

Starting the IM Journey

Helping Council Staff Discover the Value in Information
Management

ALGIM

Beyond Boundaries Conference 2025 Presentation

Before We Start...

- This is an interactive workshop and includes A LOT of links. It is highly recommended you download this Powerpoint before we begin so that you can more easily follow the presentation and follow links that may interest you.
- You can download the Presentation via my website.
Go to: egconsulting.co.nz - > News -> “Starting the IM Journey”

Workshop Aims

- Provide a top-down view of IM and show how each step is important to your Council
- The best places to start your upskilling & continuous learning journey
- Learning and accreditation providers
- Places and ways to connect with sector leaders
- Useful resources to help you continue your self-guided IM journey

Rules

- ✓ DO use your device to look up things during this workshop
- ✓ DO ask questions (there are no wrong/dumb ones!)
- ✓ DO share this info with your colleagues
- ✓ And YES, this Powerpoint is available online right now!

Go to -> www.egconsulting.co.nz -> "News" -> "Starting the IM Journey"





EVAN GREENSIDES

15 years IM-Sector Experience

- New Zealand Archives Council Member
- First-Past President, ARANZ
- *Opening the Archives Conference 2024* Co-Convenor
- Trust Board Member, Te Manawa
- Senior Archivist, Archives Central
- Archivist, Palmerston North City Library
- Assistant Curator/Archivist, MTG Hawke's Bay

