“STAKEHOLDER ENGAGEMENT: Issues of Interdepartmental Collaboration, Coordination and Inclusiveness”

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USP RECORDS MANAGEMENT (RM) HISTORY

3 critical findings of the 2009 KPMG Internal audit report on the Integrity and Security of Paper Records at USP:

1. No policy exists over Records Management
2. No policy exists over electronic mail management
3. Correspondence in Central Records files not updated (this could lead to significant risk in loss of documentation and possibly a financial loss to the University)
VC’s DECISION

• **RM** established in 2009
• Staffing
  2009 - 2011  [3 staff]
  2012     [4 staff]
  2013 to date [8 staff]
IMPLEMENTATION OF RM

HP Records Manager [HPRM]
[software/tool to support RM]

Phase 1: Laucala [2009 – 2017]
√ Completed: 3 Faculties plus Administrative Units
∗ 3 Departments left to roll out to.

Phase 2: Regional Campuses [2017 – 2020]
Labasa Campus – Sept, 2017
Lautoka Campus – Oct, 2017
Collaborative strategic planning and cooperation within USP. How inclusive was it?

- **RM** – new concept within USP and region
- Since its inception in 2009, lack of awareness
- Existing policy was overdue for revision
- No inclusiveness
- Since 2013, there has been some improvement
<table>
<thead>
<tr>
<th>RM RESOURCES</th>
<th>New/Revised</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>RM policy</td>
<td>Major revision</td>
<td>Approved January, 2017</td>
</tr>
<tr>
<td>RM Framework</td>
<td>New</td>
<td>Approved January, 2017</td>
</tr>
<tr>
<td>Archives policy</td>
<td>New</td>
<td>Approved January, 2017</td>
</tr>
<tr>
<td>Training manual</td>
<td>Revised</td>
<td>Beginner Level, 2017</td>
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<tr>
<td>RM Helpdesk</td>
<td>New</td>
<td>January, 2017</td>
</tr>
<tr>
<td>Retention &amp; Disposal Schedule</td>
<td>Revised</td>
<td>On-going</td>
</tr>
<tr>
<td>RM website</td>
<td>New/Updated</td>
<td>Training dates and Information sheets</td>
</tr>
<tr>
<td>Introductory presentation on RM</td>
<td>Revised</td>
<td>Primary focus - RM</td>
</tr>
<tr>
<td>Classification model</td>
<td>Revised</td>
<td>Visio diagram</td>
</tr>
<tr>
<td>Folder structure drawings</td>
<td>New</td>
<td>2015</td>
</tr>
</tbody>
</table>
Opportunities for inter-departmental engagement

• Awareness programs through directive and non directive strategy
• Better coordination, cooperation and collaboration
• Engagement, Inclusiveness/Ownership
Challenges and constraints in inter-departmental collaboration within USP?

- Inadequate coordination, cooperation and collaboration between RM and stakeholders [USP staff]
- Corporate culture/work culture – change from the work norm
- Challenged by technology
- Leadership leverage
- Institutional Policy to support RM [outdated]
How can collaboration and integration among various departments be improved to achieve RM systems goals within USP?

- Identify and reward RM champions in departments
- USP management to create a policy support for HPRM users for staff review benefits
- Establish an annual department award for the outstanding use of HPRM
- Annual campaign seminars on the importance of RM
- USP to consider offering RM courses
Role of **RM** in strengthening inter-departmental engagement

- Provide efficient service and support
- Regular updates on HPRM
- Offer re-fresher training
- Provide shared access to common folders
- Retention and Disposal – free up office space
Experiences and lessons learnt for collaborative planning and inclusive actions in future

- Develop a RM model specific for the needs of stakeholders
- Consider stakeholders needs
- Re-structure department folders
- Update training manual
- RM Helpdesk
- Update RM website
Work Progress

Records created by Human Resources

Number of records created

- 2011 - 2012: 826
- 2012 - 2013: 3796
- 2013 - 2014: 5562
- 2014 - 2015: 5819
- 2015 - 2016: 5165
- 2016 - 2017: 7088
FUTURE OF RM @ USP

- Complete implementation of RM at Laucala by end of 2017
- Implement HPE Content Manager by end of 2017
- Complete implementation of RM in Regional Campuses by 2020
- University plan for an Archives building
RECOMMENDATION

USP LEADERSHIP

CREATE AWARENESS

COORDINATION

COOPERATION

STAKEHOLDERS [USP] + RM [INCLUSIVENESS/ENGAGEMENT]

COLLABORATION
THANK YOU!
ANY QUESTIONS?