

Capturing email as a Corporate Record

LGITSA Regional Workshop

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Capturing email as a Corporate Record

- What will I cover?
 - How we categorise our Corporate Records
 - My love/hate relationship with email
 - Opportunities for streamlining the process of turning emails into corporate records
 - Implementation
 - Outcome and Benefits
- Questions if time

CORPORATE RECORDS

- What is a corporate record?
- In the terms of our policy “Any record that documents corporate business activity”
- Corporate records are required to be classified and given a retention rule
- Managing records also makes good business sense

5 PROCEDURES

5.1 Determining what is a Corporate Record

Any record that documents corporate business activity is to be managed as a corporate record and captured into the Corporate Information System with the exception of records identified in the Records Management Disposal Program which are held in hard copy only.

A record should be treated as a corporate record if -

- It concerns Council's core business;
- Council is required to respond to the record;
- It involves a decision made by an employee on Council's behalf;
- It involves a complaint that requires investigation;
- It involves attending a formal meeting;
- It concerns a safety issue;
- It adds to Council's knowledge base.

Endorsed by MEI on 20th September 2010
Date last review: August 2010

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City of Port Adelaide Enfield Administration Policy - Corporate Information Management Policy Procedures and Standards

A record is not required to be registered if it is -

- A transitory or short term item such as a phone message, notes, compliment slips, delivery slips etc;
- Rough working papers and/or calculations created in the preparation of official records;
- Published material which does not form an integral part of a Council record;
- Advertising material or 'junk' mail;
- Duplicate copies of material used for reference purposes.

If you are unsure whether to register a record, records staff are available to assist you.

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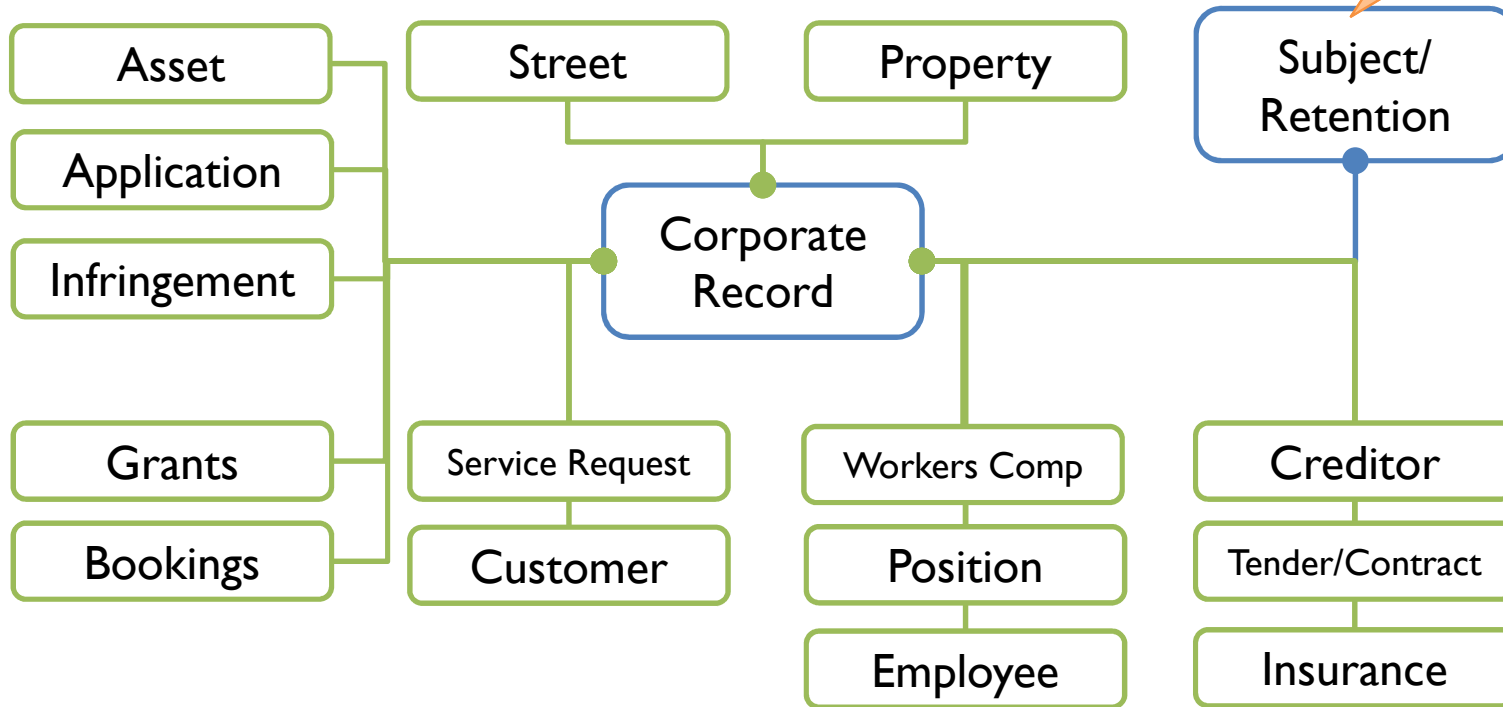
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CORPORATE RECORDS



