Memorandum

To: All UQ Staff
From: Manager, Records Management
Date: 16 December 2021
Subject: RAMS now RGU and looking ahead to 2022 and beyond ...

Dear Colleagues,

First of all, thank you for taking the time to read about the new look records team and some other changes.

You may have heard that the Records team (previously referred to as RMAS or RAMS) is now part of the Governance and Risk Division, and have a new name, Records Governance Unit (RGU).

This reflects changing business needs to connect in different ways to all UQ organisational units, in growing capabilities and innovation in delivering more seamless ways to support staff in keeping records in increasingly diverse digital record keeping environment, but also for supporting compliance with the Public Records Act 2002.

The University’s records management services have adapted to being more advisory and about working in partnerships to support business areas with record keeping challenges in digital environments.

For example, RGU is providing advice and strategies for managing digital records delivered, created, transacted and held in various UQ business information systems or through automated processes. RGU are looking at ways to reduce record keeping overheads to individuals, business areas and system owners, partnering with them for more seamless or automated capture of records.

Finding ways to reduce reliance on manual recordkeeping processes, tackle issues with records held in various technological systems and reduce costs associated with accumulating recordkeeping debt! (i.e. moving away from trying to fix it at the end of a process or at system retirement, etc)

TRIM is still a key system for digital and physical records and will remain so. The Records Governance Unit continues to be the owner of TRIM and maintaining the quality of data it holds. TRIM is an important source of truth in the preservation of record authenticity, and a valuable way to archive the digital records of the University.

TRIM, is the preferred location for documents that are vital, high-risk, high-value to UQ. It is also the place for records that need to be maintained for their enduring value, that is, Permanent Retention Records, which are of historical or cultural significance.

Once documents are in TRIM, which is happening more and more through automation these days, records compliance happens seamlessly giving assurance for business areas (and the University’s Senior Executive Team) in being supported in their obligations under the Public Records Act. What’s more the RGU are taking care of this behind the scenes; less operational overheads for the business area!

But TRIM is also an excellent document control system, which many individuals choose to use day to day for its robust in-built document management features, such as editing and version history, supported information security, robust and auditable access controls, along with the seamless records retention management behind the scenes. It removes all the insecurities document controls when using a network share drive, OneDrive, SharePoint Libraries, etc.

The RGU still manages the physical records’ on-site storage facility for UQ vital, high-risk, high-value and permanent retention records (Building 99 – Central Records Archives Warehouse) as paper records.
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continue to exist. The RGU will work with business units for a storage solution. Paper records that are vital, high-risk, high-value or of permanent retention are managed on-site. However, other storage solutions by a record management off-site service provider may be needed due to limited on-site storage capacity.

There is also a new website providing supporting information and resources about staff record keeping responsibilities.  Governance and Risk - University of Queensland (uq.edu.au)

Thank you for taking the time to read about the changes.

If you have any questions, please don’t hesitate to contact me.

Kind regards

Marie

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