



**Association of Local Government  
Information Management Incorporated**

**2011**

**BUSINESS PLAN  
SUMMARY**

**January – December 2011**

# CONTENTS

<b>1.</b>	<b>INTRODUCTION.....</b>	<b>3</b>
1.1	ALGIM ORGANISATIONAL CHART 2011 .....	4
1.2	OUR MISSION STATEMENT .....	5
1.3	OUR OUTCOMES.....	5
1.3.1	<i>Member Development.....</i>	5
1.3.2	<i>International Collaboration.....</i>	5
1.3.3	<i>National Collaboration.....</i>	5
1.3.4	<i>Communication and Marketing.....</i>	6
1.3.5	<i>Projects.....</i>	6
<b>2.</b>	<b>MEMBER DEVELOPMENT.....</b>	<b>6</b>
2.1	GOALS AND OBJECTIVES .....	6
2.1.1	<i>Member Consultation.....</i>	6
2.2	TOOLKITS .....	6
2.2.1	<i>IM Toolkit.....</i>	6
2.2.2	<i>Customer Service Toolkit.....</i>	6
2.3	CONFERENCE AND SEMINARS.....	7
2.3.1	<i>Conference.....</i>	7
2.3.2	<i>Web Symposium.....</i>	7
2.3.3	<i>Customer Service/Contact Centre Symposium.....</i>	7
2.3.4	<i>Records Management Symposium.....</i>	7
2.3.5	<i>GIS.....</i>	7
2.4	DEVELOPMENT PROGRAMME .....	7
<b>3</b>	<b>INTERNATIONAL COLLABORATION.....</b>	<b>7</b>
3.1	SISTER ORGANISATIONS.....	7
3.2	JOINT INITIATIVES .....	8
3.2.1	<i>International Project.....</i>	8
3.2.2	<i>New Zealand Case Studies.....</i>	8
3.2.3	<i>Professional Development – Career Mapping Tool, LOLA Certified Qualifications.....</i>	8
<b>4</b>	<b>NATIONAL COLLABORATION.....</b>	<b>8</b>
4.1	NATIONAL REPRESENTATION.....	8
4.2	LGOL.....	8
<b>5</b>	<b>COMMUNICATIONS AND MARKETING.....</b>	<b>9</b>
5.1	MARKETING.....	9
5.2	WEB PROJECTS.....	9
5.2.1	<i>Infobase.....</i>	9
5.2.2	<i>Website.....</i>	9
5.2.3	<i>.govt.nz.....</i>	9
<b>6</b>	<b>PROJECTS.....</b>	<b>10</b>
6.1	RESEARCH & WHITEPAPER .....	10
6.2	ITQ SURVEY (BENCHMARKING) .....	10

## I. INTRODUCTION

Welcome to the ALGIM Business Plan for the period 01 Jan 2011 to 31 Dec 2011.

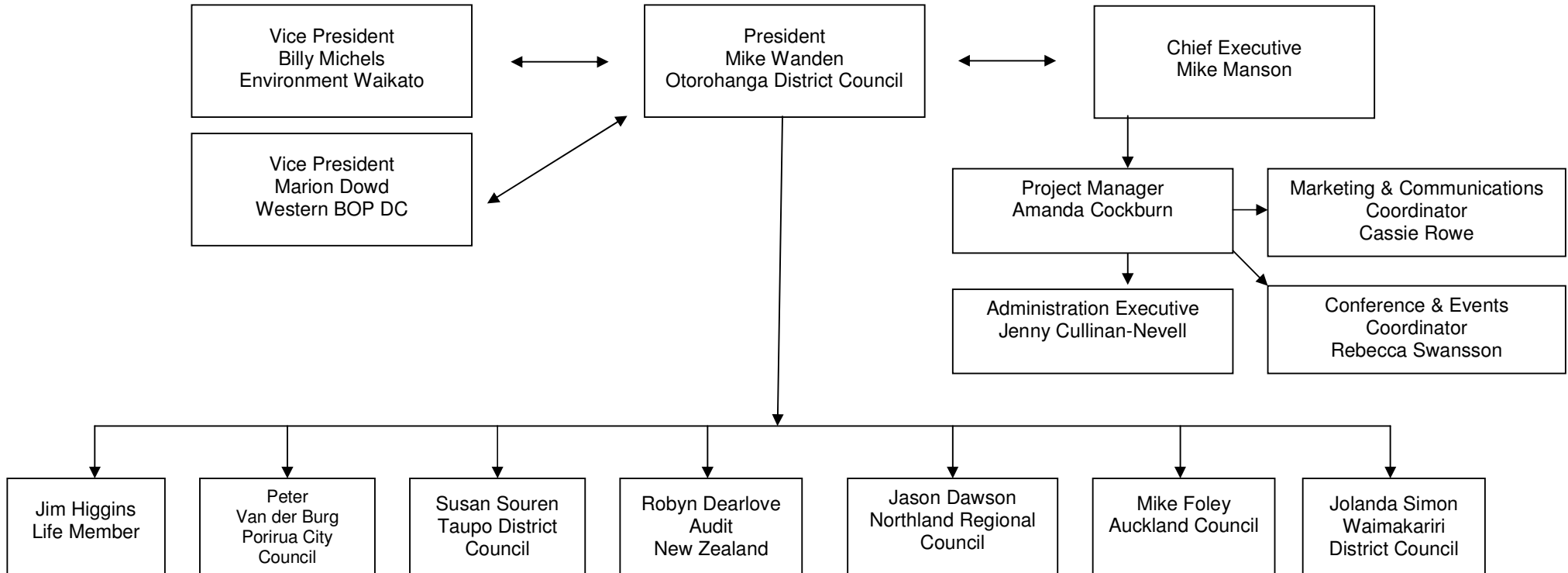
This Plan outlines the key objectives and action plans that the ALGIM Executive will undertake during the financial year. This is a very challenging and exciting programme that can only be achieved through the skills and talents that exist both in the ALGIM Executive and throughout the membership in Local Government.

