

## Welcome and Introduction

Today I want to take you on New Plymouth District Council's journey from Hummingbird to Technology One's ECM.

New Plymouth District Council has 500 members of staff and approximately 150+ mobile devices being used throughout the council to conduct work in varying areas.

The New Plymouth District has 37,000 rateable properties and a population of 75,000.



### Talk to Agenda



#### ▪ **Drivers**

- ✓ Replacing an aging document management system
- ✓ Why not ECM?
- ✓ Opportunity to become an Early Adopter of CiA

#### ▪ **Project Delivery**

- ✓ So many options given to us for implementing an EDRMS, but we chose to streamline the solution to greater pave the way forward



#### ▪ **Digital Council**



#### **Drivers:**



#### *The 'Dead Bird'*

'It's Hummingbirds fault'. This was the running joke amongst the team whenever we attempted to make changes to our systems. There was a constant barrier faced where backend servers were concerned, as well as issues faced with upgrading hardware and software that Hummingbird was integrated with. There were also restrictions on the types of files that could be saved into Hummingbird. This then meant that the use of corporate shared drives increased making corporate records even more inaccessible for staff that needed to access them.

Hummingbird was no longer supported. It was time for a change.

A Prince2 project was initiated to review the current Hummingbird replacement Edocs verses Technology One's ECM. Both vendors were given a scripted scenario to demonstrate their product to our project team and user group.

Technology One performed really well in this area, following the script and ensuring the user group had confidence their product would meet our business needs.

### *Why ECM*

So why ECM?

Or should I say, 'Why not ECM?'

If ECM met our core system requirements, then this was an obvious decision and would give New Plymouth District Council the opportunity to adopt a single-solution approach coupling it with our existing Technology One products.

This approach would also further us ahead in becoming a Digital Council as well as future proofing the organisation and its ability to deliver services to our customers anytime, anywhere.

ECM extends Councils enterprise platform, removing any unnecessary constraints and costs through integration. It also improves the users experience allowing them to work and access documents from any device.



New Plymouth District Council had the opportunity to become an Early Adopter for ECM on CiAnywhere.

By doing so it not only gave us the opportunity to undergo an iterative approach for implementation, but also enable a strong relationship with Technology One's Research & Development team, to further identify business needs for delivery and refine the solution being developed.

One of the solutions developed was the MyFiles function.

MyFiles was developed to assist users with managing checked out files without having to worry about cleaning up old versions. The files are checked out to a controlled network drive that only the user has access to. Once the user has finished working with the file and checked it back into ECM, the file will be cleaned up from their MyFiles folder without the user having to do anything additional.

There were many benefits to becoming an early adopter, however many challenges.

Timelines needed to be adjusted as we wanted to align delivery of ECM with the readiness of Technology One's Connected Content function.

Being an existing Technology One customer and a heavy user of Property and Rating we needed to ensure the integration between P&R and ECM was seamless for our users.

Attachments saved into P&R are automatically registered along with all associated indexes, making it worthwhile to wait for Connected Content before going live.

Although not completely aligned, our users are working through current integration between the Ci and CiA products.

The way in which they work has had to be reviewed slightly; however are remaining positive knowing that great things are on Technology One's CiA Roadmap.

We're excited about these improvements and ready to take them on.



## **Project Delivery**

Throughout the project were a number of key deliverables and supporting functions including:

1. The Subject Index
2. Connected Content
3. Data Migration
4. The Security Classification
5. Training
6. The involvement of the User Group



## *Subject Index*

One of the major and under-prepared tasks we took on was the creation of the Subject index for ECM.

Hummingbird used a classic tree structure for managing its records.

Staff were required to save their documents to the bottom level of what was in some areas 6-7 layers deep. The structure was repetitive and a combination of function and team based folders.

With moving to the Subject index we were advised that we would be adopting a 3-level filing structure, with the opportunity to move the 2 or even 1. Given that the search for ECM was that much better and the indexes would act as 'tags' in a flat structure, we opted for a 2-level function and activity based structure.

We split the Hummingbird structure up into functional 5 indexes:

1. Subject Index – all day-to-day functions and activities
2. Exhibitions – all current and future Art and Museum exhibitions
3. Projects – All NEW PLYMOUTH DISTRICT COUNCIL projects (opened within the last year)
4. Roads
5. Templates

All documents retained their existing Hummingbird folder reference as an index association and were linked to the new Subject index as well as any additional indexes required. By retaining the Hummingbird folder reference, this was seen as an additional method for staff to search for their documents once in ECM.

