



Objective

OBJECTIVE CASE STUDY

OFFICE OF THE PRIVACY COMMISSIONER

ORGANISATION

Office of the Privacy Commissioner

INDUSTRY

Public Sector

BENEFITS AT A GLANCE

- Legislative compliance
- Improved information sharing
- Enhanced productivity
- Streamlined business processes
- Improved transparency and accountability

OBJECTIVE CORPORATION LIMITED

Regional Headquarters

Asia Pacific: +61 2 9955 2288

Europe: +44 1628 640 460

The Americas: +1 202 904 2392

WWW.OBJECTIVE.COM



Privacy Commissioner
Te Mana Matapono Matatapu

When the New Zealand Public Records Act 2005 was passed in Parliament, the Office of the Privacy Commissioner saw the opportunity to improve their knowledge sharing culture and information management processes, to place them at the forefront of information management best practice.

The Office of the Privacy Commissioner is an independent Crown Entity that was set up in 1993 under the Privacy Act. The Office works to develop and promote a culture in which personal information is protected and respected.

Located in Auckland and Wellington, the Office of the Privacy Commissioner is responsible for a wide range of functions. It monitors, researches and reports on matters relating to privacy, and has an educational and outreach role in promoting the understanding, acceptance and protection of individual privacy. The Commissioner provides independent and impartial services to investigate and conciliate complaints of an interference with the privacy of an individual; scrutinises legislative and other proposals that may affect privacy; issues codes of practice; and assesses and monitors authorised information matching programmes carried out by government agencies.

BEST PRACTICE INFORMATION MANAGEMENT

With the need to manage an increasing number of electronic documents, the Office embarked on a project to implement a Document Records Management System (DRMS) to improve knowledge sharing and to meet the requirements of the New Zealand Public Records Act 2005.

Mr Gary Bulog, General Manager, Office of the Privacy Commissioner, said: "The Office of the Privacy Commissioner is an organisation that promotes the responsible use of information. Government organisations look to us for information management best practice. It is imperative that our information management strategy is correct."

Prior to this project, the Office's legacy information management system consisted of network drives, databases and spreadsheets for recording information and managing processes. This system created significant challenges and fostered an organisational culture which inhibited collaboration and knowledge sharing practices.

With the support of the Privacy Commissioner, the Office launched a project

“ The benefit of Objective is that it **mitigates** the **risk** of information loss and **maintains** the **integrity** of the information we handle.”

Mr Gary Bulog

General Manager, Office of the Privacy Commissioner



to implement an enterprise-wide DRMS that would:

- Create a single information repository to break down information silos and encourage greater knowledge sharing.
- Ensure compliance with the Public Records Act 2005.
- Effectively retain and locate corporate memory and information assets.
- Maintain the integrity of information by creating a single source of truth.
- Improve responsiveness to enquiries and customer service by streamlining processes.
- Replace a legacy complaint management system used to investigate and conciliate alleged breaches of individual privacy.
- Enhance knowledge management by improving the capture, access and security of information used to support decision-making.
- Improve management reporting and oversight.

“Prior to embarking on the project, our people were accustomed to doing things their own way and there were no definitive guidelines on how information was handled or classified. This was particularly concerning as information is the core function of our

organisation and it exposed us to considerable risks,” said Mr Bulog.

PARTNERING FOR SUCCESS

The DRMS project was a significant investment for Office of the Privacy Commissioner. They sought a supplier whom they felt could work with them in a true partnership.

“Choosing the right solution was important to us, but equally important was choosing the right partner and project team.

“We met with the regional Objective project team during the tendering process and valued the commitment and credibility the team demonstrated to ensuring the success of the project. They invested time in understanding our business and what we needed from the project,” said Mr Bulog.

CHANGING THE ORGANISATIONAL CULTURE

A significant component of the project was focused on change management to ensure the successful deployment of Objective across the entire organisation.

“We were conscious that in order to be compliant with the Public Records Act and to address our existing information

management challenges we needed everyone in the Office to be on board with the project.

“To ensure the success of the project, we implemented and delivered a change management strategy. We were progressing from disparate pockets of information to a structured business classification. In doing so, we had to ensure continuation of business as usual,” said Mr Bulog.

The staff were active participants of the selection and implementation process as a part of the change management strategy. The following key elements helped contribute to the change in organisational culture:

- The project team consulted each functional area about their information management and business classification requirements.
- Key representatives from each functional area were involved at every stage of the project's design and implementation, including in the selection of Objective.
- Power users were identified as Objective advocates and supported by their in-house System Administrator.
- All staff were kept closely informed throughout the project.