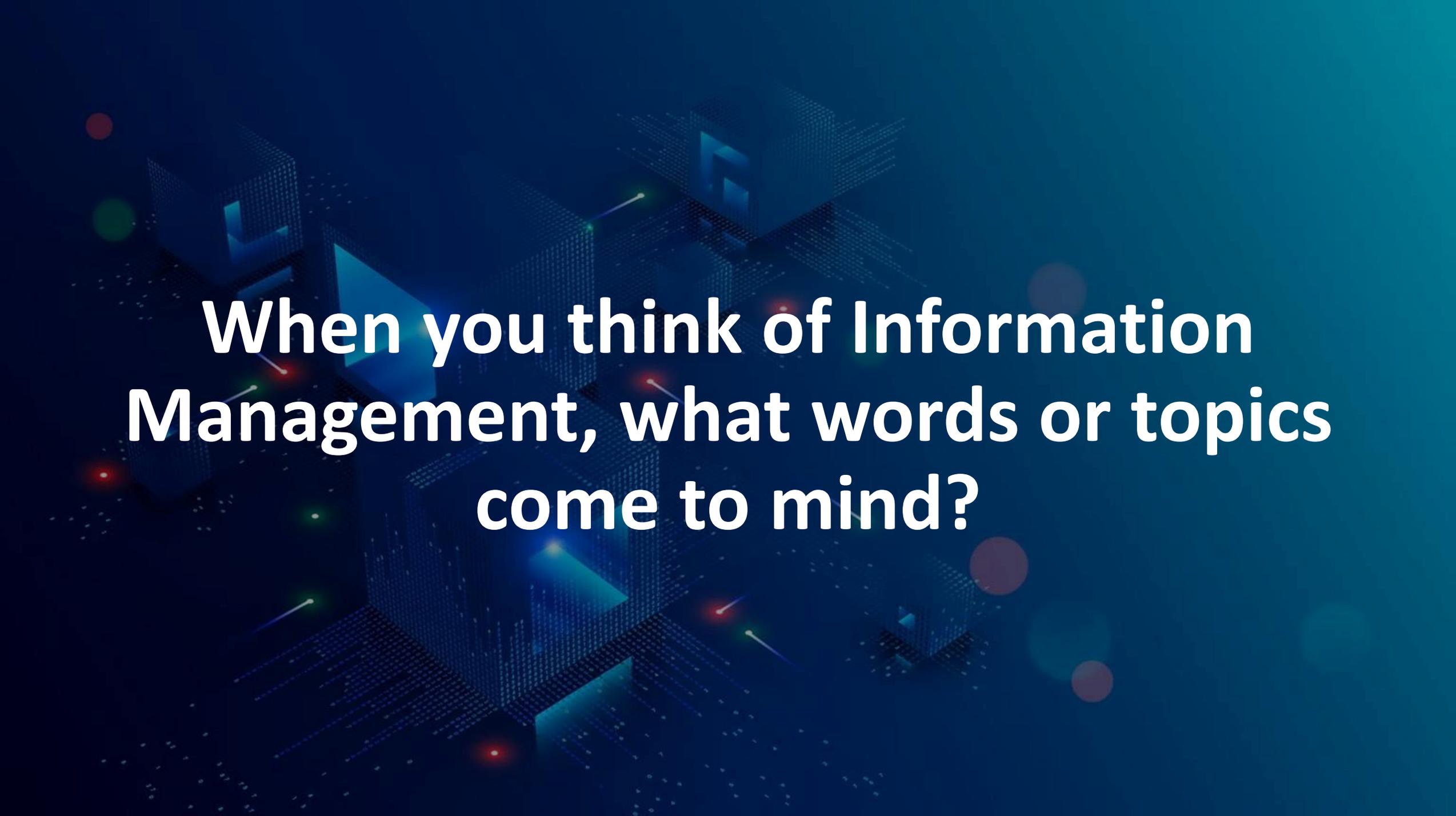
Education

- PGDip, Information Studies
- PGDip, Museum Studies
- BA, History



**Where Do I
Start in IM?**





When you think of Information Management, what words or topics come to mind?

EDRMS/ECM
Access Decisions
Retention & Disposal
Handling Fragile Items
Privacy Act
Records
Metadata
Taxonomy
Schema
Restrictions
Public
Tags
Control
Training
Audits
Digitisation
Enterprise Search
Standards



Let's look at IM sections from a top-down perspective

Legislation & Regulatory

Public Records Act 2005 (PRA)
(+ IRM Standard)

Privacy Act 2020

Local Government Official Information & meetings Act
1987 (LGOIMA)

Information Management Strategy

Vision/Goals for organisation-wide IM

Risk-Based Priorities

Alignment with Council goals (ie Long-
Term Plan)

Investment Planning &
Capability/Capacity Uplift

Information Management Policy

Roles & Responsibilities across Council

Retention & Disposal obligations

Access Decisions, Privacy, Security
Controls, etc.

Reference to other Council policies &
legislation

Standards, Frameworks & Guidelines

Metadata Standards (eg. Archives NZ
Minimum Metadata Requirements)

Taxonomies & Ontologies

Business Classification Scheme (BCS)

Data lifecycle Frameworks

Standard Operating Procedures (SOPs)

Naming Conventions

Document Versioning

Disposal Authorisation processes

Digitisation Workflows

Tools & Training

IM Systems (eg. EDRMS, Sharepoint, etc.)

Staff Onboarding

Support Roles (eg. IM Champions)

Internal/External Upskilling & Training

Audit, Feedback, Improvement

- Annual IM Maturity Assessments
- Staff Feedback
- IM involved in technology Changes
- Monitoring Emerging Risks & Opportunities

**Which section keeps you
awake at night?**

1 vote each 🖐️



FOCUS AREA

Legislation

- Understand the “why” behind the NZ Information Management Sector & your Council’s IM Strategy
- New professionals must grasp the legal drivers that justify all of our work in IM
- Understanding legislation ensures we understand:
 - ✓ compliance obligations
 - ✓ risk exposure
 - ✓ the purpose of retention & disposal actions
 - ✓ access controls and decisions

Public Records Act (PRA)

- ✓ Establishes the legal framework for creating, maintaining, and disposing of public records
- ✓ Applies to all public offices and local authorities
- ✓ Enables audits and monitoring by Archives New Zealand (which may be expanded in the future to include local authorities)

Your local authority responsibilities under the Act:

- 1. Create and maintain accurate records**
- 2. Dispose of information and records, as authorised by the Chief Archivist or otherwise by law**
- 3. Properly store information and records of archival value**
- 4. Classify the access status of all information and records**
- 5. Provide access to open access records as soon as practicable**

Why it matters: It's the foundation for managing information across its lifecycle and ensuring long-term accountability and public trust.

