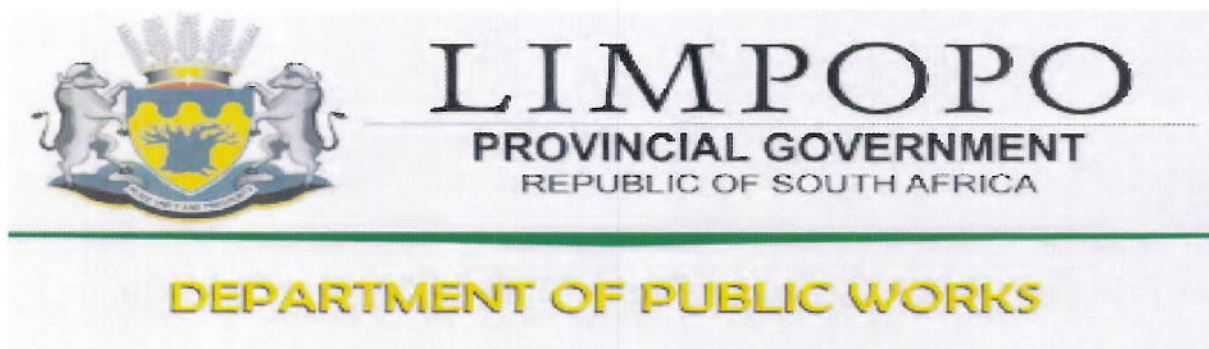




Records Management Business Processes

Revision:	0.2
Author:	Malose Walter Fope
Effective Date:	Date of Approval

Records Management Business Processes

Notice

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Approval

The signatories hereof, being duly authorised thereto, by their signatures hereto authorise the execution of the work detailed herein, or confirm their acceptance of the contents hereof and authorise the implementation/adoption thereof, as the case may be, for and on behalf of the parties represented by them.



Manager: Records Management

22/03/2011

Date



Senior Manager: Information and Records Management

22/03/2011

Date

Foreword

This is a records management current and proposed business processes document for ensuring proper management of activities performed within sub-program.

CONTENTS

Notice	2
Approval	2
Foreword	2
1. Introduction	4
2. Purpose	4
3. What are Business Processes?	4
4. Benefits of Business Processes Management	4
5. Continuous Business Processes Improvement	4
6. Registry Documented Business Processes	5
6.1 Common Processes	5
6.1.1 Develop File Plan Process	6
6.1.2 File Official Records Process	7
6.1.3 Digitize Records (Head Office Proposed Process)	8
6.1.4 Digitize Records (District Offices Proposed Process)	9
6.1.5 Manage File Request Process	10
6.1.6 Manage Information Request Process (PAIA)	11
6.1.7 Appeal on Rejected Request for Information (PAIA)	12
6.1.8 Dispose Old Records (For Destruction/Non Archival Value)	13
6.1.9 Dispose Old Records (With Archival Value)	14
6.2 HR Records Related Business Processes	15
6.2.1 Manage Incoming HR Correspondence	15
6.3 General Records Related Business Processes	16
6.3.1 Manage Incoming Correspondence (From Outside the Department)	16
6.3.2 Manage Incoming Correspondence (From Departmental Business Units)	17
6.3.3 Manage Outgoing Correspondence	18
7. Challenges faced by the Business Unit	19
8. Recommendations	19

1. Introduction

In order for the Department to improve service delivery and to remain effective over time, leadership must continually plan and oversee the organization from the top-down. If the Departmental Business Units have a clear understanding of their day-to-day operations and processes, they stand a better chance of long-term success (in terms of service delivery). Business process must be documented, continuously managed and improved with the purpose of understanding, solidifying and enhancing departmental operations.

By focusing on process documentation and improvement, managers can engage employees in efforts to understand process inadequacies and to implement effective solutions. In addition, employee morale will be boosted when employees know that management wants them to deliver expected service aligned to effective departmental business processes and strategic objectives, as opposed to the situation that results when employees must continuously deal with poor processes and inadequate tools.

2. Purpose

The **main purpose** of this exercise is to understand how Business Units operate and how Information Technology can best support the business.

3. What are Business Processes?

They are a set of activities involved within or outside an organization that work together to produce a business outcome for customers or clients.