62 Subjects with
10,000+
Records

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MY LOVE/HATE RELATIONSHIP WITH EMAIL

- Fantastic business tool
- But...
 - Limited structure
 - Limited visibility
 - Hard to write automation rules to handle
 - Generates un-necessary administration
- 160-220 emails per day to our generic email account (customer.service@portenf.sa.gov.au)
- 25% of these are service requests
- Only 13% of all service requests come through our 'structured' portal

OPPORTUNITIES

- Could we automate the capture of emails; classification and workflow/routing?
- Heuristics and machine based learning?
- Some structure does exist in emails
 - We know the sender and recipient
 - We can add structure to the subject and content or ask senders to do so
- Candidates

CANDIDATES

- Dial Before You Dig
 - Always comes from the same address
 - Always goes to the same 'custom' recipient
 - Offer an .xml attachment instead of contents in the body of the email
- RAA Security
 - Always comes from the same address
 - Always goes to the same 'custom' recipient
 - Agreed with RAA to a structured subject containing AssetId

CANDIDATES

- Zipporah Bookings
 - Always comes from the same address
 - Blind copy to a 'custom' recipient (eg booking@portenf.sa.gov.au)
 - Agree a structured subject containing Booking Id
- Mercury eRecruitment (cloud based)
 - Always comes from the same address
 - Blind copy to a 'custom' recipient
 - Agree a structured subject containing PositionId