“One of the main reasons why our change management strategy was successful was that the Privacy Commissioner saw the value of the DRMS, and she owned and sponsored the project. Having the Chief Executive’s sponsorship meant that this project was driven both from the top down and bottom up. This is vital for the success of any project,” said Mr Bulog.

BUSINESS CRITICAL BENEFITS

The solution had to provide an environment that encouraged information sharing and removed existing silos of information, while providing accountability and integrity of all records. It also had to act as a case management system to handle the investigation and conciliation of alleged breaches of individual privacy.

Objective is the ‘single source of truth’ for the Office of the Privacy Commissioner. It has allowed existing processes to be streamlined which in turn has helped increase productivity and efficiency across the organisation.

“The benefit of Objective is that it mitigates the risk of information loss and maintains the integrity of the information we handle,” said Mr Bulog.

LEGISLATIVE COMPLIANCE AND QUALITY ASSURANCE.

Objective underpins the Office’s compliance with the requirements of the Public Records Act 2005, which requires all public offices to adhere to standards specified by Archives New Zealand.

The creation of a single information store has made it easier for the Office to meet its reporting requirements – both for internal management purposes and for external reporting such as the Statement of Intent and Annual Report. Whereas before, the required information might have had to be pulled together from a variety of sources, it can now be drawn from a single source. The reporting functionality in Objective allows the Office to monitor and report on its functions and activities with greater ease, consistency and reliability. The use of pre-defined reports saved within Objective streamlines the process and makes the Office less vulnerable to the absence of key staff.

Objective’s ability to create documents from pre-defined templates has made the generation of standard or routine documents much more efficient. It has helped ensure

a higher level of consistency, and improved the level of quality assurance reviews required for documentation. By providing a uniform approach to creating and managing documents, staff can more readily find the information they require to do their jobs.

SINGLE SOURCE OF INFORMATION

Objective is also used as a case management system which replaces an eight year old, stand-alone legacy complaint management system. Objective manages the process of investigating and conciliating alleged breaches of individual privacy in the same single solution.

To manage cases, Objective is used to capture all incoming complaints. They are either scanned into the system or saved into it if received by email. The use of Objective’s custody functionality and custom metadata then tracks the progress of a complaint as it is investigated and conciliated by the Office. Investigators based in both offices create and maintain in Objective all documentation in relation to complaints. Objective acts as both the case file and the repository for all information throughout the lifecycle of an investigation.



“ We need to be at the **forefront** of sound **information management** and will continue to **work closely** with Objective to adhere to that standard.”

Mr Gary Bulog

General Manager, Office of the Privacy Commissioner



Eliminating legacy systems and information silos, has helped cultivate an information sharing environment. This has allowed for improved communication between teams and offices.

OPERATIONAL EFFICIENCY

The Office of the Privacy Commissioner's operations are highly information intensive. They receive a vast array of information – both electronic and paper. Approximately 6,000 enquiries a year are received via phone, fax, email, letter or visit. This includes approximately 650 alleged breaches of individual privacy a year. All of these transactions contribute to the 200,000 documents that they manage.

Objective is used as a holistic solution performing document management, contacts management, case management and correspondence management. This has streamlined the Office's information storage, retrieval and security and has allowed geographically dispersed staff to focus on core functions while improving response times to customers.

EASE OF USE

To maximise user adoption, the Office of the Privacy Commissioner required a solution

that could easily integrate with its existing information technology infrastructure so there would not be any major changes to how staff worked.

OBJECTIVE'S INTEGRATION WITH MICROSOFT

Outlook appealed to the Office of the Privacy Commissioner because of its simple, familiar interface. It allows emails to be easily stored into Objective and helps minimise mailbox storage usage.

“Ease of searching within Objective has also improved the Office's response times to external enquiries, and offers confidence that the information provided is accurate and up-to-date,” said Mr Bulog.

THE FUTURE

“Objective is scalable for our needs – an important consideration as we have a small, geographically dispersed operation. We can now review our future needs of the system and ascertain what other functionality we can utilise moving forward.

“We need to be at the forefront of sound information management and will continue to work closely with Objective to adhere to that standard,” said Mr Bulog.

ABOUT OBJECTIVE CORPORATION

Objective Corporation (ASX:OCL) is an established leader and specialist provider of proven content, collaboration and process management solutions for the public sector.

Our solutions empower public sector effectiveness, efficiency and transparency, helping governments deliver better services at a lower cost to the community.

Through direct customer engagement, Objective is committed to delivering outcomes that have a positive effect on the public sector, its citizens and the community.

Since 1987, we have been trusted by Government and Top 1000 corporations to deliver long-term valued business outcomes.