An organization may have specific goals, aims and target to be achieved. For service to be rendered there are several activities involved with this organization and these activities are collectively called business processes.

Working to improve business processes allows companies to effect lasting improvements and to align operations with desired outcomes by focusing on the end-to-end process and the various factors that affect process performance, to avoid effective short term firefighting.

4. Benefits of Business Processes Management

- Activities like modeling, automating, monitoring, analyzing and improving the business processes help an organization to get good return on investment in terms of service delivery
- Help visualize the activities within the organization and business to business transactions
- Help visualize the process flows within the organization and business to business transactions and the relationship between process flows
- Makes business processes absolutely transparent, greatly improving visibility and efficiency.
- Bottlenecks can literally be seen, and removed.
- Shows where the most delays are occurring
- Shows where each transaction stuck as it passes from one stage to another.

5. Continuous Business Processes Improvement

For the Department to deliver efficient and effective service in today's struggling economy it must continuously improve its existing processes and address areas of concern, i.e. all documented business processes must be implemented, improved and reengineered where possible.

Remember: *"if you always do what you always did, you'll always get what you always got"*



6. Registry Documented Business Processes

The following business processes were **documented and reviewed** in consultation with Records Management Sub-Program. And the following are staff members who contributed:

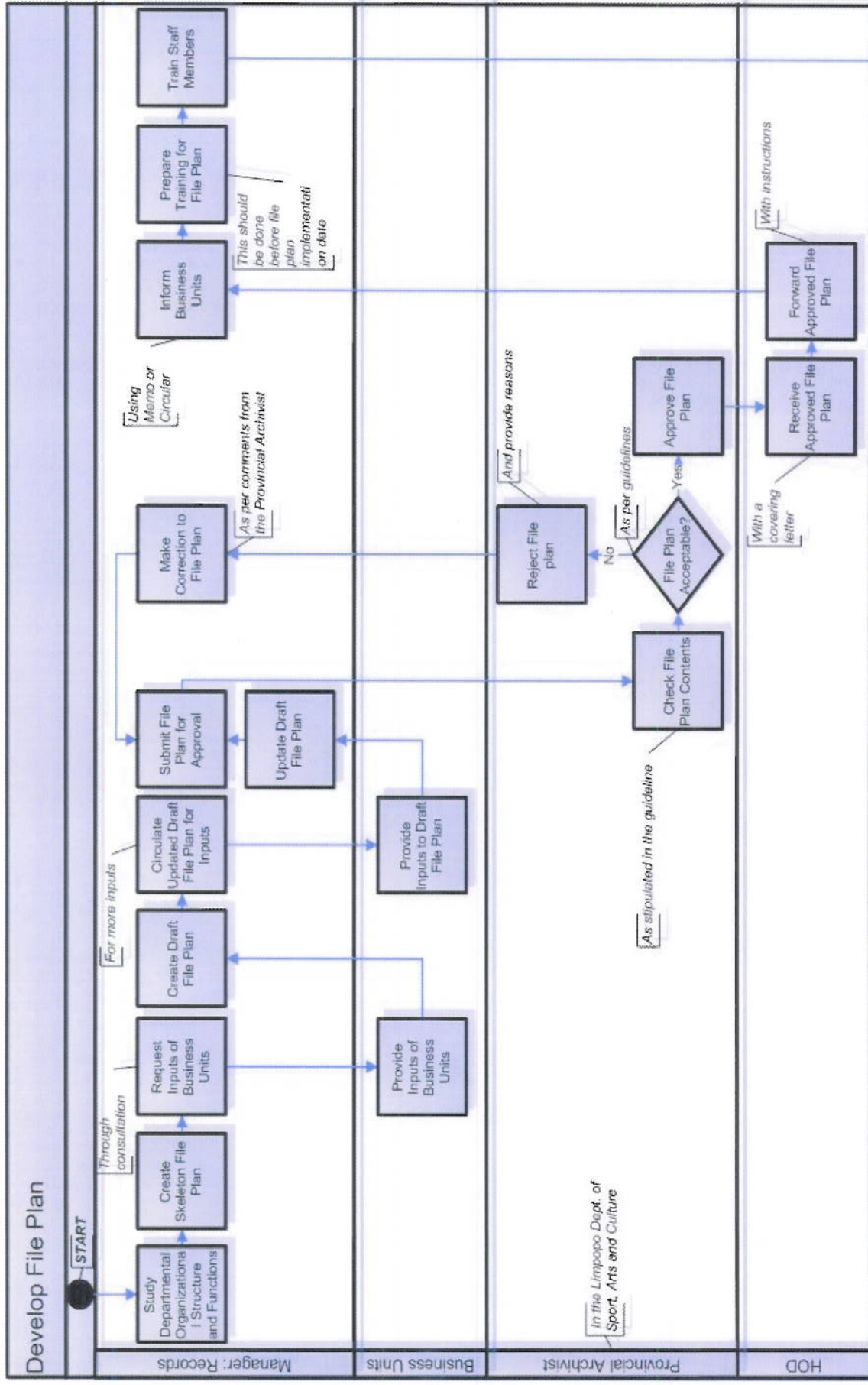
Beeslaar Annette; Motuku Helen; Mahuntzi Charity; Mashele Richard; Tefu Maropeng; Matidze Ntshengedzeni; and Sikhitha Mercy.