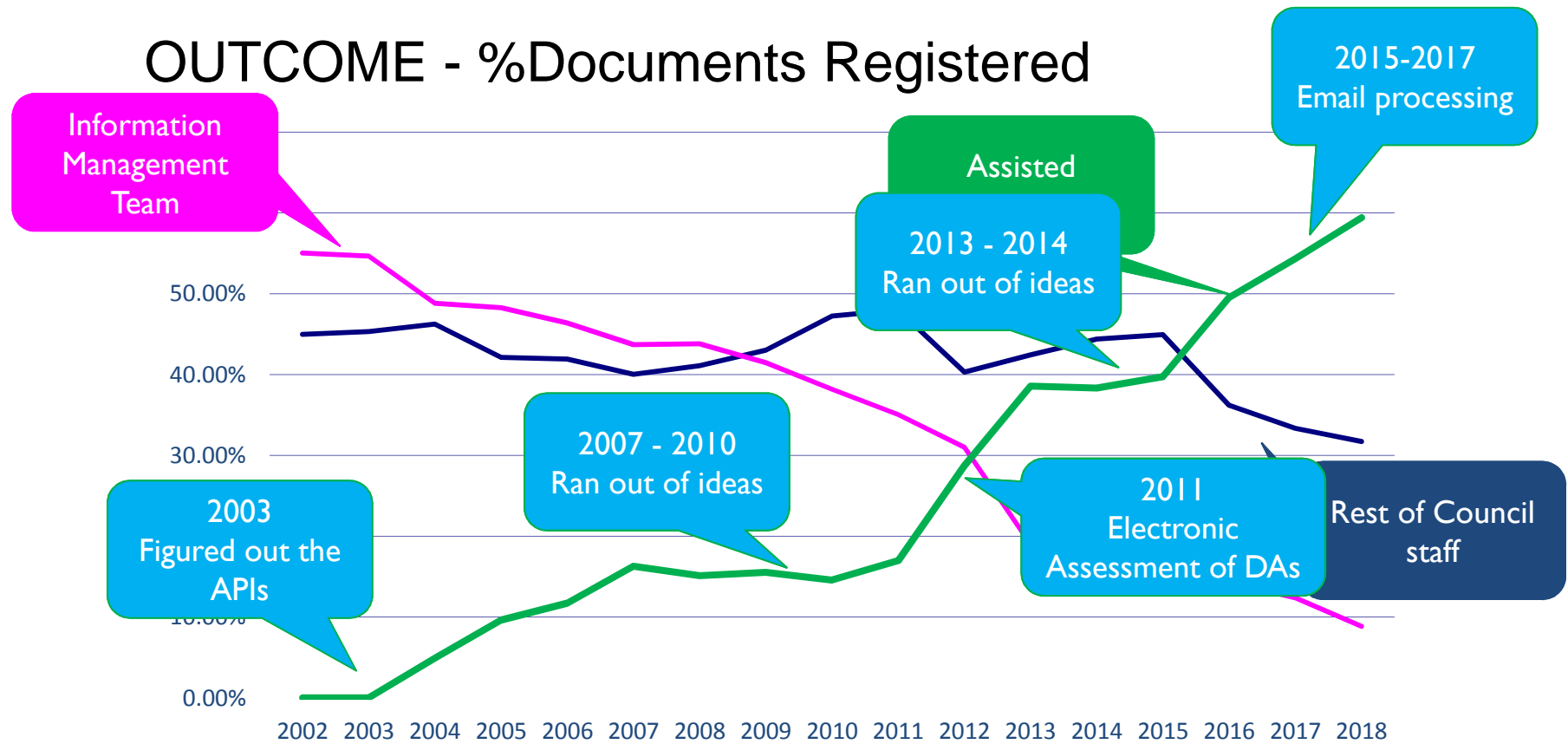
CANDIDATES

- Rates correspondence
 - Blind copy to a 'custom' recipient (eg rateregistration@portenf.sa.gov.au)
 - Agree a structured subject key elements (eg Assessment Number)
 - Use recipient email and subject data to determine customer, property and subject

IMPLEMENTATION

- Requires an understanding of software
 - That queries the email/exchange accounts
 - That is available with the ERMS for importing records or the available APIs

