### THE CRISIS OF DISTRUST ACROSS SECTORS

Governments and companies worldwide are striving to maintain public trust at a time of significant disruption. The Edelman Trust Barometer notes that trust in many countries remains volatile across all four key institutions: media, business, government and NGOs.

In the digital world, we see emerging and changing views of data ownership, information rights and governance in an evolving regulatory landscape.

Breaking the cycle of distrust relies on transparency, accountability and engagement to deliver openness, along with a host of associated social and economic opportunities.

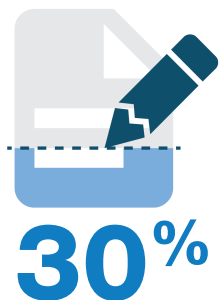
Information release requires a coordinated effort by specialists and staff across the organisation, to ensure responses are timely and appropriately balance rights of access with the need to protect sensitive content.

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

### LEAD CHANGE WITH A BEST-PRACTICE APPROACH

Designed to support business users and specialist staff in navigating complex requirements, Objective OpenGov helps organisations provide rapid responses to information access requests.

These requests are often managed with heavily manual processes and multiple touch points across the organisation. Built on industry best-practice, Objective OpenGov enables organisations to securely automate these processes, reducing time spent on administration and supporting better decisions. Governance policies are applied throughout the process to ensure content is accurate, current and secure. All actions are fully auditable, including redaction, third party consultation and digital dispatch.



**believe manual processes are the biggest challenge of openness.**

Source: Objective Benchmarking Research

## PROCESS GOVERNANCE AS A SOLUTION

### The challenges of responsive information release

Organisations are required to release a variety of content - proactively publishing documents and responding to requests for information access. If not managed correctly, openness can present a number of risks.

- Risk of sensitive information being made public.
- Unplanned spikes in workload can impact resources.
- Undue pressure placed on staff searching for relevant information (often with no single source of the truth).
- Missing statutory deadlines due to lack of visibility across the process.
- Legal requirements for governance and transparency.

Objective OpenGov is a solution that delivers multi-faceted collaboration, redaction, management tools for action tracking and performance reporting to provide rapid responses to formal requests for information.

### Protecting sensitive information

On average, one third of all requests for information include sensitive content which must be withheld or removed from documents before they can be released.

It can be challenging to manage different versions and keep control over the redaction process, ensuring private or confidential information cannot be revealed.

Objective OpenGov allows an authorised user to irreversibly mask selected information, author's changes and hidden data from any electronic document. You can search for phrases, strings, regular expressions or subject names to be redacted.

While the original document is not altered, a 'working' version is created where the redactions are shown as translucent markings so that the underlying information can be ascertained for correctness before the final and permanent redaction. A 'redacted' version is created with the sensitive information replaced with solid markings ready to be sent to the applicant.

Pre-defined exemption codes, as defined in your local legislation, can be applied to documents at the click of a button. You can also define custom codes, if required.

### The power of process governance

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

It combines:

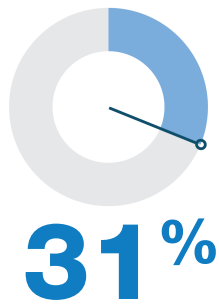
- Adaptive process management technology – helps manage the varying requests for information.
- Information discovery – maintains a single source of truth for the entire request.
- Compliance and record-keeping by-design – increases transparency of the process, including auditability throughout.
- Secure information exchange – supports collaboration with internal and external parties (for discovery and 3<sup>rd</sup> party consultation).

Every step, action, document and decision taken is fully auditable, so you always know what happened and when.



**of time spent managing requests.**

Source: Objective Benchmarking Research



**31%**  
of formal requests are partially granted.

Source: [www.data.gov.au](http://www.data.gov.au)

### **Information governance matters**

Organisations are obliged to protect and secure information, and they often go to great lengths to implement governance systems, policies and procedures to do so.

Staff preparing responses need fast, easy access to relevant information, relying on controls that help prevent the organisation being exposed to unintended risks.

Objective OpenGov 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.

### **Navigating complex requirements**

Responding to requests may not always follow a sequential path. At times, they require variable paths, multiple participants (working at the same time) or alternate approval chains to ensure they are dispatched on time with high quality.

Objective OpenGov supports your team to assign, track and dispatch documents according to timelines. 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.

### **Collaborate across the organisation, and beyond**

Information access staff may need to consult with third parties about the release of information, or provide access to authorised individuals. This can pose challenges for large files or sensitive content. It may create a bottleneck in the process or lead to challenges for version control.

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 strategies can expose organisations to security risks.

It is essential to extend governance throughout the various touch points. Objective OpenGov allows you to establish secure workspaces on demand. Consult securely with third parties who are authorised to review the documents. Restrict their ability to download or edit, and ensure the latest version is served from the corporate repository. A separate workspace can be used to correspond with the applicant and digitally dispatch the final response, securely.

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



# 1/2 DAY

per week spent generating reports.

Source: Objective Benchmarking Research

## Improve performance with real-time data

Manual, paper-based processes are traditionally difficult to track and audit. Costs and risks can increase, 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 OpenGov 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.

## Seamless access to Microsoft Office productivity tools

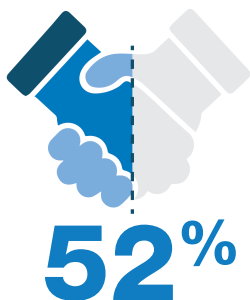
Collating documents for release, drafting decision letters and quotes for fees, requires efficient access to the productivity tools that people use every day, such as Microsoft Office.

Objective OpenGov 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 OpenGov provides a frictionless and consistent user experience throughout the entire process, while information governance is managed 'behind the scenes'. Staff can focus on high value tasks such as consultation or weighing public interests, where specialist knowledge is required.



**52%**  
of users believe trust is the  
biggest benefit of openness.

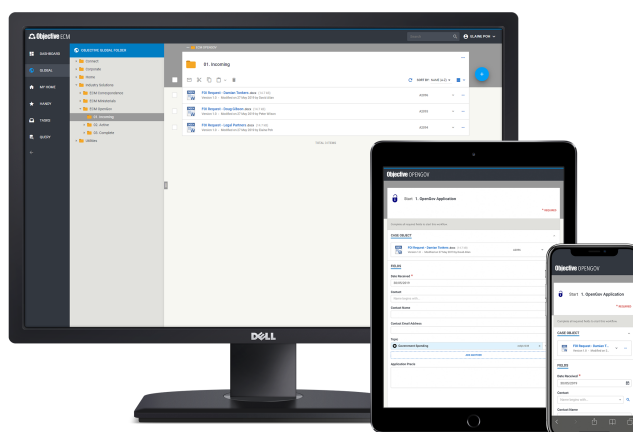
Source: Objective Benchmarking  
Research

## OBJECTIVE PENGOV

Objective OpenGov 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

- Ensure accurate and timely responses to information access requests
- Reduce the time taken to respond by automating manual tasks (digitisation).
- Enable secure consultation with third parties.
- Protect sensitive content by irreversibly redacting information from any electronic document.
- Collaborate online with the applicants.
- Monitor status and performance against KPIs.
- Process visibility to identify opportunities for efficiency and improvement.
- Derive greater value from your information governance investment.
- Notifications and reminders to keep on task and meet time frames.
- Exceptional user experience, building support for openness and digital working.



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## 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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