

# Records management strategy 2024-2025

The Records Management Strategy supports Charles Sturt University's strategic focus areas of students, research, people and social responsibility by delivering a decentralised records management program across multiple approved systems that ensures timely access to accurate, reliable and authentic records. This provides the necessary foundation for strong organisational governance by promoting and supporting consistency of practice, retention of organisational memory, and institutional trust, accountability and transparency.

<i>Imperatives</i>	<b>Staff capability</b>	<b>Legislative and regulatory compliance</b>	<b>Systems and data governance</b>
<b><i>Enabling policies, tools and practices</i></b>	<ul style="list-style-type: none"> <li>Records Management Procedures</li> <li>Records management educational resources (RM Skills Hub) available via Confluence</li> <li>Unirecords user guides available via Confluence</li> <li>Unirecords training sessions</li> </ul>	<ul style="list-style-type: none"> <li>Records Management Policy suite and Staff Generic Responsibilities Policy</li> <li>Privacy Management Plan</li> <li>Internal compliance attestations in accordance with the Compliance Management Procedure</li> <li>Annual completion of State Records NSW Records Management Assessment Task (RMAT)</li> <li>Maintenance of the University Contract Register</li> <li>High Risk/High Value (HRHV) framework and HRHV information asset register (IAR)</li> </ul>	<ul style="list-style-type: none"> <li>Information Technology Procedure – Information Security Classification</li> <li>Policy and Records representation in the Data Governance Working Group membership</li> <li>Content Manager/TRIM version 9.4.4, badged internally as Unirecords</li> <li>HRHV IAR</li> </ul>
<b><i>Strategic objectives</i></b>	<ul style="list-style-type: none"> <li>Improve records management (RM) awareness and competencies among staff.</li> <li>Continue to support the effective use of Unirecords through the provision of dynamic educational resources and training.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to improve alignment with compliance obligations under the Government Information (Public Access) Act 2009 (NSW) and the State Records Act 1998 (NSW).</li> </ul>	<ul style="list-style-type: none"> <li>Address records management strategies under the University's broader Data Governance roadmap.</li> <li>Improvements to RM systems.</li> <li>Implement action items from the 2023 Records Management Internal Audit.</li> </ul>
<b><i>Action items</i></b>	<p><b>2024</b></p> <ul style="list-style-type: none"> <li>Plan and develop a six-monthly training cycle for basic, platform agnostic RM skills to be included in induction checklists.</li> <li>Publish, promote and maintain new records management skills resources and Unirecords user guides in Confluence and on the Records Management website.</li> <li>Use regular What's New postings to promote educational resources and opportunities for training.</li> </ul> <p><b>2025</b></p> <ul style="list-style-type: none"> <li>Implement and promote 6-monthly RM basic skills training/induction program.</li> <li>Review the impact and content of educational resources.</li> </ul>	<p><b>2024</b></p> <ul style="list-style-type: none"> <li>Maintain and improve the functions of the High Risk/High Value Information Asset Register.</li> <li>Establish a 24-month cycle for the regular review of HRHV information assets.</li> <li>Improve metadata quality and increase use of Unirecords as Charles Sturt's central repository for contract management.</li> <li>Staff capability and systems and data governance action items also support this objective.</li> <li>Participate in a risk self-assessment to identify and embed RM risks and objectives within broader OGCA strategy.</li> </ul> <p><b>2025</b></p> <ul style="list-style-type: none"> <li>Review and streamline current retention and disposal processes, practices and resources to improve usability and compliance.</li> <li>Review the Records Management Policy Suite.</li> </ul>	<p><b>2024</b></p> <ul style="list-style-type: none"> <li>Upgrade Unirecords from a perpetual licence model to a subscription model to support a larger user base.</li> <li>Participate in the review/development of security classifications for use at Charles Sturt.</li> <li>Review the requirements for HRHV records management that occurs in contracted outsourced systems and processes to ensure they are compliant and fit for purpose.</li> </ul> <p><b>2025</b></p> <ul style="list-style-type: none"> <li>Upgrade to Content Manager 10 (CM10) and identify new opportunities for process improvement and system integration.</li> </ul>

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Imperatives	Staff capability	Legislative and regulatory compliance	Systems and data governance
<p><b>Measures of success</b></p>	<ul style="list-style-type: none"> <li>Registration and attendance statistics for records management basic skills and Unirecords training sessions.</li> <li>Usage statistics for RM Skills Hub resources and Unirecords user guides.</li> <li>Positive feedback from the staff indicating increased confidence in RM skills.</li> </ul>	<ul style="list-style-type: none"> <li>Achieve a minimum score of 3 for criteria Q6 and Q8 in the 2025 RMA response.</li> <li>Improved metadata quality, currency and completeness across the contract register.</li> <li>Increased awareness of retention and disposal processes across business units.</li> <li>Undertaking more frequent and comprehensive sentencing disposal work.</li> </ul>	<ul style="list-style-type: none"> <li>Uptake of new data classification terminology across University systems.</li> <li>Approval and successful implementation of subscription model for Unirecords, and an increased use of Unirecords to store official University records across the University.</li> <li>Completion of upgrade to CM 10 by the end of 2025.</li> </ul>
<p><b>Risks and mitigation strategies</b></p>	<p><b>Risk:</b> Poor uptake of training and education resources, leaving staff unaware of their recordkeeping requirements and putting the University in breach of the State Records Act.</p> <p><b>Mitigation:</b> Leverage strong, established relationships across business units to initiate conversations aimed at identifying barriers to uptake. Review format and delivery of resources, investigate alternative methods of promotion.</p> <p><b>Risk:</b> Request for inclusion of RM training sessions in induction checklist is not approved, leaving staff unaware of their recordkeeping requirements and putting the University in breach of the State Records Act.</p> <p><b>Mitigation:</b> Investigate alternative methods of meeting staff training compliance obligations.</p>	<p><b>Risk:</b> Slow or no improvement in use of Unirecords for contract storage across the University leading to non-compliance with the Government Information (Public Access) Act 2009 (NSW) and the State Records Act 1998 (NSW).</p> <p><b>Mitigation:</b> Investigate alternative methods to increase organisational engagement and awareness around contract management responsibilities.</p> <p><b>Risk:</b> Poor uptake of retention and disposal training materials, preventing increased regularity of approved disposal actions leading to inflated data breach risk and increased risk of inappropriate disposal/destruction.</p> <p><b>Mitigation:</b> Design and implement a dedicated disposal action project to increase awareness and encourage approved disposal activities.</p>	<p><b>Risk:</b> Information governance and records management are not integrated holistically under the Data Governance roadmap.</p> <p><b>Mitigation:</b> Investigate other means of ensuring that information governance is compliant with records management obligations.</p> <p><b>Risk:</b> Bid to upgrade to CM 10 and subscription model are unsuccessful, preventing wider and better integrated use of Unirecords to manage University records.</p> <p><b>Mitigation:</b> Prioritise review of systems in use at the University to identify opportunities for compliant record-keeping in existing systems to reduce additional user demand in Unirecords. Redevelop proposal/business case for CM upgrades.</p>

## Responsibilities

The actions in this strategy are primarily the responsibility of staff within Policy and Records. Successful implementation of this strategy will enable Policy and Records to:

- gradually advance the level of awareness of the role and value of records management at the University
- embed records management priorities, requirements and strategic risks more fully into the University's risk profile and strategic plan, and
- increase the level of records management maturity across the organisation.

Policy and Records will build on these results in future strategies and will be able to more fully engage stakeholders outside OGCA in its development and execution by assigning accountabilities as relevant across business units.