OUTCOME - %Documents Registered

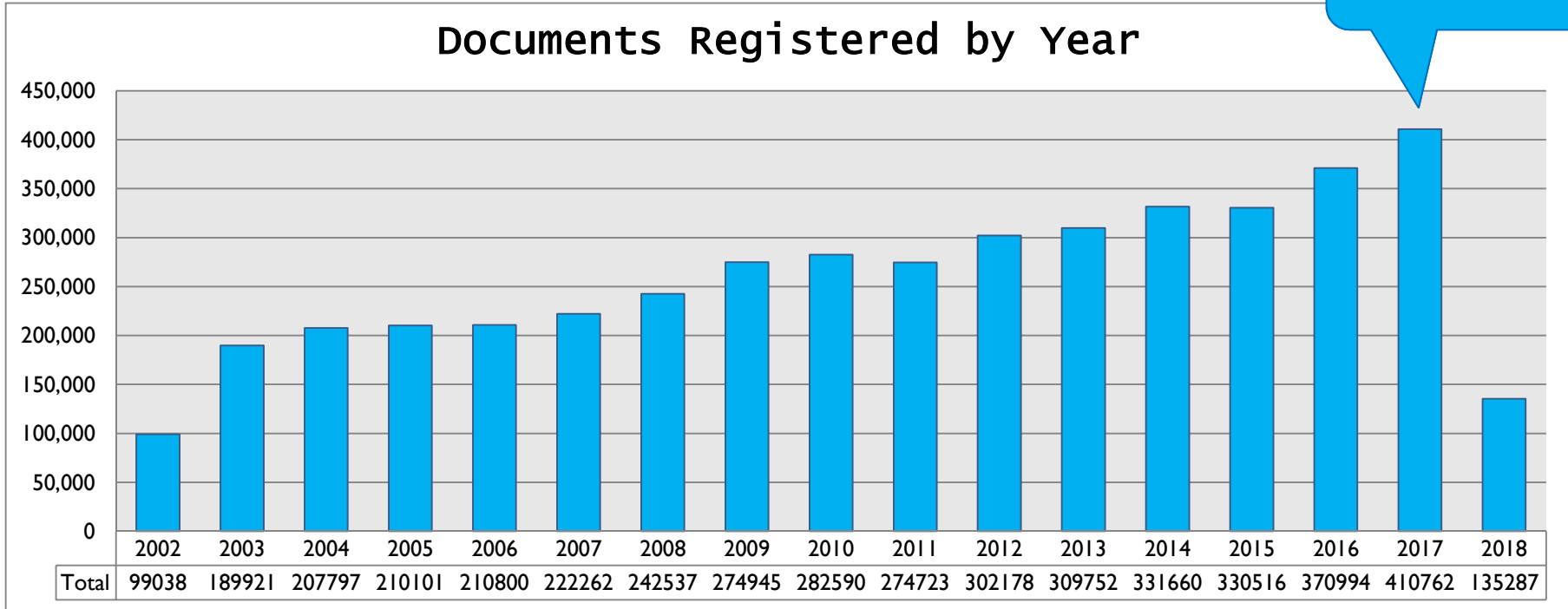




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OUTCOME

Documents Registered by Year



410,762

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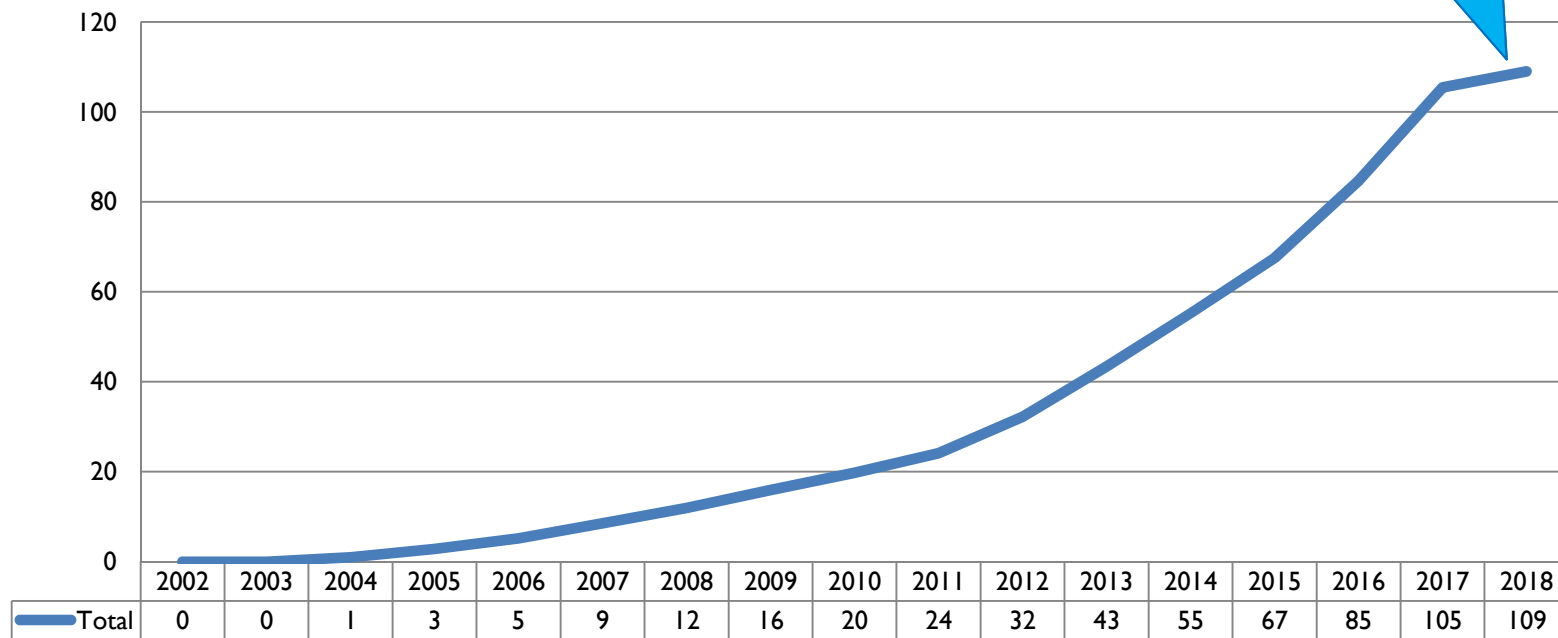


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OUTCOME – AMBET CLAIM

Cummulative THOUSANDS of hours of labour saved



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REPORTING – warning there is technical content here

