REPORT FROM THE CHAIR
NSW ECM Tech One User Group Meeting
05 June 2018

Our last meeting was held back on 23 March 2017 and we had 17 x attendees from 7 x NSW Councils including 3 x partner presentations from Redman, Live Pro Solutions and Technology One.

We held a **case study** on the use of Tech One at your Council to find how sites are working with the Tech One suite of products and the newly adopted delivery of APP style solutions which has completely transformed and supported the need to think 'digital city'. We heard from Canada Bay, Campbelltown, Inner West, Lithgow, Parkes Shire, The Hills and Willoughby on the different interactions and use of various modules and functions, this provided to the user group an insight into the advantages of moving across to 4.03 as well as challenges faced when considering this major transition.

A **partner presentation** was presented to the NSW chapter by Matthew Pearce of Redman Solutions on the ways that we as Councils need to simplify and review highly regulated processes and think of the cycle - People, Process and Technology which leads me to today's presentation that I will providing you all on the benefits of Promapp here at Willoughby City Council.

Ross Humphreys provided the user group with a Tech One overview and roadmap; including the improvement to ECM Search, Pathway CMIS re-development, new Meetings App, Reimagine Sentencing and Destruction, new workflow engine (BPA). An update to 4.03 releases is now scheduled every 4-6 months and the need to consider amalgamated sites and the improvements that Tech One will require when managing resources to sites.

Another **partner presentation** was presented by Dave Callaghan from Live Pro. This highlighted the benefits of providing an internal Google search engine in conjunction with Council Knowledge Management System. Live Pro offers an anywhere solution to everyone in Council using keywords and *what you see is what you get* editor like experience.

A workshop was held to by Jeff Ainsworth on *What Could We Improve?* This included topics such as Task Lists, Distribute to Many, FYI task expire. It was great to see that Meetings has been revamped, and the Precis builder and document search builder was being reimagined. For me it was great to see that ECM registration was going to be easier and simpler for the end user - all on one screen plus the return of favourites displayed on the bottom the same screen and documents listed down the left hand side
(Rapid Registration is back)

There have however been significant changes to our user group since our last meeting and this includes:

- The resignation of Geoff Moore - General Manager of ECM
- A significant change for us the Executive and in deed all of NSW Sites has been the retirement of Ross Humphreys who was with the ECM User Group since it's formation in the early 2000's (2003). Ross was always our go-to person for help, advice and assistance when we needed it the most. I knew Ross for approx. 10 years and he was always professional and respectful but always said it like it was, which I really appreciated. I do miss Ross but I respect his decision of resignation and wish him all the best in his retirement.
- The long term friendships/colleagues that I personally made through this user group over the years as a direct result and impact of the NSW mergers of Councils.

Jeff Ainsworth has stepped in as our new interim GM and Product Owner of ECM and I look forward to working together with Jeff to improve and enhance our working relationship for the added benefit of the entire user group. Jeff will join us via Skype this morning to give us a 4.03 update and product release roadmap.

I would also like to welcome Christine Erskine as our new ECM Account Manager, I must admit when I received the initial phone call earlier this year from Chris to tell me that she is our new Account Manager I was like really happy, mainly because I have met Chris before at ECM Conferences and heard through others of her dedicated drive, commitment, influence and impact that Chris has delivered in the improvement to the ECM user experience. Chris will continually push the boundary and this is something our user group needs.

This is my fourth consecutive year as Chairperson and I feel very privileged and grateful to the user group for allowing me this opportunity to lead and chair the Tech One National user group network.

I'd like to thank Di and Pauline for the executive leadership and continued support they provided to me and to the user group.

Thank you to everyone for your participation and attendance, can I ask that you please continue to support our ECM user group (after all - its your group), reach out and share your experiences with others in the room.

Regards

Steve Pogorelec