



Information Management  
and Governance  
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# The Office of the Australian Information Commissioner Case Study

OAIC completes a swift transition  
to digital era

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The Office of the Australian Information Commissioner (OAIC) has completed a migration to digital recordkeeping, successfully implementing a TRIM EDRMS in 2012.

A relatively new agency established in 2010, the OAIC is responsible for oversight of the FOI Act 1982 and is also the privacy regulator. The OAIC also has a role to play to protect information rights and advance information policy with Commonwealth Government.

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It has staff across two offices located in Sydney and Canberra. When established in November 2010 the organisation initially had an agreement with the Australian Human Rights Commission to provide document management through a SharePoint deployment and paper file management through a traditional paper based records management database.

Project Manager Veronica Pumpa came on board in 2011 to assist the OAIC's Information Platforms section with implementing a complete information and records management architecture. Veronica had a 20 year career in records management with the federal public service, most recently at the Department of Human Services.

*"We needed a more comprehensive solution for electronic document and records management," said Ms Pumpa.*

## **Paper jam**

The OAIC was initially printing and filing email and other documents using a database to keep track of paper files. The OAIC also had documents stored in the SharePoint system with limitations on sharing documents across locations and difficulty finding information.

"We needed a more robust structure to find stuff again after it was filed, staff were just putting documents in by day and date and month and couldn't find information again."

Ms Pumpa put forward a case for TRIM using an existing Commonwealth Government contract 'piggyback arrangement' with the Australian Competition and Consumer Commission, ACCC. There was limited budget and time constraints to get the system implemented.

Under this contract the OAIC was able to take advantage of a TRIM solution through iCognition Pty Ltd. iCognition were able to provide an analysis of the OAIC requirements and map out a transition to a full single repository. To encourage the move to a totally electronic document management environment the OAIC has now turned off its shared drives and requires all incoming paper to be scanned using existing MFDs. All email and documents are stored in TRIM with social media soon to come.

"Given the nature of the organisation it needs to be a clear leader in best practise record-keeping," said Ms Pumpa.

"The National Archives has flagged that it will no longer accept paper records for items that need long term storage after 2015."

“This will put pressure on agencies that have not moved to electronic record-keeping by that date, as they may end up left with a big scanning job before they can handover.”

“Since the National Archives announced its digital transition policy agencies have had to take a more serious look at their services and what it’s costing them for storage and finding the business advantages of going fully electronic.”

**“It was quite rewarding to be involved in a project that was not another hybrid solution but fully digital.”**

During the project the National Archives approved the new records authority for the OAIC to complement the implementation of the EDRMS. This authority allowed staff to apply structured metadata to files and documents as they created them in TRIM.

The Commission also provided a life cycle based on functional value to the OAIC to allow staff to make decisions on how valuable the information and how long to retain the information.

OAIC uses Resolve the case management system to manage FOI and Privacy complaints and enquiries. The Information Management strategy developed by Ms Pumpa provided future direction to link the case management system to the TRIM system.

#### **OAIC Enterprise Systems**

Microsoft Enterprise Licence  
Resolve Case Management  
HP TRIM 7.2  
iCognition Diem Portal

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“We needed a more comprehensive solution for electronic document and records management,” – Veronica Pumpa.





## About iCognition

iCognition is an Australian company delivering specialist consultancy, implementation and managed services centred on Information Management and Governance. The company provides consulting, strategy development, innovative solutions, systems integration, product development, implementation and managed services that cover strategic and project level services.

iCognition is a HP Preferred Partner and Alliance One Partner, Microsoft Silver Partner and Intelledox Partner. iCognition is also the developer of Diem Enterprise Solutions that provides value-added products for HP TRIM. Our flagship products, Diem Portal and Diem Broker, are designed to maximise the efficiency, effectiveness and satisfaction in capturing, discovering, managing and collaborating around corporate information.

## Further information

**iCognition website:** [www.icognition.com.au](http://www.icognition.com.au)

**Diem Enterprise Solutions:** [www.diemsolutions.com](http://www.diemsolutions.com)