- Share some simple tips on reporting from ECM
- Show the ‘pattern’ used in the ECM data base
- Share with your IT team and/or report writers
- Quick look at;
 - Indexes, how they are named, how levels relate to each other
 - Classes, Documents and document versions
 - How documents and indexes relate to each other
 - Some basic examples

INDICIES – Index name

- In the ECM data base indexes are named with this pattern

<indexnumber>L<levelnumber>

- Eg i40L3
- Your indexes can be listed using this SQL
- *Select * from ix*s

INDICIES – Index list

	IndexNo	Description	Input	ExeName	IndexLevels	
1	0	Advanced History	LD	newindex.exe	3	
2	1	Tasks	LD	newindex.exe	3	
3	2	Volume	LD	newindex.exe	1	
4	3	BarCode	LD	newindex.exe	1	
5	4	Related Documents	LD	newindex.exe	1	
6	5	Notes	LD	newindex.exe	1	
7	6	All Documents	LD	newindex.exe	1	
8	7	Milestones	LD	newindex.exe	6	
9	8	Scan Batch	LD	newindex.exe	2	
10	9	History	LD	newindex.exe	1	
11	11	Correspondent	DWIM	Proclaim	1	
12	13	Recycle Bin	LD	newindex.exe	2	
13	14	Rendering Templates	LD	newindex.exe	1	
14	17	Task Summary	LD	newindex.exe	1	
15	19	Physical Location	LD	newindex.exe	5	
16	21	Reference 2	LD	newindex.exe	3	
17	30	Property_Old	LD	newindex.exe	3	
18	31	OldProperty	LD	newindex.exe	5	
19	32	OldStreets	LD	newindex.exe	1	
20	33	Property	LD	newindex.exe	2	
21	34	Application	LD	newindex.exe	1	
22	35	Streets	LD	newindex.exe	1	
23	36	Asset	LD	newindex.exe	1	
24	37	Request	LD	newindex.exe	1	
25	40	Subject	LD	newindex.exe	3	
26	41	TCS Records	LD	newindex.exe	1	
27	42	Infringement	LD	newindex.exe	3	
28	45	Urban Properties	LD	newindex.exe	2	
32	49	Streets_Old	LD	newindex.exe	2	
33	50	Employee	LD	newindex.exe	1	
34	51	Position	LD	newindex.exe	1	
35	52	Purchasing	LD	newindex.exe	3	



40	Subject	LD	newindex.exe	3
----	---------	----	--------------	---

INDICIES – Index Structure

- The primary key for each index is names with this pattern

<indexnumber>L<levelnumber>id

- Eg i40L3id
- An index can be listed using this SQL
 - *select top 10 * from i4011*
 - *select top 10 * from i4012*
 - *select top 10 * from i4013*

INDICIES – Index contents

I40L1ID	F1_Function_Number	F2_Function_Name	RowVer	UpdateUserID	Level_Descriptor
1	1	Animal Management	NULL	NULL	Animal Management
2	10	Government Relations	NULL	NULL	Government Relations
3	11	Health Management	NULL	NULL	Health Management
4	12	Human Resource Management	NULL	NULL	Human Resource Management
5	13	Information Management	NULL	NULL	Information Management

I40L2ID	F1_Activity_Number	F2_Activity_Name	F3_Activity_Description	RowVer	UpdateUserID	Level_Descriptor
1	1.3	Advice	NULL	NULL	NULL	Advice
2	1.36	Enquiries	NULL	NULL	NULL	Enquiries
3	1.71	Regulating	NULL	NULL	NULL	Regulating
4	1.85	Liaison	NULL	NULL	NULL	Liaison
5	10.14	Committees	NULL	NULL	NULL	Committees

I40L3ID	F1_Subject_Number	F2_Subject_Name	F3_Subject_Description	F4_Record_Examples	F5_GDS_Item_No
1	1.3.2.1	Animal & Plant Control Amendment Bill	NULL	Amendments	1.3.2
2	1.3.2.2	Circulars & Information	Includes Dog and Cat Management Board Circulars ...	NULL	1.3.2
3	1.36.1.1	Requests for Information	Animal Management	Requests Responses	1.36.1
4	1.71.1.1	Annual Reports to Dog and Cat Management Board	&	NULL	1.71.1
5	1.71.2.1	Dog Prosecutions	Court Records/Orders	Court Documents	1.71.2