6.1 Common Processes

The following are common business processes perform within both General and HR Records Sections:

- Develop File Plan Process
- File Manage File Request Process
- Official Records Process
- Digitize Records (Head Office Proposed Process)
- Digitize Records (District Offices Proposed Process)
- Manage Information Request Process (PAIA)
- Appeal on Rejected Request for Information (PAIA)
- Dispose Old Records (For Destruction/Non Archival Value)
- Dispose Old Records (With Archival Value)

6.1.1 Develop File Plan Process



NB: File Plan must be reviewed after three years

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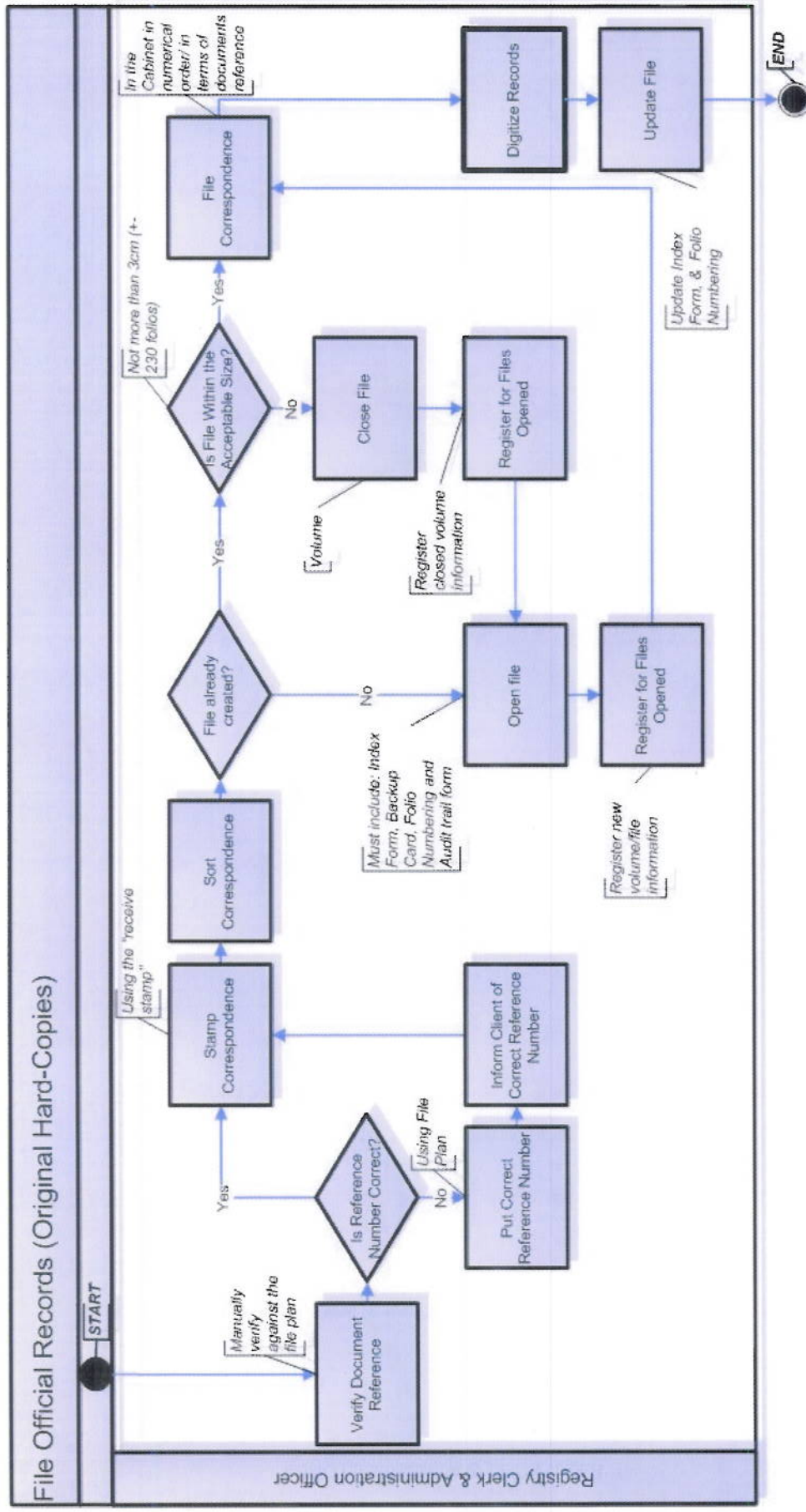
Title: Business Analyst

