Program

• Dr Ian Oppermann, Data Analytics Centre – ‘Data driven approaches to customer service’

• Wendy Collis and Gillian Wood, Department of Customer Service – ‘How to Eat an Elephant – Implementing Office 365 in a Government Agency’

• Afternoon Tea

• Narelle Grayson, Data Analytics Centre – ‘Review of the Information Classification, Labelling and Handling Guidelines’

• Emma Harris, NSW State Archives and Records – ‘Changes to the transfer process’

• Updates from Government Recordkeeping
Review of the State Records Act

- October - Issues paper generated by the work of CreateNSW was provided to the Minister’s responsible for the review

- November - A set of policy outcomes is currently under consideration by the Premier’s Office

- December-February - Once final set of policy outcomes are determined it is intended that, public consultation will commence for approx. three months
Updates from Government Recordkeeping

• Revised Glossary of recordkeeping terms
• New resource on website – Royal Commissions
  ▪ Resources for implementing the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse
  ▪ New guidance specifically for Recommendation 8.3 and identifying and retaining records which may become relevant to an actual or alleged incident of child sexual abuse
  ▪ Links to resources including new leaflets for raising awareness of good recordkeeping in non government organisations
Office 365 guidance

Updates

• Public Sector Advisory Committee
  ▪ New consultative group

• Reminder – Make sure you’re prepared for a disaster
  ▪ See Counter disaster reaction and recovery plan guidance on website
  ▪ If records are affected by a disaster, contact govrec@records.nsw.gov.au