I am proud to work with such high calibre members of the Executive and appreciate the support given by Local Government staff, vendors, and sponsors of ALGIM to enable us to achieve these aims.

This year is also the fourth full year ALGIM Head Office has operated with additional resources enabling the Association to grow and provide more comprehensive services to members.

Mike Wanden  
President

### I.1 ALGIM Organisational Chart 2011



## 1.2 Our Mission Statement

To provide leadership to Local Government in Information Management and Information Processes by,

**“Building Tomorrows ICT Foundations Today”.**

This will be achieved by building a strong foundation for ALGIM around **four key pillars:**

- **Information Provision**
- **Research**
- **Networking and Collaboration**
- **Professional Development**

## 1.3 Our Outcomes

ALGIM has set the following objectives for the 2011 calendar year to achieve the four pillars.

### **PROFESSIONAL DEVELOPMENT**

#### **1.3.1 Member Development**

- To grow our member's knowledge, capabilities and opportunities and therefore improve the overall Local Government Information Management Sector.
- To promote excellence in Information Management in Local Government.

### **NETWORKING AND COLLABORATION**

#### **1.3.2 International Collaboration**

To develop and maintain international alliances with overseas Local Government sister organisations to facilitate the exchange of information and participate in joint initiatives for the mutual benefit of Local Government.

#### **1.3.3 National Collaboration**

To represent ALGIM members on national bodies and peer groups where participation will enhance professionalism and provide mutual benefit to the sector.

## **INFORMATION PROVISION**

### **1.3.4 Communication and Marketing**

- To facilitate, promote and communicate with the Local Government Information sector raising the profile, integrity and spirit of co-operation of ALGIM across the sector.
- To promote to members use of the web (including the ALGIM website) as a vehicle for sharing information, networking and accessing Local Government information databases, and the delivery of Local Government services to the public.

## **RESEARCH**

### **1.3.5 Projects**

#### **Research & Whitepaper**

To undertake research in topical areas for the benefit of members.

#### **Benchmarking**

To facilitate benchmarking across both NZ Councils and internationally.

---

## **2. MEMBER DEVELOPMENT**

### **2.1 Goals and Objectives**

To grow our member's knowledge, capabilities and opportunities and therefore improve the overall Local Government Information Management Sector. To promote excellence in the sector.

#### **2.1.1 Member Consultation**

To consult with members about the focus of ALGIM's Business Plan for 2011.

### **2.2 Toolkits**

#### **2.2.1 IM Toolkit**

To maintain the essential tools, templates, guidelines and standards for Local Authorities in a cost effective manner through provision of a sector specific Information Management Tool Kit.

#### **2.2.2 Customer Service Toolkit**

To complete the first two stages of development programme for a Customer Service Information Toolkit.

## 2.3 Conference and Seminars

- To provide educational and networking opportunities for members and peer groups to up skill and share ideas for the benefit of Local Government.
- To develop and promote a seminar programme that is topical, relevant, strategic and will generate the best return to ALGIM members.