Company: SITA

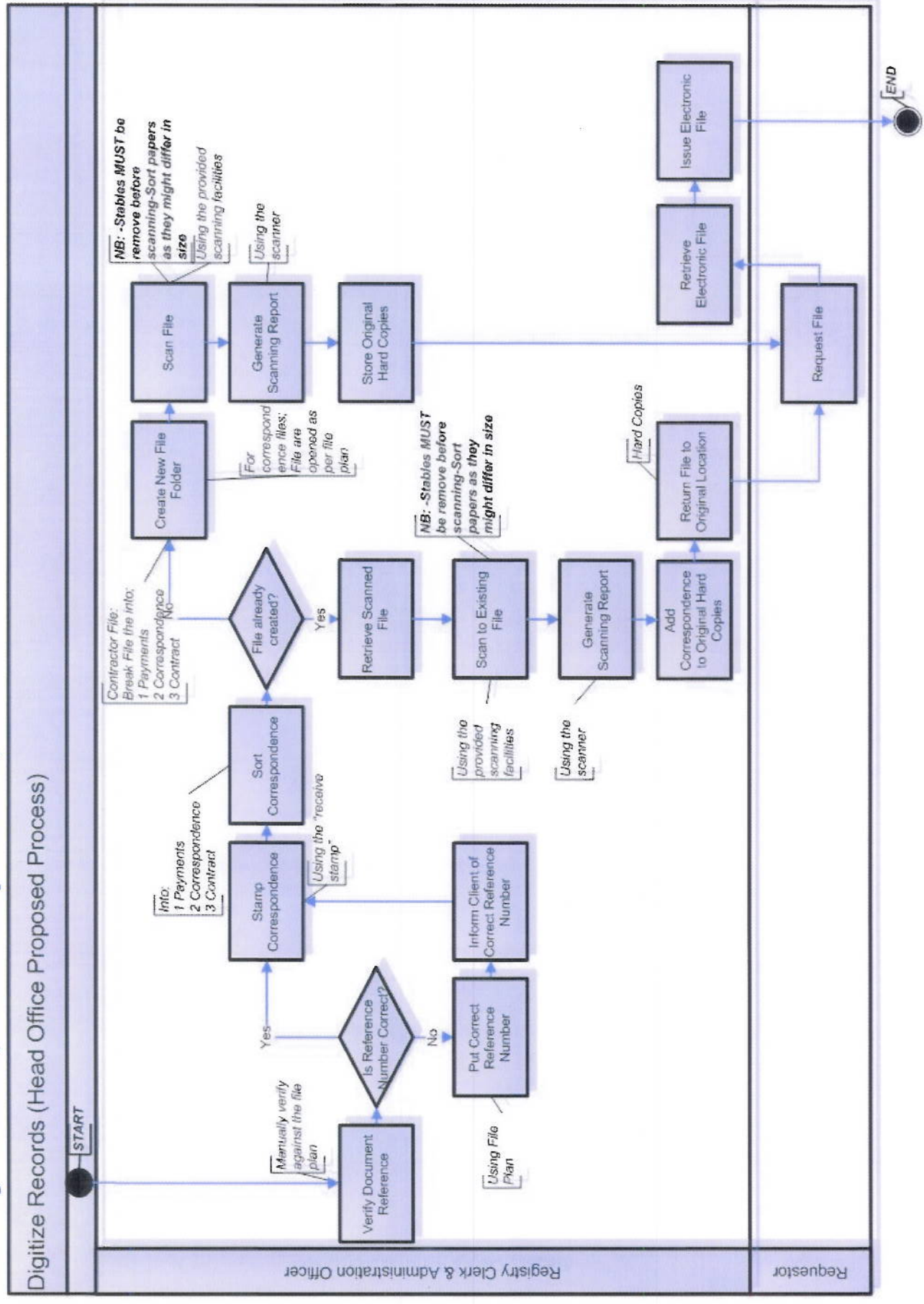
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6.1.2 File Official Records Process