Information and Records Management Standard

- PRA Section 27 enables the Chief Archivist to issue mandatory standards
- There are 3 key principles in the Standard:
 - Principle 1: Organisations are responsible for managing information and records
 - Principle 2: Information and records management supports business
 - Principle 3: Information and records are well managed
- The Standard is a high-level guide to best-practice; processes are developed by your organization
- It ensures organisations have discoverable information and a responsible workforce
- The IRM principles have helped create the Information Management Maturity Framework (IMMA)

“Where can I read more about this topic?”

- [Archives New Zealand, Paerewa whakahaere mōhiohio, mauhanga | Information and records management standard](#)

Local Government Official Information and Meetings Act (LGOIMA)

Purpose

- ✓ Increase availability of official information held by local authorities and promote open, public decision-making processes.
- ✓ Provide individuals with access to information relating to them.
- ✓ Protect official information and deliberations when consistent with public interest and personal privacy

Principle of Availability (Section 5)

- “Information shall be made available unless there is good reason for withholding it.”

Grounds for Withholding Information (Section 6 & 7)

- Needs to be conclusive grounds: No public interest balancing; e.g., national security, international diplomatic confidence, law enforcement, personal safety
- Other grounds: Subject to public interest test. Includes privacy, trade secrets, commercial confidentiality, legal privilege, free and frank speech, health and safety, negotiation privacy, improper gain, etc.

Local Government Official Information and Meetings Act (LGOIMA)

Personal Information Access (Sections 23, 24 & 25)

- Right of access: Anyone may request personal information about themselves (if held in a retrievable form)
- Precautions: Agencies must verify identity and limit disclosure to the individual or authorised agent
- Corrections: Individuals may request correction of inaccurate or misleading information; if not corrected, a notation must be attached

Transparent Meetings

- Council meetings, agendas, reports and minutes must be publicly notified and available
- Public may only be excluded following a formal resolution citing valid LGOIMA grounds (public excluded Council meetings)
- The Ombudsman can investigate complaints relating to meeting openness

“Hey, where can I learn more?”

- [Ombudsman New Zealand, The LGOIMA for local government agencies: A guide to processing requests and conducting meetings](#)

Privacy Act

Purpose and Scope

- Designed to promote and protect individual privacy through a framework governing access, use, and correction of personal information, while also recognising other rights and interests

Theme	Key Principle/Obligation
Lawful Collection	Collect only what's necessary and connected to the function you are undertaking
Transparency at Time of Collection	Inform individuals why you are collecting information, purpose and their rights
Secure and Limited Use	Protect private information, and restrict purpose and disclosure
Right to Access & Correct	Individuals can access and correct their personal data
Retention & Disposal	Retain information only as long as lawfully required
Cross-Border Safeguards	Require consent and comparable protections for overseas data transfers
Oversight Mechanisms	The Privacy Commissioner can enforce and issue breach notifications. Consider dedicated Privacy Officer roles

“Ok, where do I start?”

- [Privacy Commissioner, Privacy Act 2020: Privacy Principles](#)



FOCUS AREA

Strategy & Policy

New Zealand Legislation



IM Strategy

Strategic Direction

High-Level Goals

Resource Planning

Performance Indicators & Ownership



IM Policy

Policy Rules

Specific Requirement

Organisation Expectations

Compliance Measures

Purpose of an IM Strategy

1. Treats information and records as strategic assets that must be actively managed to retain and grow value
2. Sets a clear and concise high-level direction for leadership as Council-wide IM Champions
3. Defines the responsibilities and risks related to managing Council information
4. Aligns the Council with relevant legislation, standards, and business plans
5. Plans for the long-term needs of information, ensuring they support future business objectives.

Creating an effective IM Strategy

- ✓ Get endorsement/buy-in from Senior Leadership from the start
- ✓ Align the Strategy with other Council objectives and Strategies
- ✓ Collaborate with your IT Team and directly link to ICT Strategy
- ✓ Cover privacy, security and data management
- ✓ Clearly identify benefits of adopting (and following through on...) the Strategy
- ✓ Include tangible performance targets, indicators and goals
- ✓ Get feedback from all Council staff and amend as required

“Awesome! I need more info.”

