



CASE STUDY LIBRARY

Classification Implementation and the “Where Do I put my stuff?” Issue

A three-step “with you, for you” approach developed at Waipa District Council.

Historical classification structures were once developed at [Waipa District Council](#) but have since become a significant constraint to their records keeping best practice.

The suitability of legacy classifications to the current information management process was highlighted when some organisational departments became heavily reliant on network drives and staff were continually asking ‘Where do I put my stuff?’

A three step ‘with you, for you’ approach was developed integrating [collaborative, refinement and training techniques](#) in order for the classification project to be successful from design to departmental rollout. Staff developed a sense of ownership of the classification due to their engagement throughout the collaboration process, and now actively seek advice regarding records management.

Benefits:

- Staff know where to put their stuff
- A structure that meets current and future business needs
- Improved records keeping practice across the organisation
- Shared ownership of the structure

The project achieved its objectives as a result of the collaborative ‘with you, for you’ approach adopted. This effected understanding by staff of the advantages for their business activities, roles and responsibilities. The outcomes were achieved through a [solutions focused approach](#) informed by guidance around IM best practice combined with subject matter expert input from the various business areas within Council. The [efficiency gains](#) have been noticeable in the reduced volume of queries asking not only where do I put my documents in TRIM, but equally, less requirement to assist in retrieving documents. Previously retrieval of documents had been reliant on multiple search criteria due to the fact that a former very ineffective classification structure had not been applied and therefore documents were filed based on a subjective container search. This improvement has been remarked upon by many staff.

A key indicator of improved business processes is the [significant reduction in usage of network drives](#), reflecting staff’s ability and desire to maximise the functionality available to them in Councils centralised EDRMS (TRIM).

ENQUIRIES

If you’d like to know more about Classification Implementation and the “Where do I put my stuff” issue, please contact [Renee Coutts](#) (Waipa District Council) on renee.coutts@waipadc.govt.nz

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