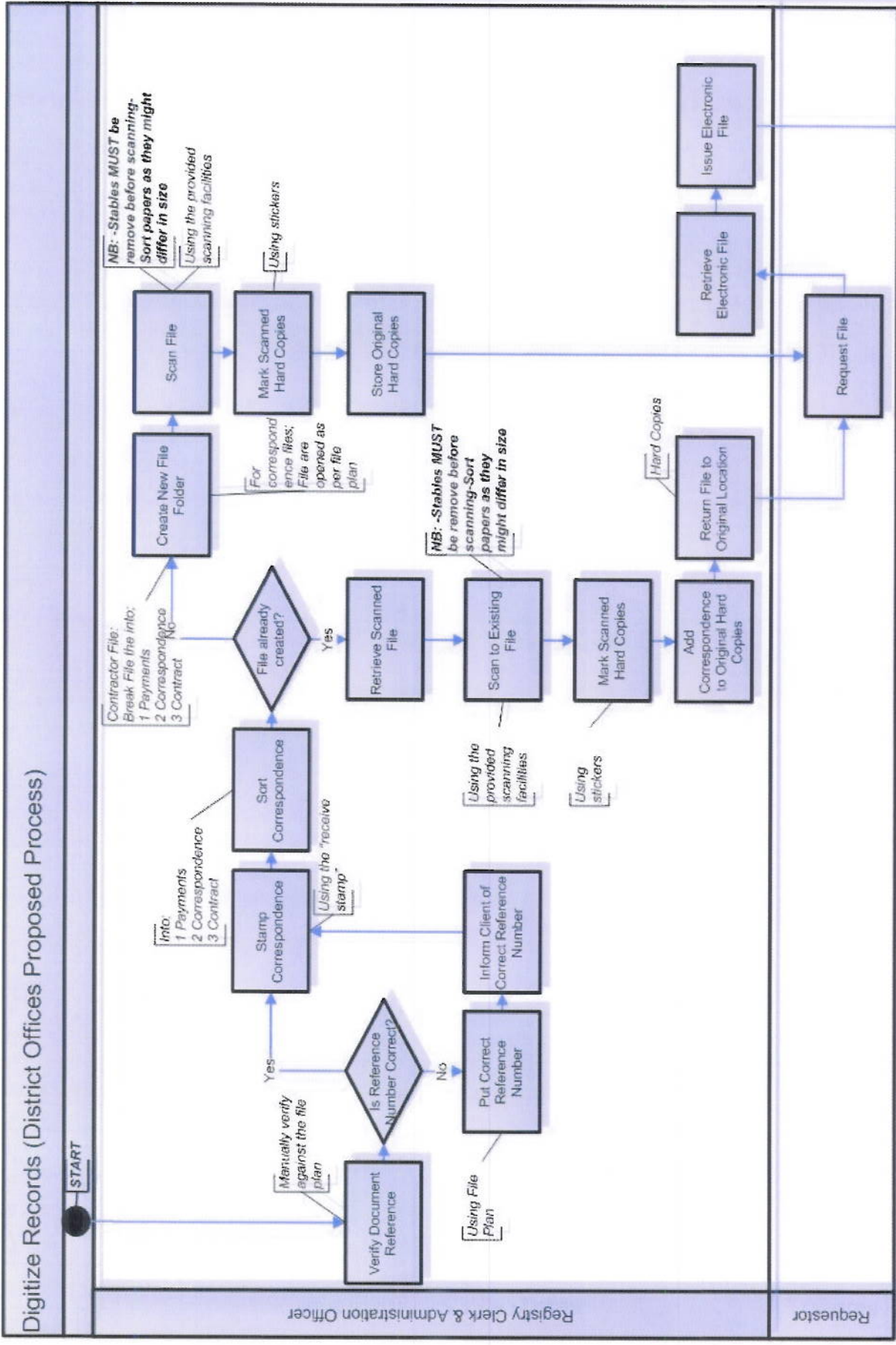


6.1.3 Digitize Records (Head Office Proposed Process)



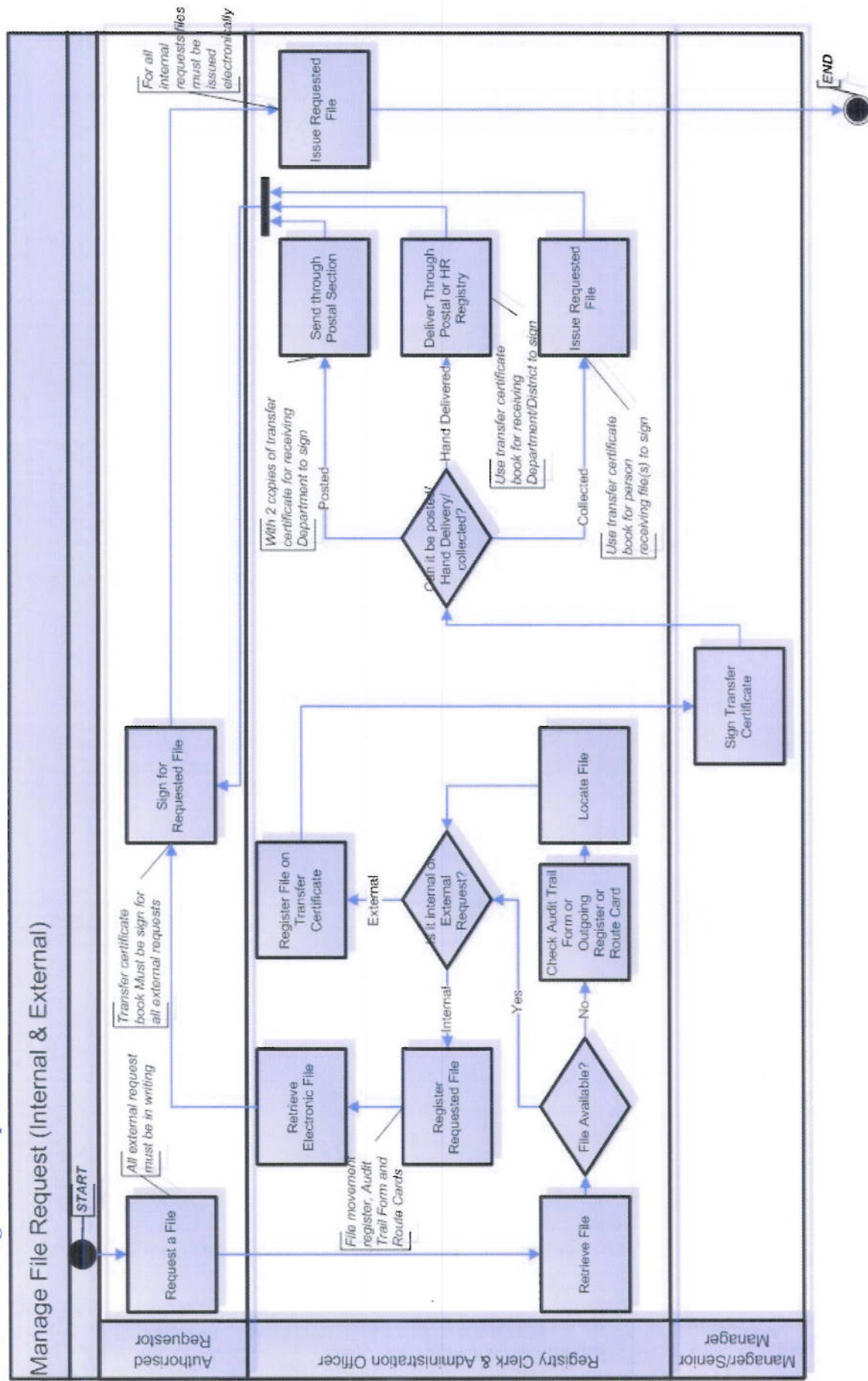
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6.1.4 Digitize Records (District Offices Proposed Process)



