

# Can you be sure your organisation is operating digitally?

FROM IRIS'S EXPERIENCE WHILST MANY ORGANISATIONS BELIEVE THEY ARE OPERATING DIGITALLY THERE ARE OFTEN POCKETS WITHIN AN ORGANISATION WHICH ARE NOT. THESE COULD DELIVER IMPROVED BUSINESS EFFICIENCY VIA IMPROVED INFORMATION MANAGEMENT AND USE OF ICT/ TECHNOLOGY.

## SO HOW CAN YOU TELL IF THIS IS OCCURRING WITHOUT EXTENSIVE OR PROTRACTED INVESTIGATION?

**Q 1** Has the quantity your offsite storage paper documents increased over the past five years. List the quantities for each year in the fields provided below? – Use Archive boxes or files whichever is the unit being used by your organisation to establish costs for storage.

Year 1	
Year 2	
Year 3	
Year 4	

*If you discover that the store is progressively growing then further investigation will be required as the increase may not only be caused by the use of paper documents in business processes rather than digital, but may also be attributed to other practices such as storage of documents which do not need to be retained as they are duplicates only and that is a business practice issue.*

**Q 2** If your organisation has a Retention and Disposal Policy or Schedule has this been applied to those boxes of documents stored offsite?

*It is anticipated if documents are stored off site and have R&D applied to them, then progressively over the past five years there should be a decrease in offsite storage of paper documents.*

*For those organisations that have been unable to apply R&D to documents stored offsite, it is anticipated that there will be no growth, but because no R&D has been applied it is unlikely there would be a reduction either.*

**Q 3** Select two key business processes which support the strategic objectives of the organisation and ask the owners of those business processes the following questions:

- A. In this business process, how many times is it necessary to apply a wet signature?
- B. In this business process, how many times must physical documents be used or generated?

*Breaks in the business process will occur wherever a wet signature or the use of a physical documents is required. This will also indicate that this business process is unlikely to be operating efficiently or taking advantage of available technologies.*

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**FOCUSING ON YOUR INFORMATION NEEDS**