- [Archives New Zealand, Information and records management strategy](#)
- [NAA, Developing an enterprise-wide information management strategy](#)
- [ALGIM Toolkit, F2 Module – IM Strategy](#)

Converting IM Strategy to IM Policy

- Vision → Rules: Strategy sets direction; Policy turns it into enforceable rules
- Consistency & Compliance: Aligns IM with legislation and defines BAU actions
- Clear responsibilities: Defines accountability and staff roles in recordkeeping, across the Council
- Sets the Scene for enacting Standards: States which standards apply (e.g., metadata, access decisions, security, etc)
- Foundation for procedures: Guides processes, work instructions, and tool selection.
- Culture & awareness: Builds organisation-wide IM understanding and behaviours
- Measure & act: Provides benchmarks for IM Maturity Assessments and self-monitoring in order to be proactive with learnings and change

The Benefits of a (Well-Written) IM Policy

- ✓ Ensures decisions and actions can be backed up with reliable records
 - Can provide records of resource consent approvals when challenged in court
- ✓ Aligns practices with legislation and best practice requirements
 - Council meeting minutes recorded and public access provided at earliest opportunity
- ✓ Sets out a clear commitment to managing information properly
 - Publishing a policy statement that appoints staff members responsible for IM
- ✓ Improves processes, reduces duplication, and streamlines access to information
 - Staff understand search/browse/search functions in the ECM to find information effectively
- ✓ Reinforces accountability and professionalism in handling information
 - Staff follow privacy protocols when managing personal customer data
- ✓ Embeds information management into everyday work habits
 - Managers consistently model and encourage correct record-keeping behaviours.
- ✓ Provides a framework for checking that standards are followed
 - Regular audits of email archiving demonstrate adherence to policy

“I’m writing an IM Policy. Where are frameworks and help located?”

- [Archives NZ, Information and Records Management Policy](#)
- [NAA, Developing an Information Management Policy](#)
- [ALGIM Toolkit, B1 Module – IM Policy](#)



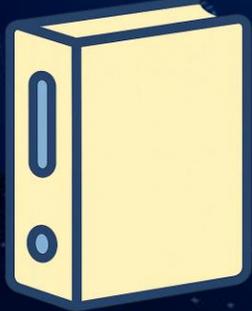
**FOCUS
AREA**

Applying Standards

Pointers on Standards

- Start with mandatory requirements – (eg. Information and records management standard)
- Be Practical, Not Overwhelming - Introduce a small number of core standards first (eg. metadata, retention & disposal, digitisation) and expand as maturity grows.
- Think Long-Term Interoperability – sharing, access, integrity, future migration \$\$\$s
- There is no use wasting capability, capacity and resources on implementing a standard where no need is required (eg. Archives NZ Digitisation Standard with no physical records to digitise)
- Use change as a reason to adopt missing standards
- Learn from the past – ask other councils, write critical decisions down and don't reinvent the wheel!