INDICIES – Relationships between index levels

- The relationship between levels in an index is named with this pattern

<indexnumber>Location

- Eg i40Location
- To list the relationships use this sql
- select top 10 * from i40Location

INDICIES

Relationship between index levels

Results	Messages	
I40L1ID	I40L2ID	I40L3ID
1	5	1
1	5	2
1	5	1241
1	5	1851
1	6	3
1	14	4
1	14	5
1	14	6
1	14	7
1	14	8
1	14	9
1	14	10
1	14	11
1	14	13
1	14	926
1	14	1033
1	14	1339
1	14	2082

INDICIES – HOW TO LIST THE CONTENTS

- To make sense of this data we add the index attributes

- select

*

from

i40Location l

inner join i40LI f

on l.i40LIid = f.i40LIid

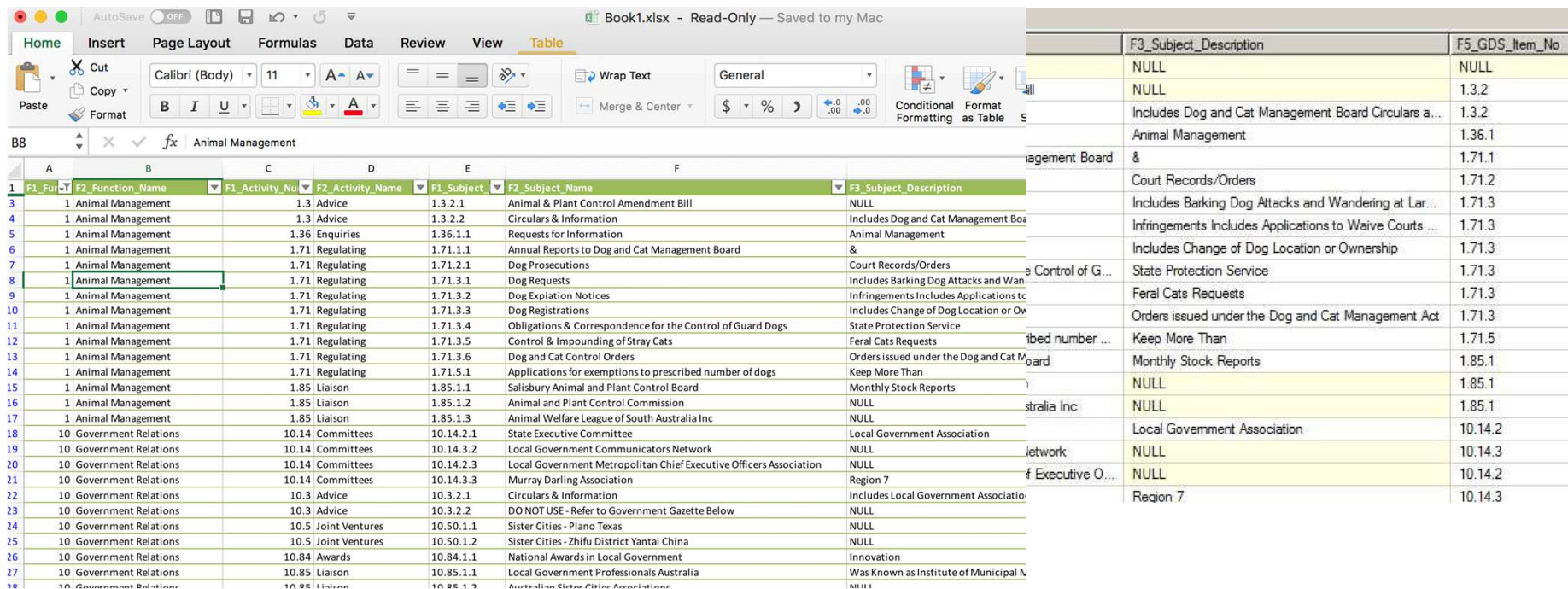
inner join i40I2 a

on l.i40I2id = f.i40I2id

inner join i40I3 s

on l.i40I3id = s.i40I3id

INDICIES – Sample list of an Index



F1 Function Name	F1 Activity Name	F2 Subject Name	F3 Subject Description	F5_GDS_Item_No
1 Animal Management	1.3 Advice	1.3.2.1 Animal & Plant Control Amendment Bill	NULL	NULL
1 Animal Management	1.3 Advice	1.3.2.2 Circulars & Information	Includes Dog and Cat Management Board Circulars a...	1.3.2
1 Animal Management	1.36 Enquiries	1.36.1.1 Requests for Information	Animal Management	1.36.1
1 Animal Management	1.71 Regulating	1.71.1.1 Annual Reports to Dog and Cat Management Board	&	1.71.1
1 Animal Management	1.71 Regulating	1.71.2.1 Dog Prosecutions	Court Records/Orders	1.71.2
1 Animal Management	1.71 Regulating	1.71.3.1 Dog Requests	Includes Barking Dog Attacks and Wandering at Lar...	1.71.3
1 Animal Management	1.71 Regulating	1.71.3.2 Dog Expiration Notices	Infringements Includes Applications to Waive Courts ...	1.71.3
1 Animal Management	1.71 Regulating	1.71.3.3 Dog Registrations	Includes Change of Dog Location or Ownership	1.71.3
1 Animal Management	1.71 Regulating	1.71.3.4 Obligations & Correspondence for the Control of Guard Dogs	State Protection Service	1.71.3
1 Animal Management	1.71 Regulating	1.71.3.5 Control & Impounding of Stray Cats	Feral Cats Requests	1.71.5
1 Animal Management	1.71 Regulating	1.71.3.6 Dog and Cat Control Orders	Orders issued under the Dog and Cat Management Act	1.85.1
1 Animal Management	1.71 Regulating	1.71.5.1 Applications for exemptions to prescribed number of dogs	Keep More Than	1.85.1
1 Animal Management	1.85 Liaison	1.85.1.1 Salisbury Animal and Plant Control Board	Monthly Stock Reports	1.85.1
1 Animal Management	1.85 Liaison	1.85.1.2 Animal and Plant Control Commission	NULL	1.85.1
