

Department of Health and Human Services

Recordkeeping Maturity Assessment Program

RKMAP – designing a roadmap of continuous
improvement in Recordkeeping

PROV's Records Management Network – November 2020

Marlyn Assad – Senior Compliance Advisor

RKMAP - Overview

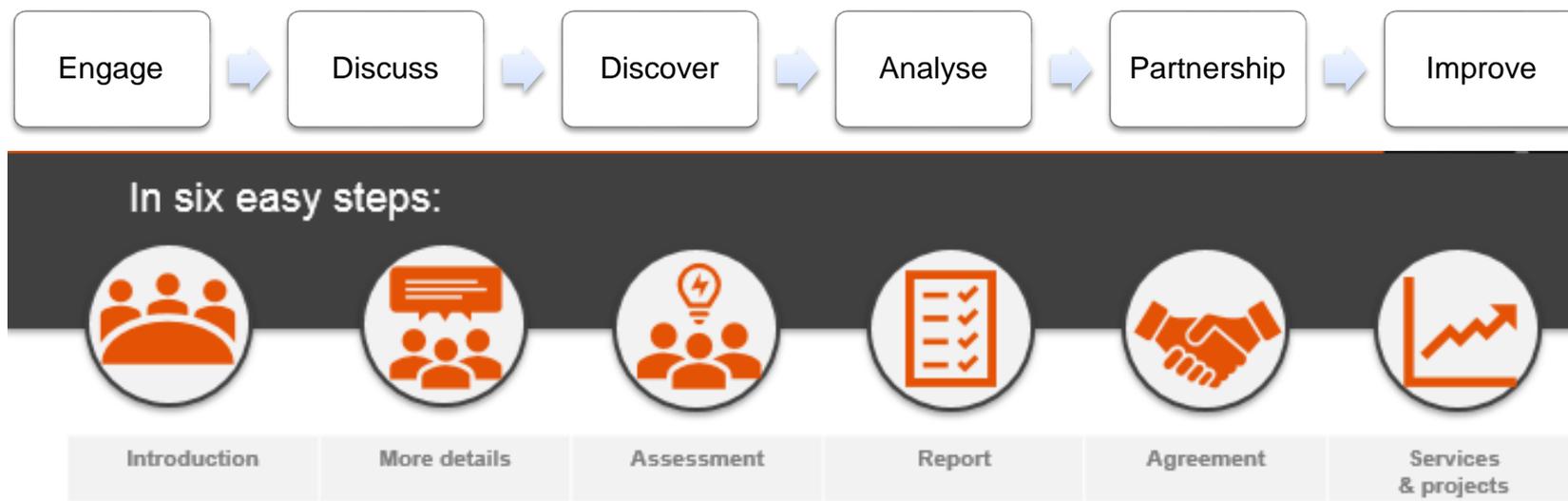
- **On the 8th March 2017, VAGO tabled ‘Managing Public Sector Records’ report, which recommended that the DHHS establishes an internal records management compliance program to monitor and report to the Secretary on compliance with each of the Public Records Office Victoria (PROV) standards.**
- **The DHHS established its Recordkeeping Maturity Assessment Program (RKMAP) in February 2020 to address this recommendation and drive continuous improvement in Recordkeeping practices.**
- **The program aspires to uplift recordkeeping practices through the effective engagement, communication and partnership with business areas. It aims to ensure that DHHS staff are knowledgeable and well equipped to meet their records management legislative obligations.**

RKMAP - Purpose

- **Act as an inventory program aiming to assess and analyse Records Management maturity and practices as a baseline to inform better Records Management service offerings.**
- **Build partnerships with business areas, agree on future approach and design a roadmap to improve recordkeeping maturity.**
- **Identify areas of improvement in Recordkeeping Practices that are not meeting PROV Standards, and present findings and recommendations based on records value and risk.**
- **Tailor services and projects, as well as connect our stakeholders to expert advice to achieve the best outcomes and solutions for business areas, and subsequently DHHS-wide continuous improvement in records management.**

Our Focus: Set baseline and provide meaningful, targeted services to improve recordkeeping over time, showing continuous improvement across DHHS.

RKMAP - Approach



- The RKAT is used to assess Records Management Maturity within a hands on and engaging workshop.
- Assessments are undertaken at a branch level, with one/ two representatives from each unit.
- Following the assessment report, the Records Management Unit supports business areas in developing an Action Plan to implement remediation activities and improve Recordkeeping practices over a 12 months period.