

Local Authority EDRM Workshop

Can EDRM make a
difference to your Council?

Aims of the Workshop

- A short, sharp (1-day) brainstorm
 - To help you 'clarify your thinking' on EDRM
 - To identify the core issues – if, why, how, when and for what purpose
 - As a sanity check – should you be doing what you are currently doing (or not doing)
- A forum
 - To identify the different agendas
 - To compare different expectations
 - To draw out key concerns and opportunities

Why Do You *Need* to do EDRM?

- Because IT say it's happening anyway so you need to be in control of it?
- Because your IEG Statement is flashing red or the Information Commissioner might get you?
- Because 'good corporate governance' matters?
- Because it can save you money – eg get rid of paper and reclaim the Civic Centre?
- And/or because you want rethink the way you deliver services to citizens?

Why do you *want* to do EDRM?

- You don't but feel you have to
- It can save money eg reduce office space
- It can deliver services faster and cheaper
- It can improve your CPA rating
- It can help transform service delivery
- It can help transform policy and strategy making

How should you approach it?

- Don't ignore it but don't spend on it either?
- Focus on core services eg Benefits, Planning?
- Focus on corporate areas – eg strategy and policy?
- Focus on everything at once?
- Let budget drive and shape progress?

What strategy should you adopt?

- Buy EDRM, roll it out and hope it works
- Build a document/ records/ information/ knowledge management policy first
- Appoint a records management team in each department and leave it to them
- Create a framework eg “it’s up to each department whether to do it, but if you do this is the product you must use”
- Create a pathfinder project to learn from
- Look at what other Councils have done before you spend

What pitfalls to expect?

- Do a) corporate managers b) social workers c) clerical staff work the same way and have the same expectations? Does a one-size system fit all?
- Will an EDRM magically sort out a filing mess or should it be sorted out first?
- Will an EDRM make your day job easier or harder?
- Will EDRM integrate with your existing systems?
- Will EDRM do what you expected -and what exactly *did* you expect?

Success criteria

- Do you have any?
- Are they realistic?
- Will your current strategy meet them?
- If not, should you change your strategy or change your criteria?

Workshop Details

- Held in your offices – no limits on participants
- Tailored to your specific needs based on preliminary discussions
- Delivered to an agreed agenda for the day
- Standard cost £795 – but customisable to your precise needs
- Includes SteepleDoc 2006 EDRM Survey, value £195 (NB - if you have pre-purchased the survey, workshop cost is reduced to £600)

Contact SteepleDoc

Email info@steepledoc.com

Tel 07786 705625