1 Animal Management	1.85 Liaison	1.85.1.3 Animal Welfare League of South Australia Inc	NULL	1.85.1
10 Government Relations	10.14 Committees	10.14.2.1 State Executive Committee	Local Government Association	10.14.2
10 Government Relations	10.14 Committees	10.14.2.2 Local Government Communicators Network	NULL	10.14.3
10 Government Relations	10.14 Committees	10.14.2.3 Local Government Metropolitan Chief Executive Officers Association	NULL	10.14.2
10 Government Relations	10.14 Committees	10.14.3.3 Murray Darling Association	Region 7	10.14.3
10 Government Relations	10.3 Advice	10.3.2.1 Circulars & Information	Includes Local Government Association	10.14.3
10 Government Relations	10.3 Advice	10.3.2.2 DO NOT USE - Refer to Government Gazette Below	NULL	10.14.2
10 Government Relations	10.5 Joint Ventures	10.50.1.1 Sister Cities - Plano Texas	NULL	10.14.2
10 Government Relations	10.5 Joint Ventures	10.50.1.2 Sister Cities - Zhifu District Yantai China	NULL	10.14.3
10 Government Relations	10.84 Awards	10.84.1.1 National Awards in Local Government	Innovation	10.14.3
10 Government Relations	10.85 Liaison	10.85.1.1 Local Government Professionals Australia	Was Known as Institute of Municipal M...	10.14.3
10 Government Relations	10.85 Liaison	10.85.1.2 Australian Sister Cities Association	NULL	10.14.3

CLASS, DOCUMENTS AND DOCUMENT VERSIONS

- Attributes that belong to every version of a document (eg class) are stored in the docset table
- Version specific attributes are stored in the document table
- The attribute currentflag is set to 1 for the current version
- Select * from document where docset = xxx



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DOCUMENTS

	docid	docsetid	version	Precis	CurrentFlag	RegdAt	DocDate
1	10475334	9442344	1	RFP for PCs and Laptops - Parks Library - PARKSGRP4/18	0	2018-05-11 16:01:14.000	2018-05-11 15:58:53.000
2	10477231	9442344	2	RFP for PCs and Laptops - Parks Library - PARKSGRP4/18	0	2018-05-14 09:18:22.000	2018-05-11 15:58:53.000
3	10477537	9442344	3	RFP for PCs and Laptops - Parks Library - PARKSGRP4/18	0	2018-05-14 10:01:13.000	2018-05-11 15:58:53.000
4	10477679	9442344	4	RFP for PCs and Laptops - Parks Library - PARKSGRP4/18	0	2018-05-14 10:16:08.000	2018-05-11 15:58:53.000
5	10479731	9442344	5	RFP for PCs and Laptops - Parks Library - PARKSGRP4/18	1	2018-05-14 15:12:26.000	2018-05-11 15:58:53.000

