

## Building Information Management Requirements into Business System Design

Earlier this year GISU started working with Nigel McCulloch from the State Service Management Office (SSMO) providing records retention and management advice to the Empower Integration and Automation program (EIA). Empower is the Human Resource Information System used by most of the state government departments. The new project is to consolidate HR databases across the State Service, and is being led by SSMO in collaboration with state government agencies.

Empower was purchased and installed well before internet connectivity was a business norm so it made sense that individual agencies had their own Empower database. Twenty years on and, while Empower has been a reliable and reasonably agile product, the fact is that installation decisions made in the nineties no longer really work for the Service as a whole. The separate installations are costly to run, make whole-of-government reporting difficult and slow, and make automating some of our business processes very difficult.

Deployment of Empower at individual agency level has resulted in non-standard configurations with associated higher costs to maintain multiple databases. Technical development has been driven by the vendor and the differences between agencies – rather than similarities - have driven the development agenda. With no governance of the system at a WoG level, (this was not seen as necessary with the original installations), the result has been the same system used in completely different ways in each agency. The result is that processes to move data from one system to another when an employee moves agencies is largely manual and subject to human error.

## Project Snapshot

### Year 1:

- Pilot of new reporting arrangements and roll out to agencies
- Analysis of agency Empower databases for common coding and configuration
- Standardise Manager and Employee Self Service installations and deploy all existing automated transactions
- Identify high cost and high frequency transactions for automation in Version 13 Empower.

### Year 2:

- Finalise analysis of databases and develop a set of data standards and principles for HRIS
- Configure databases to new standard, undertake pilot and execute the migration of one agency to the central database
- Build a common repository for all legacy data.

### Year 3:

- Migrate the balance of the agencies to the central database,
- Decommission test & production databases after exporting all employee records to the legacy data management system.
- Deploy Version 13 and roll out new automated transactions with user training

The EIA Program will do the following:

- Standardise the business rules and coding solutions used in Empower.
- Replace the existing multiple reporting systems with a contemporary common reporting platform used by all agencies.
- Consolidate the current collection of databases into three operational systems:
  - One for the Department of Health and Human Services and the Tasmanian Health Service;
  - One for the Department of Education and TasTAFE; and
  - One for all other Agencies.

Empower supports nearly 40 000 employees every year. Any work done on a core system needs to be well planned and all changes properly tested. The EIA work program will span three years to ensure that all pay and leave records are preserved and, most importantly, that we are all paid correctly every fortnight! Work has already started on the new reporting platform which will be piloted by the Department of Justice.

GISU have been aware for a while that the disposal classes in DA2157 are really out of date. They no longer accurately and comprehensively reflect the business process of human resources branches, and the resulting information generated. Working on this project with Nigel has enabled us to identify current business processes and information generated, and discuss ways that the project can support the retention and eventual transfer of this information into the state archives. This collaboration process has supported us in our rewrite of relevant classes for the new DA2157, ensuring they reflect current business practice. By consulting with us early in the project, Nigel has provided us with the opportunity to incorporate insights into our tools, and effectively support the management of government information.

GISU are excited by the potential of these changes to implement improved information management for the state service, and we will update you as the project progresses.

Contributed by Allegra Huxtable

### Issues being addressed:

- No common configuration standards set to maximise benefits of common system use
- Very high levels of manual transactions
- High overheads generated by numerous instances of Empower HRIS
- Poor Whole-of-Government reporting
- An operational rather than strategic focus
- Vendor not owner/business need driven development.

### Project Outcomes

- Improved strategic capability – setting the TSS up for the future
- Improved operational capacity – greater efficiency and effectiveness to support the usual business requirements of agencies
- Regulatory conformance – meeting all internal and external requirements.



## DoE RBF awards for excellence

GISU Team member Sam Foster Davies has been selected as a finalist for RBF Award for Excellence in the *Telstra Outstanding Use of Technology or Innovation* Category for the development of the GISU website.

Congratulations Sam and Good Luck!



## EDRMS Selection - to comply or not to comply!!

We have recently been contacted by a number of agencies whose are looking to replace their EDRMS systems. Agency staff have asked us whether particular systems meet our 'compliance requirements'. All mid-level 'off the shelf' EDRMS and CMS potentially meet compliance requirements. Compliance is simply good management – and is more about how your agency configures, uses, and manages the system. It also includes the decisions you make when migrating records between systems, or from other sources.

For example, all EDRMS systems contains the capacity to add metadata. It is the way the agency *configures* these features, and enables this metadata to retained over time, that is important.

In order to assist with these kinds of decisions, GISU publishes Guidelines and Advice on Recordkeeping Metadata and system migration.

Contributed by Allegra Huxtable

## What we have been up to...

We have just completed a Stakeholder Engagement Handbook. Contact GISU if you would like an early release copy.

We are also working on:

- Records Management handbook
- Strategic Information Management policy
- Strategic Information Management Policy Handbook

Thank you to all of those agencies who participated in our stakeholder engagement sessions to gather feedback on these resources – your feedback helps us immensely.

## Training Calendar

Title	Location	Date
Contributing to STORS *	Hobart	September 7
Introduction to recordkeeping challenges in business systems	Launceston	September 21
Digital recordkeeping on a shoe-string budget	Hobart	October 12
Developing an Agency Retention and Disposal Schedule	Hobart	November 3

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