

CASE STUDY

Partnering with Records Solutions means that you're committed to better-than-good information management. You're driven by how your organisation can meet community expectations while also delivering on business needs and balancing your compliance mandates.

Client Industry:	Private (Motor Vehicle)
Project	Information Management/Document Controller Training

The client, within the motor vehicle industry, engaged Records Solutions to develop and conduct training for their newly inducted Document Controllers.

In summary, the training encompassed:

- Overview and Core Principles of Records and Information Management: AS ISO 15489
- Classification and Metadata Fundamentals
- Access and Security Provisions
- Creation, Capture and Management
- Lifecycle Management Principles
- Internal Client Document Controller Processes.

Once the training was conducted, each trainee underwent an assessment to determine their competency level, which was depicted in the assessment results provided to the client.

Each trainee received:

- Workbook per subject
- Certificate of completion/competency.

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Client Industry:	Private (Legal)
Project	Archive Management Plan

This client, a national law firm, engaged Records Solutions to conduct a review of their Safe Custody Records Archive and deliver recommendations on future proofing information management in their Brisbane office.

To meet the needs of the business, our consultant:

- Conducted meetings and workshops to review the current state of records management
- Provided recommendations on the formalisation of procedures for records management
- Identified strategies and tools to improve recordkeeping practices
- Performed a high-level functional system assessment
- Identified inefficiencies and recordkeeping gaps
- Conducted a risk assessment of current processes
- Developed an action plan for transitioning to improved records management.

The plan was separated into stages based on governance requirements encompassing:

- Physical storage and data validation
- Future/post implementation actions