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HOW MANY “REAL” DOCUMENTS

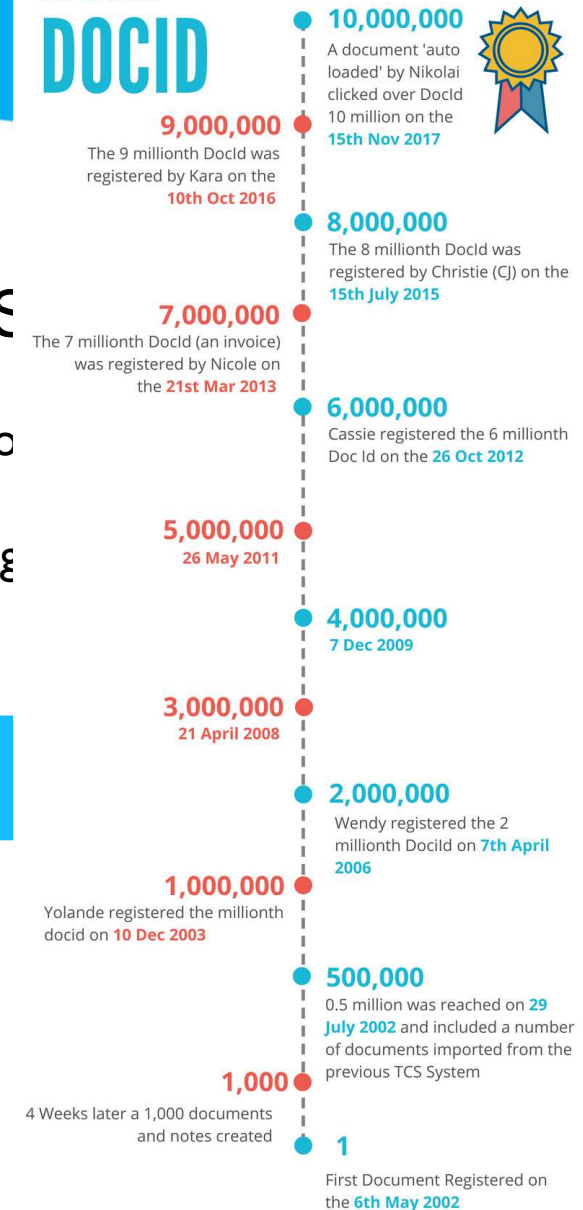
- Your document Id also included notes and do
- Our DocumentId is 10,000,000+
- To work out the actual number take advantage between document and index
- The pattern is;

<indexnumber>Docs

- Select top 10 * from i40docs

A BRIEF HISTORY OF ECM DOCID

The ECM DocId (Document Identifier) is the unique identifier assigned to every document, document version and note in ECM.



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DOCUMENTS

	Doc-SetID	I40L1ID	I40L2ID	I40L3ID
1	-2499031	-1	-1	3643
2	-2340547	-1	-1	2846
3	-2340546	-1	-1	2845
4	-2340543	-1	-1	1132
5	-2340541	-1	-1	4169
6	-2340540	-1	-1	4168
7	-2340539	-1	-1	3837
8	-2340537	-1	-1	2900
9	-2340536	-1	-1	767
10	-2340535	-1	-1	2901

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HOW MANY “REAL” DOCUMENTS DO YOU HAVE?

- Add in the document table so you can check the current flag
- Break that down by year by looking at the registration date or document date



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DOCUMENTS

```
select
  DATEPART (YYYY, d.RegdAt) as Year,
  COUNT (*)
from
  i40docs do
  inner join document d
  on do.DocSetID = d.DocSetID
  and d.CurrentFlag = 1
group by
  DATEPART (YYYY, d.RegdAt)
order by
  DATEPART (YYYY, d.RegdAt)
```

	Year	(No column name)
1	2002	112332
2	2003	232294
3	2004	253663
4	2005	264178
5	2006	268401
6	2007	278058
7	2008	299513
8	2009	330525
9	2010	341853
10	2011	324387
11	2012	352351
12	2013	353427
13	2014	370504
14	2015	365705
15	2016	398287
16	2017	436278
17	2018	162386

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QUESTIONS

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