## *Connected Content*

As mentioned earlier, as part of becoming an early adopter we chose to take on the Connected Content function. This integration allows the automatic registration and index association for all documents that are saved into the attachment grid for Technology One's P&R, Finance and Asset Management systems.

Connected Content was easy to configure and also allows the user to link to documents already registered in ECM through the attachment grid.

## *Document Migration*

With careful planning and the great partnership between TECHNOLOGY ONE and New Plymouth District Council, the data migration saw 1.6 million documents successfully migrated to ECM from Hummingbird within a 24 hour period. This was without any errors or omissions. All files that contained existing references to a Customer, Property, and Applications etc in Hummingbird were migrated with their association's in-tact.

An additional 200,000 documents held within the attachment grid were then migrated across from P&R. This occurred over a 3-4 month period with the most recently added attachments being migrated first.

Further to this migration we have now enabled Connected Content in our Finance and Asset Management systems.

We are now in the position to embark on the migration of our corporate shared drives into ECM. This project is currently underway and should see the majority of the shared drives switched off within the coming 6-12 months.

## *Security Model*

Another key focus was placed on the security of documents saved into ECM.

In Hummingbird the model that had been created had evolved from folder and document level security to users being able to control who could see their documents. In some cases documents had been locked down to an individual.

This had become a nightmare to manage and ensure our records obligations were being met.

With the adoption of ECM's Security Classification, we took the opportunity to change the model to Security groups. Reducing from 100's down to 15. Document security would be applied at the document level and it was decided that we would not be utilising the Index entry security at this point in time.

All documents would be classified a 'NPDC All Staff Access' by default and only those documents that were considered sensitive, fell outside of Local Government Official Information Management Act and the Privacy Act would retain a security classification.

If the need arises, new security classifications are considered, however reviewed by our Senior User and User group representatives prior to establishment.

With the auditing functionality in ECM being as good as it is we have not had a need for any additional security classifications since going live in Oct 2014.

## *Training*

The training we conducted was classroom style training.

Approximately 95% of the staff would be a user of ECM.

45 1.5hr training sessions were run that gave the users an introduction to CiAnywhere and the basics of ECM. A user guide was developed as well as a quick reference guide and made available to staff.

Direction from the Project Board was given that all staff must attend the training before being granted access to ECM. Consultation and direction on the delivery of the training was also received from the User group. E-learning modules are currently being developed and the same access model applied for new staff going forward.

## *Importance of the user Group*

The user group played a very integral part with the move to ECM. The group were involved right the way throughout the project, from requirements gathering to testing, training and conducting floor walking upon Go-live.

Representation from a Business Manager as the executive of the user group also gave the group the 'teeth' it needed when it came to making key business decisions around process changes for implementing ECM successfully.

The Senior user along with the board took accountability for the security classification adopted for ECM, often making the tough decisions on no additional security.

Post Go-live the user group has taken ownership of all calls and enhancements received from staff around the how they can be more efficient in the use of ECM.

These are discussed at the User group meetings and upon agreement of the request logged as an idea with Technology One.



## Digital council

### New Plymouth District Councils, Digital Council vision

New Plymouth District Council passed an important milestone with its move to CiAnywhere. It has now enabled us to fully digitise our information and work towards becoming a Digital Council.

A 20/20 vision.

By becoming a Digital Council it will enable the best use of digital technology and the provision of services, making them more efficient and effective whilst minimising the risk and maximising the outcomes for our customers.

The process will see us doing more than simply buying new technology. It will see us reengineer existing processes to simplify, standardise and automate services.

Focus on improved data quality and stronger process controls to minimise the risk will lead to quicker, more informed and therefore better decision making.

The implementation of ECM is a part of an overarching integrated enterprise solution which further solidifies New Plymouth District Council's strategic partnership with Technology One to enhance their Local Government one Council offering to ensure all processes are effective and efficient and digital ready.

This alignment will see our core systems working fluidly and providing our staff and customers with the information and data they need from wherever, whenever and on whatever device.

This digital council will see 10 million dollars saved through the next 10 year Council long term plan. We expect this transformation to take 3 years.

## Summary

In summary, New Plymouth District Council has successfully begun its journey to becoming a Digital Council. The milestone reached when we went live with ECM and OneCouncil has future proofed our path. The flexibility of the solution will allow our people to work wherever, whenever and from whatever device.

The partnership formed between Technology One and New Plymouth District Council, the involvement of the user group and the drive to become a Digital Council were all key to our successful go-live.

We're **EXCITED** about the road ahead and our ability to take our community into the 21<sup>st</sup> century.

