

BUSINESS IMPACT ASSESSMENT

DOCUMENT & RECORDS MANAGEMENT



Leading-edge research with a multi-national defence company is delivering overwhelming evidence that improving information management has the potential to cut costs, reduce risk and deliver better decision-making

KEY RESULTS

1. On average each staff member wastes 100hrs per year looking for information, or more than 12 days each year*
2. 75% of respondents said a lack of confidence in the data sourced from shared drives, email and the intranet affects their decision making at least some of the time
3. On average each staff member wastes another 9 days per year reformatting or recreating documents that already exist but they cannot find
4. 85% of respondents lose time due to document versioning problems
5. Respondents estimated that they could save 2.6 hours per week if they could easily review information from previous projects - that equates to just over 14 days per staff member per year
6. Staff spend an average of 13 days per year each managing their email systems
7. 44% of respondents blamed poor filing as being the main obstacle to finding information within the organisation
8. Almost 90% of respondents stated that records policies were local and implemented differently across the Company



ABOUT THE RESEARCH

A business impact assessment (BIA) was deployed to assess the impact of a new Global Document Creation, Retention and Disposal (DCRD) Policy on existing work practices across the Australian arm of a multi-national defence organisation.

A staff survey was undertaken to better understand the current state of documents and records management within the organisation.

“We need a comprehensive system befitting an organisation this size —and we need rules.”

Survey Respondent

*Survey conducted between 15/12/2010 and 23/12/2010. 565 Respondents, 13 Business Units from 50 Sites. Calculations based on 200 working days per annum.

MANAGEMENT SURVEY

DOCUMENT & RECORDS MANAGEMENT

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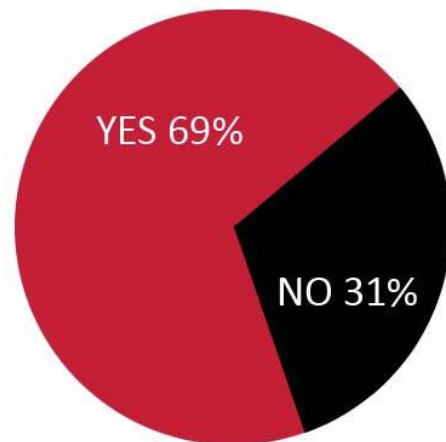
BENEFITS OF IMPROVEMENT

70% of respondents indicated direct benefits associated with improved information asset management practice. These benefits included:

- Risk reductions and better decision making
- Improvements in the Company's ability to find information
- Improved collaboration across business units
- Improvements to productivity through reuse of Intellectual Property

Would you say that improving information asset management would have direct business benefits to your business unit?

"To realise benefits the Program will need support from all staff, including visible engagement from senior management and executives, as it depends on changing the way we think and act toward our information, rather than simply deploying a system."



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