Examples of Standards



Core Records & IM

Archives NZ Records
Management Standard



Retention & Disposal

ALGIM T2 R&D Schedule +
GDA 6 & GDA 7



Metadata & Classification

Archives NZ Minimum
Requirements for Metadata



Digitisation

NAA Preservation
Digitisation Standard



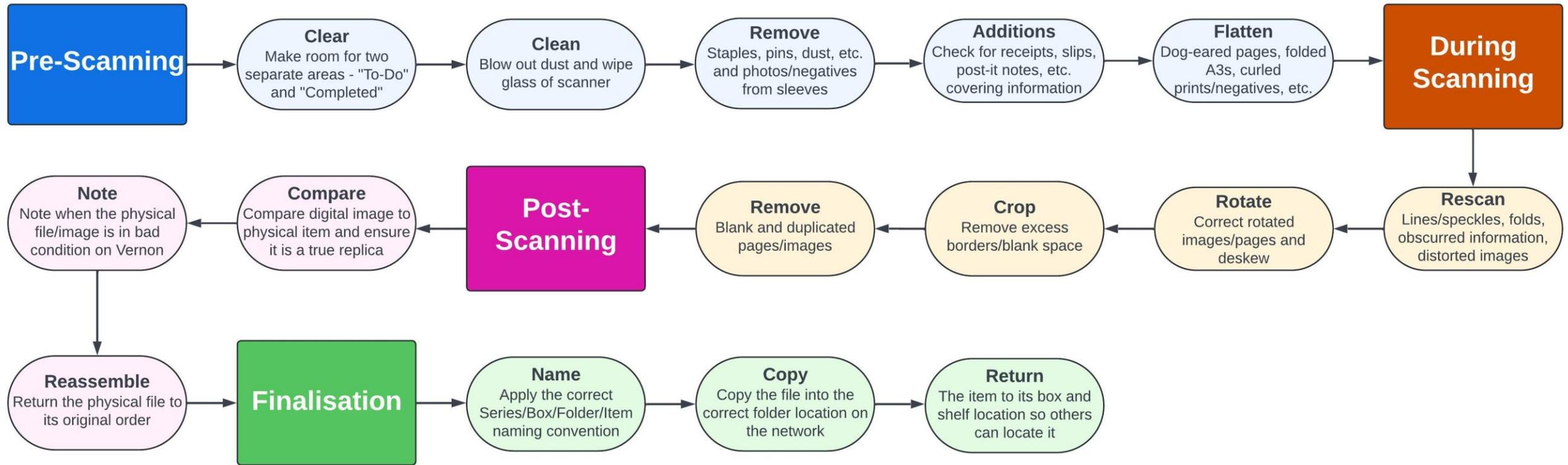
Ontology

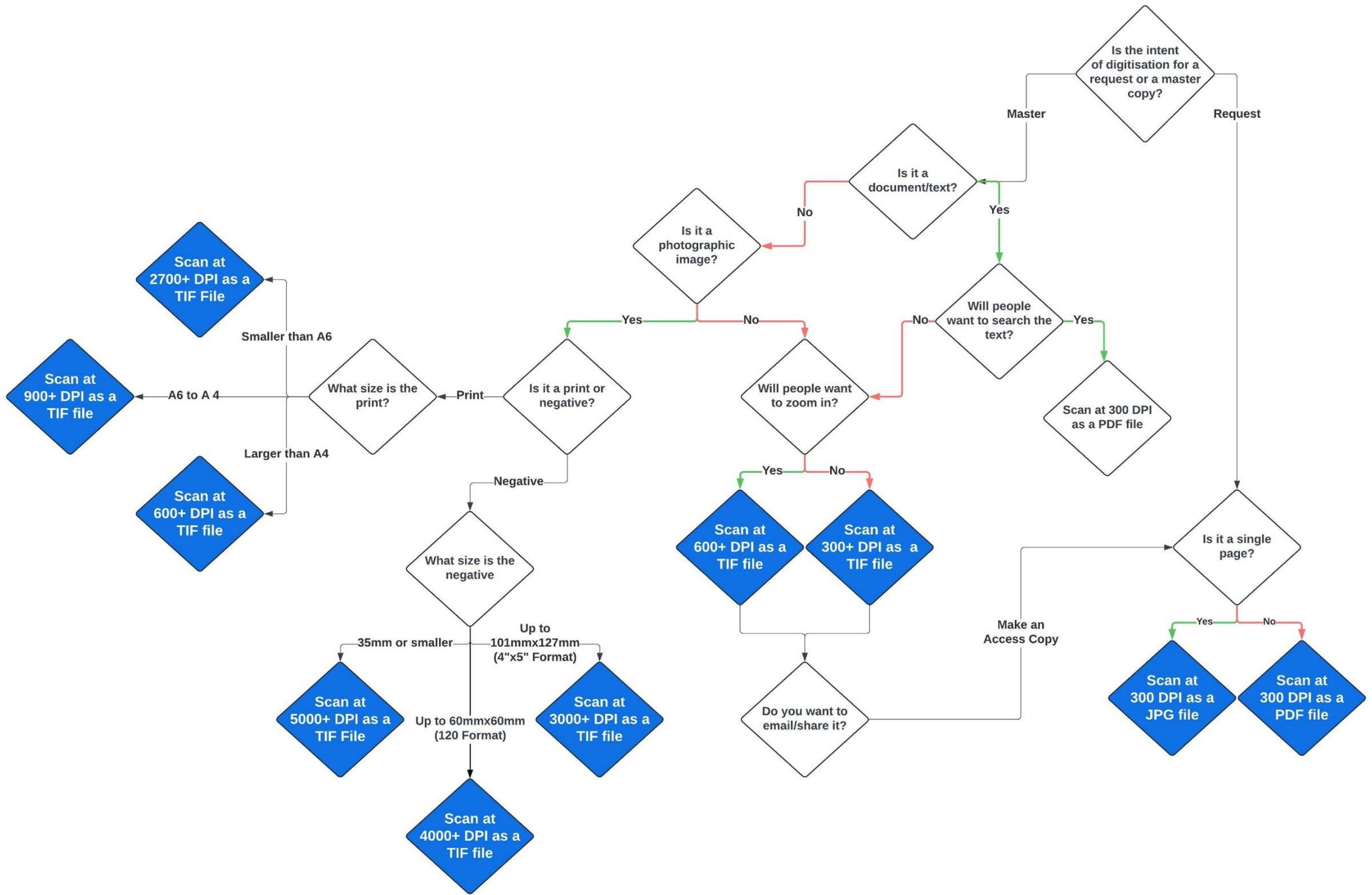
ICA Records in Context
(RiC)



