

**Ten Steps to Best Business
&**

**Business Information Organization (BIO)
and governments**



Ten Steps Business Publications

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Introduction:

Government departments and agencies by using a purpose designed information structure on the network will be able to access new ways of managing projects, managing their staff and planning for the future.

They will be saving money and time.

They will be working in a safer, secure and supervised environment.

This is about the way that departments and agencies will manage for success when they focus on business information organization.

This document is not about a software solution or any document, knowledge or records management system. It is not about IT.

Current practices mean that responsibility for safety, security and effective use of information is in the hands of the staff at the lowest level in the organization. They allocate the markers to the information they create, collect and use and then use currently available software to seek out specific information as they need it. They are responsible for what is there and what is not there. Policy is essentially ad hoc and there are no decisions made by management except when they sign off on purchases of document, records and knowledge management software which may or may not work as required.

Current practices in setting policy for business information location and integrity are bottom up. This means that any member of staff will decide how the information they create, collect and use is actually organised and labelled. There are no decisions taken at management level that determine through policy how information is to be treated or how it is valued.

This documents looks at what happens when those practices are inverted so that management sets the parameters and the policy.

Current practices result in expensive systems trying to deal with chaos that will remain hidden. Hidden chaos shows up when someone in the business or organization tries to satisfactorily and truthfully answer the following questions:

- do we know what is there?
- do we know what is there that should not be there?
- do we know what is missing?
- do we know what is needed?

On July 1 2005, a State Training Section of an emergency services unit rolled out a new drive structure on their part of the network to provide:

- management of information and materials in set and constant locations
- a unique and natural language index to work and work related information



- the structure for reviewing information needs
- a place to store folder related products such as templates and links to other materials, people, organizations, websites and resources
- information management integrity and support in areas such as faster location of materials, version control and review processes
- a greater level of accountability for files and materials and the ability to backup important materials as required.

This was for that unit, the start of a whole new way of managing and supporting training staff in the various programs and in particular in meeting competency objectives in the training they are providing for volunteers.

The place where the information is held is just as important as the information itself if it is to be used to manage effectively and productively. Attention to this leads to substantial economic benefits for the department or unit in question and the staff are being supported, acknowledged and valued.

The new structure for the emergency services organization was designed with management to meet the specific needs of the Section and to be used well into the future.

An alternative methodology for information management was easy to establish for the unit. They were a dedicated and focused team.

Support materials are readily available and the **Ten Steps to Best Business** program is relatively fast and inexpensive to implement and use.

The manager of the unit reports that the structure has delivered to management the security it was seeking, accountability assurances and support for best business practice by everyone.

There are ten steps that will determine best practice in business information management. They work and they provide the technology for governments to realise huge cost savings and powerful management outcomes.



Outcomes

Outcomes that may be expected from applying the **Ten Steps to Best Business** strategy and for departments and agencies taking on this methodology are:

- Management knows that documents and files on any subject and in any format are in their right place. Any manager knows that what is there is what should be there and what is needed is a matter for constant review.
- All aspects of compliance and policy have been identified and staff have what they need to know what to do and what not to do at all times. Background information is available immediately to assist with their understanding and training.
- Policy and procedures, templates, manuals, reporting structures and guides are there to support the work of each staff member and of groups. Compliance is always identified and explained.
- Training needs are identified and training created, managed, stored and accessed by staff when and where they need it. Training is continuous
- Projects are located with resources created and used or with links to their location. The combined knowledge of the unit, including information relevant to the delivery of training, is automatically logged by its staff as they work.
- Links are available to resources elsewhere in the organization and to related work being carried out by other people and groups anywhere that it is relevant.
- Emails carry links not attachments. Duplication of files and of effort is a thing of the past. Version confusion no longer occurs.
- Paper files are described and stored in the same order as computer based information. The movement from one to the other is determined by work groups and logged for everybody's convenience.
- Sections of the computer network have special backup and security arrangements and these are determined by content and the needs of the business.
- Groups manage the integrity of the information storage system with file naming conventions in place and working well.
- The business continues to see significant cost savings in storage and staff time. Huge costs in finding materials have disappeared. Less paper is generated and both equipment supply and operational costs are reduced.



The changes for the Emergency Services Training unit came about through a once-only project taking less than a month and a small amount of time by key staff.

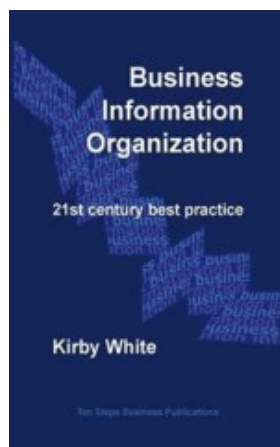
Ten Steps to Best Business is a business management strategy designed and developed in Melbourne by Renovate a Business.

This strategy uses **Business Information Organization** or **BIO** as a sample structure and methodology for any business.

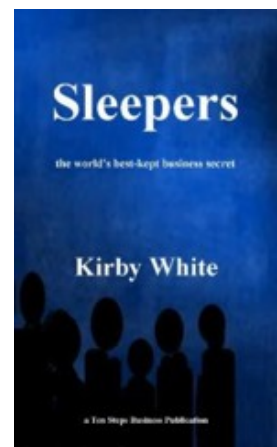
Details of these strategies are available from the links shown on the title page of this document.

Background

The Ten Steps to Best Business strategy was developed by the author of the book:



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