### 2.3.1 Conference

Continue to improve the flagship conference by improving the processes, speakers and networking opportunities.

### 2.3.2 Web Symposium

Continue to improve and enhance this 2 day event which includes the results of a website benchmarking exercise.

### 2.3.3 Customer Service/Contact Centre Symposium

To continue to improve and enhance the ALGIM umbrella the ALGIM Local Government Customer Service Conference incorporating technology, processes and people.

### 2.3.4 Records Management Symposium

To continue to improve and enhance the ALGIM Records Management Symposium to encapsulate members in this special area of Information Management.

### 2.3.5 GIS

Conduct a trial GIS symposium to gauge interest for the GIS sector.

## 2.4 Development Programme

To develop a sponsored international development programme with other countries to enable members to obtain the benefit of study tours, attendance at national conferences and understanding of issues facing Local Government IM professionals on a global basis.

---

## 3 INTERNATIONAL COLLABORATION

*To develop and maintain international alliances with overseas Local Government sister organisations to facilitate the exchange of information and participate in joint initiatives for the mutual benefit of Local Government.*

### 3.1 Sister Organisations

To actively communicate and participate in international relations to benefit members and to look for collaborative opportunities e.g. international conferences.

- LOLA
- GMIS (USA)
- SOCITM (UK)
- KOMMITS (Sweden)
- MAV (Australia)
- VIAG (Holland)
- V-ICT-OR (Belgium)
- MISA (Canada)

And further develop opportunities with other nations.

## 3.2 Joint Initiatives

To develop joint research initiatives with international bodies including sector benchmarking and white papers.

At a meeting of the LOLA group of Local Authorities in November 2007 all 7 countries agreed to the following:

### 3.2.1 International Project

Professional Development for Local Government ICT Professionals.

### 3.2.2 New Zealand Case Studies

- Place winners of ALGIM 2010 Innovation Awards on LOLA Website by February 2011.
- Make available ALGIM research paper by Dec 2011.

### 3.2.3 Professional Development – Career Mapping Tool, LOLA Certified Qualifications

- IT Leadership Role (Organisational Change Manager) Project Framework in place. This is a work in progress so no time frame can be given.

---

## 4 NATIONAL COLLABORATION

*To represent ALGIM members on national bodies and peer groups where participation will enhance professionalism and provide mutual benefit to the sector.*

### 4.1 National Representation

- To represent ALGIM at key forums and committees.
- To network with key members of associated organisations.
- To raise the profile of ALGIM at a Government level ensuring awareness of ALGIM and its contribution to the Local Government IM Sector.

### 4.2 LGOL

- To provide 2 directors on the Board of Local Government Online to fulfil ALGIM's shareholder responsibilities.
- To participate in the sector wide service initiatives undertaken by LGOL.

## **5 COMMUNICATIONS AND MARKETING**

*To facilitate, promote and communicate with the local Government Information sector raising the profile, integrity and spirit of co-operation of ALGIM across the sector.*

### **5.1 Marketing**

To increase awareness of ALGIM, grow ALGIM membership and encourage more attendees at the Annual Conference through:

- Promotion of ALGIM, its conference, seminars and other initiatives.
- By providing network opportunities through the annual conference and seminars.
- ALGIM Executive Members making regular contact with Local Authorities throughout New Zealand.
- Sending newsletters to all Local Authorities in New Zealand.
- To provide articles of interest through the ALGIM website, publications and news media.
- To provide discount and leverage opportunities for members
- To develop and obtain sponsorship for an ALGIM 2011 Wall Planner/Calendar

### **5.2 Web Projects**

*To enable members to use the ALGIM Website as a vehicle for sharing information, networking and accessing Local Government information databases.*

#### **5.2.1 Infobase**

To continue to promote the ALGIM Infobase as a management tool for members. To provide an update service and reporting helpdesk.

#### **5.2.2 Website**

Continue to improve the ALGIM website by enhancing our image, facilities, services and information offered through the Internet with particular emphasis on improving content management and use of other online channels.

#### **5.2.3 .govt.nz**

To provide a moderation service to protect the use of the .govt domain space in terms of "Local Government" registrations.

## **6 PROJECTS**

*To undertake research in topical areas for the benefit of members.*

### **6.1 Research & Whitepaper**

To undertake at least one project to be decided by the Executive. Suggested topics for 2011 are:

- "How To" guide on Shared Services (the next step)
- Citizen Engagement
- IPv6

### **6.2 ITQ Survey (Benchmarking)**

To increase the number of participating Councils in the ITQ survey of a Council's IT division's Performance to 10 in 2011.