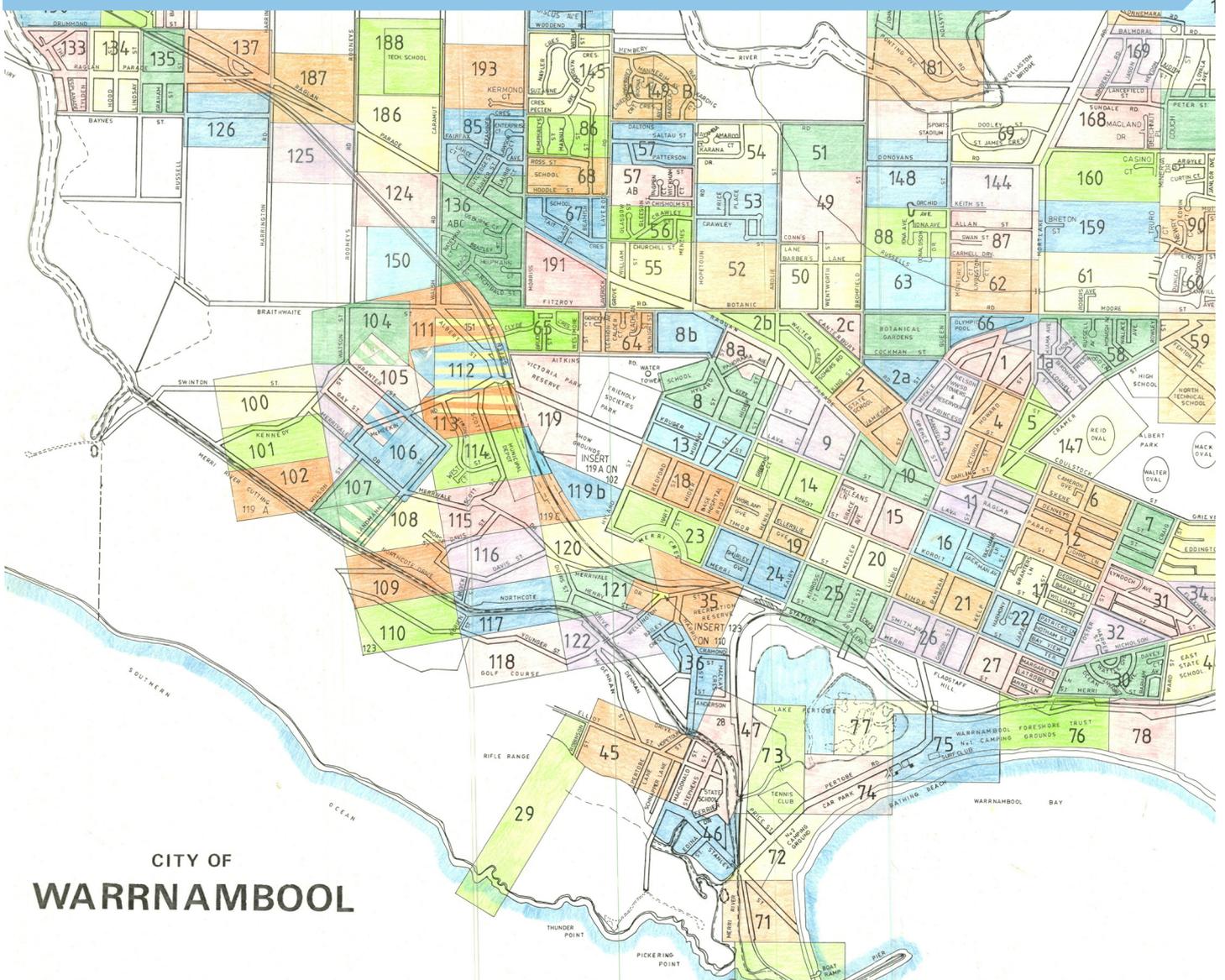


# Sir Rupert Hamer Awards Case Study

Public Record Office Victoria



## Wannon Water

Precious plans and drawings -  
Records management and digitisation project



Public Record  
Office Victoria





Sir Rupert Hamer Award recipient, Wannon Water, ensured the preservation of 21,000 historically significant plans and drawings by undertaking a records management and digitisation project which eliminated the risk of vital records being lost or destroyed and increased ease and speed of access. Wannon Water was awarded for Excellence and Innovation in Records Management at the 2016 Sir Rupert Hamer Awards.

