



Government business and intelligent computer networks

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Government departments and agencies by using a purpose designed information structure on the computer 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 may be ad hoc and there may be no relevant policy 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.

But what happens and what is possible 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 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 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.

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

<http://www.tensteps.com.au>