Security & Privacy

ISO/IEC 27001 & ISO/IEC
27701







**What standard(s) do you
work with?
What works?
What doesn't?**



FOCUS AREA

**Get Comfortable
With Tech**

- Hands-on familiarity with recordkeeping tools (EDRMS, SharePoint, M365, etc.) is essential.
- Navigating Council culture around information:
 - are people collaborative or siloed?
 - do staff value the digital records and information they create?
 - is IM involved in and providing input for new digital platforms?

Why it matters: Even a great policy fails if staff don't use the system or follow processes. Systems are where IM is most *visible*.

- Microsoft products, and third-party solutions based on them, dominate the New Zealand Council sector (estimated at 75%+)
- M365 **not** compliant with the PRA in its “vanilla” version
- To move towards compliance, you need to:
 - develop a knowledge of the administrative applications and tools used to manage information and records in M365
 - understand where and how things are stored across the M365 suite
 - cultivate a close working partnership between your IM Team and IT Team
 - actively support and disperse knowledge by training Council staff in the use of M365
 - close any capability gaps by assessing and using third party add-ons
 - plan for and implement the opportunities M365 provides to automate many information and records management processes
 - familiarise yourself with basic AI concepts and understand how it can assist your work in IM

“That’s a lot of stuff! Where do I start?”

- [Archives New Zealand, Microsoft 365](#)
- [CAARA, Functional Requirements for Managing Records in Microsoft 365](#)
- [National Archives of Australia, Managing records in Microsoft 365](#)



2-Minute Group Brainstorm

**What digital tools or
platforms would you benefit
from in your job?**



Where Do I Look For Upskilling/Learning Opportunities?

Why Upskilling Matters



Your Professional Value: Skilled IM professionals improve organisational efficiency, decision-making, and resilience



Rapid Change: Technology, compliance, best practice, etc.



Risk & Compliance: Staying current reduces legal, privacy, and operational risks.



Career Growth: Continuous learning opens new roles and opportunities in the GLAMR and wider IM sectors.

Formal Education

[Open Polytechnic of New Zealand](#) offers the only undergraduate archives and records education in New Zealand.



[Victoria University Wellington](#) offers three qualifications: Certificate in Information Studies, Postgraduate Diploma in Information Studies, and Masters of Information Studies.



Te Wananga offers both a [Diploma of Information Management \(Heke Punk Maumahara\)](#) and [Bachelor of Information Management \(Poutuarongo Puna Maumahara\)](#) study course.



[Charles Sturt University](#), [Curtin University of Technology](#) & [University of South Australia](#) offer Graduate Diploma in Records Management and Archives Master of Information Management



Upskilling & Training

ALGIM

- Introduction to Information Management
- Introducing Information Management for Local Authorities
- Disposing of Local Authority Information and Records
- Managing Local Authority Archives
- Information Asset Management
- Developing an Information Management Strategy
- IM Monitoring and Reporting
- Taxonomy Development for Local Authorities
- Disposal Schedule Interpretation and Implementation Workshop



Online Learning Resources

- [Online eLearning Courses](#) - Australian Society of Archivists (ASA)
- [The Archivist's Toolkit](#) - Archives Association of British Columbia
- [Learning Program on Archives and Records Management in Development](#) - The World Bank Group Archives
- [Online Seminar Series](#) - The Information and Knowledge Management Group, University of Technology Sydney
- [Digital Preservation Handbook](#) – Digital Preservation Coalition
- [eLearn Courses](#) - RIMPA

Have Your Say!