## Key Topics

Digitisation

Images

Archives

Databases

TRIM

Maps

Plans

## Key Discoveries

- **Digitisation of high value, high use records enables ease of access and reduces storage, discovery and retrieval costs over time.**
- **Consider using existing systems (ie. TRIM) in new ways if they meet your business needs, as these systems are already in place and familiar to users.**

## About

Wannon Water is Victoria's second largest regional urban corporation by service area which extends over 23,500 square metres, supplying water and sewerage to 83,000 people. Wannon Water holds around 70,000 plans and drawings relating to its \$1.3 billion in infrastructure assets including reticulation network, pipelines, treatment plants, electrical layouts, pump stations, developments and subdivisions as well as property plans for residential and business water and sewerage connections across the region.

## The Challenge

In 2013, it was identified that there were significant risks associated with the poor records management of these plans and drawings, including:

- No central point of control with plans held in numerous repositories in both electronic and hardcopy formats.
- Plans held in a poorly maintained and hard-to-use database with no ability to reconfigure the layout of the system without vendor assistance.
- Inability to perform wildcard, Boolean or content searching.
- Backlog of thousands of hardcopy plans located at other sites.
- No strategic lifecycle management of plans relating to historic, redundant or decommissioned assets.
- Many plans relate to assets installed over 80 – 100 years ago and are critical for planned maintenance activities as these assets age.
- Decommissioned pipelines are often left in situ as they may contain asbestos, so plans are still required to be able to locate these assets later on.
- No ability to quickly identify current and superseded versions of the same plan.
- Missing or erroneous data.
- Time wasted looking for plans that don't exist or in an unknown location.

## Sir Rupert Hamer Awards

The Sir Rupert Hamer Awards recognise excellence and innovation in records management within the Victorian Public Sector.

The Awards seek to highlight the importance of good recordkeeping in ensuring government accountability and efficient operation of public administration within the State of Victoria.

For further information about the Sir Rupert Hamer Awards visit [prov.vic.gov.au](http://prov.vic.gov.au)



## The Solution

Wannon Water assembled a working group to identify all business impacts, consult with stakeholders and produce a list of options. As a result of this process, the group decided to digitise all holdings and consolidate all records into a single repository.

The existing TRIM EDRMS was selected by the working group as the preferred system to house and manage the plans dataset as the system was already in place, was familiar to users, and had version control capabilities.

TRIM was also able to link to Wannon Water's Geospatial Information System to ensure construction data was embedded as soon as the plan was finalised. It also enabled the linking of plans to customer properties so that data would be available to maintenance operators in the field.

## Approach

Wannon Water appointed a Plans Database Officer to ensure correct records management practices including standard digitisation, storage and disposal practices were applied to all plans.

More than 8,900 pages in the existing plans database were exported to Excel; numbering standardised, and new TRIM metadata fields added. The PDF files were combined into 2,384 drawing sets where pages were bookmarked to allow identification of civil, mechanical and pipework plans within the one set. Duplicate, superseded or redundant plans were identified, annotated and actioned as appropriate.

Assessment and digitisation of hardcopy plans included collaboration with an external agency to set up the process to scan 21,000 large format hardcopy plans to enable bulk importing into TRIM. These plans are now undergoing quality assurance and compilation into drawing sets.

## The Result

This process took over 18 months with the end result being a high quality set of plans that would ensure the earlier identified risks were addressed. The ongoing benefits are:

### Risk:

- The risk of vital records being lost or destroyed has been eliminated.
- Plans and circuit drawings are available on site to ensure electricians can work safely.
- Updates and re-draws are managed and version controlled.

### Storage:

- There is central and secure storage with appropriate access controls.
- Files are stored electronically against sites, facilities and properties where appropriate.

### Control:

- All mark-up work can now be done electronically.

### Access:

- Ease and speed of retrieval has increased and files are now available on mobile devices at any location.
- The system is more transparent and accessible.

### Financial:

- The need for costly re-draws of 'missing' plans has been reduced.
- Costs of physical storage, discovery, retrieval and disposal over time has also been reduced.
- Customer service and response times have improved.

The final outcome is an irreplaceable corporate information asset, a complete and reliable collection of all plans, maps and drawings relating to all WW infrastructure assets that can be used with confidence by employees. The ongoing development of the plans database has now become business as usual for the Wannon Water Knowledge Services Team.