ALGIM is seeking feedback on an IM induction checklist for local authorities to include in the Toolkit.

Take a few minutes and think about what IM topics staff in your Council would benefit from in a formal induction course

Leave your ideas here: <https://shorturl.at/r98eL>





Who Do I Connect With?



Connecting with professional organisations



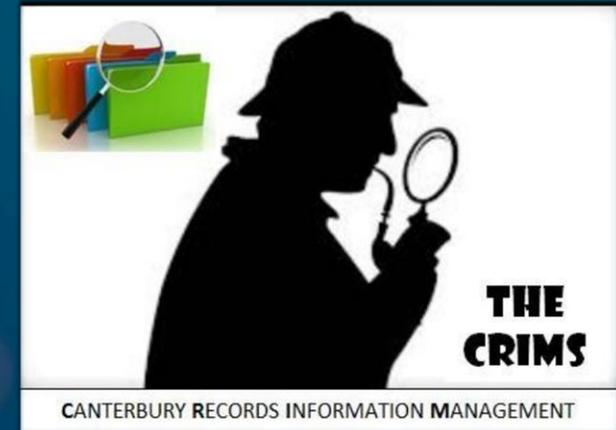
Connecting with other IM Teams



**ARCHIVES
CENTRAL**

COMBINING OUR PAST CREATING OUR FUTURE

Digital Government Leadership Group



CANTERBURY RECORDS INFORMATION MANAGEMENT

Wellington IM Community of Practice (CoP)
Mezzanine Meetings



GLAMR Wellington

4.5 ★★★★★ 79 ratings

Wellington, New Zealand

416 members · Public group

Organized by Jennifer Campbell-Meier and 3 others

Share: [n](#) [f](#) [t](#) [in](#) [e](#)

NZ Records ListServ



VICTORIA UNIVERSITY OF
WELLINGTON
TE HERENGA WAKA

- ✓ Stay Informed via email
- ✓ Tap into Collective Expertise
- ✓ Build Professional Connections
- ✓ Access Hidden Opportunities
- ✓ Participate in Sector Conversations
- ✓ Share Your Knowledge
- ✓ Stay Connected Without Social Media
- ✓ Regional and Sector-Specific Support



Useful Resources

- Archives New Zealand - [A-Z List of Guidance](#)
- Archives New Zealand - [IM Maturity Assessment](#)
- ALGIM - [IM Toolkit](#)
- Environmental Protection Authority (EPA) - [Guide to the mātauranga framework](#)
- DigitalNZ - [Make it Digital](#)
- Digital Preservation Coalition (DPC) - [Handbook](#)
- Land Information New Zealand (LINZ) - [New Zealand Gazetteer](#)
- National Archives of Australia (NAA) - [Preservation Digitisation Standards](#)
- National Archives of Australia (NAA) - [Preserving Information](#)
- National Digital Forum - [Online Sessions](#)
- National Digital Stewardship Alliance - [Levels of Digital Preservation](#)
- National Library of New Zealand (NatLib) - [Ngā Upoko Tukutuku](#)
- NZRecords ListServ - [A list for the New Zealand recordkeeping community](#)
- New Zealand Government - [Data & information Management Framework Guide](#)
- RIMPA - [Training Workshops](#)
- Sharepoint Maven – [Sharepoint Youtube Videos](#)

Post-Workshop Requests & Feedback

Any questions and/or feedback you have,
please use this Google Forms link:

<https://forms.gle/hqWfhtK5aGMLEfeN9>



Get In Contact

Website: www.egconsulting.co.nz

Email: evan@egconsulting.co.nz

Phone: 0279360615

Linkedin: <https://www.linkedin.com/in/evan-greensides/>