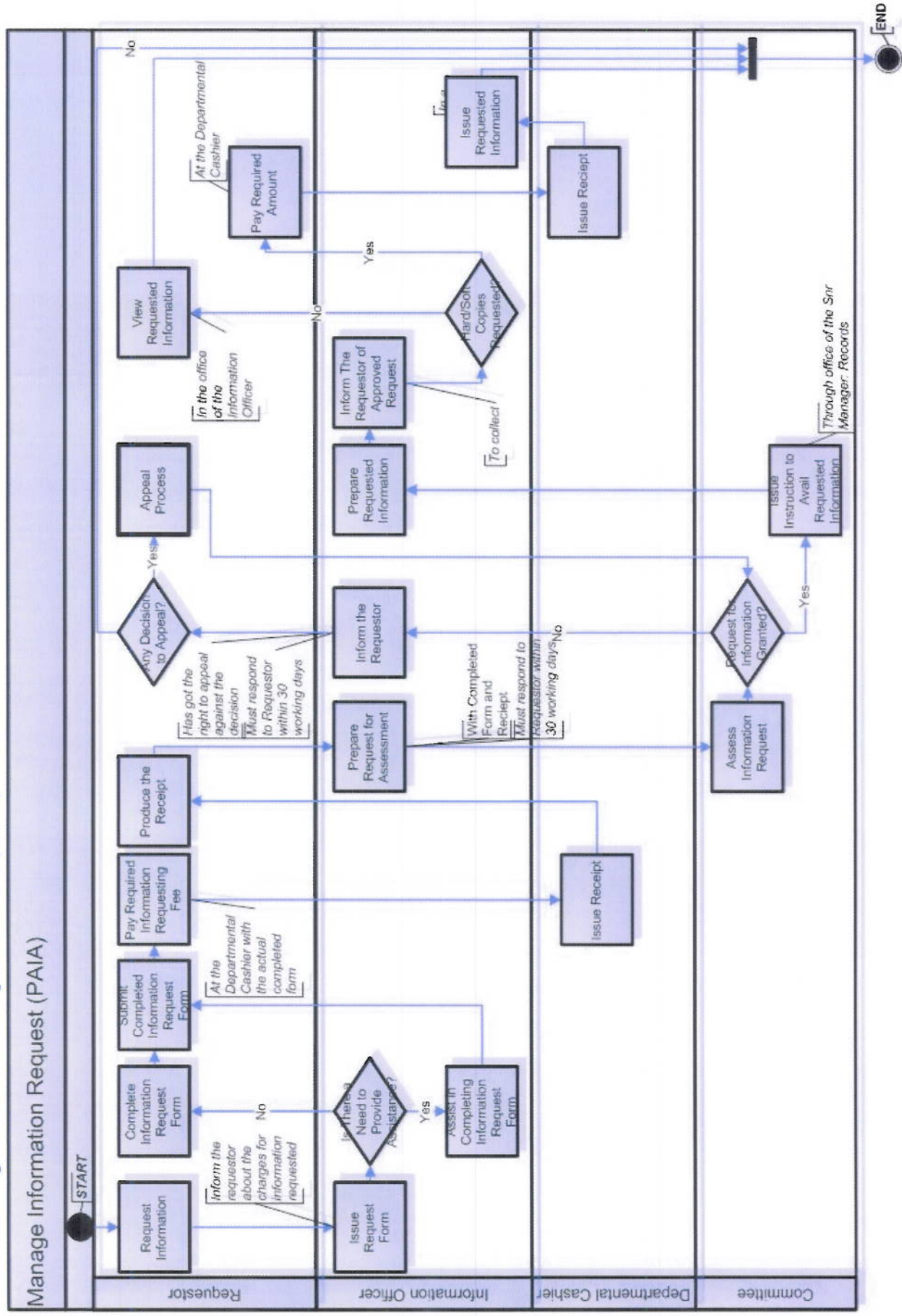
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6.1.5 Manage File Request Process



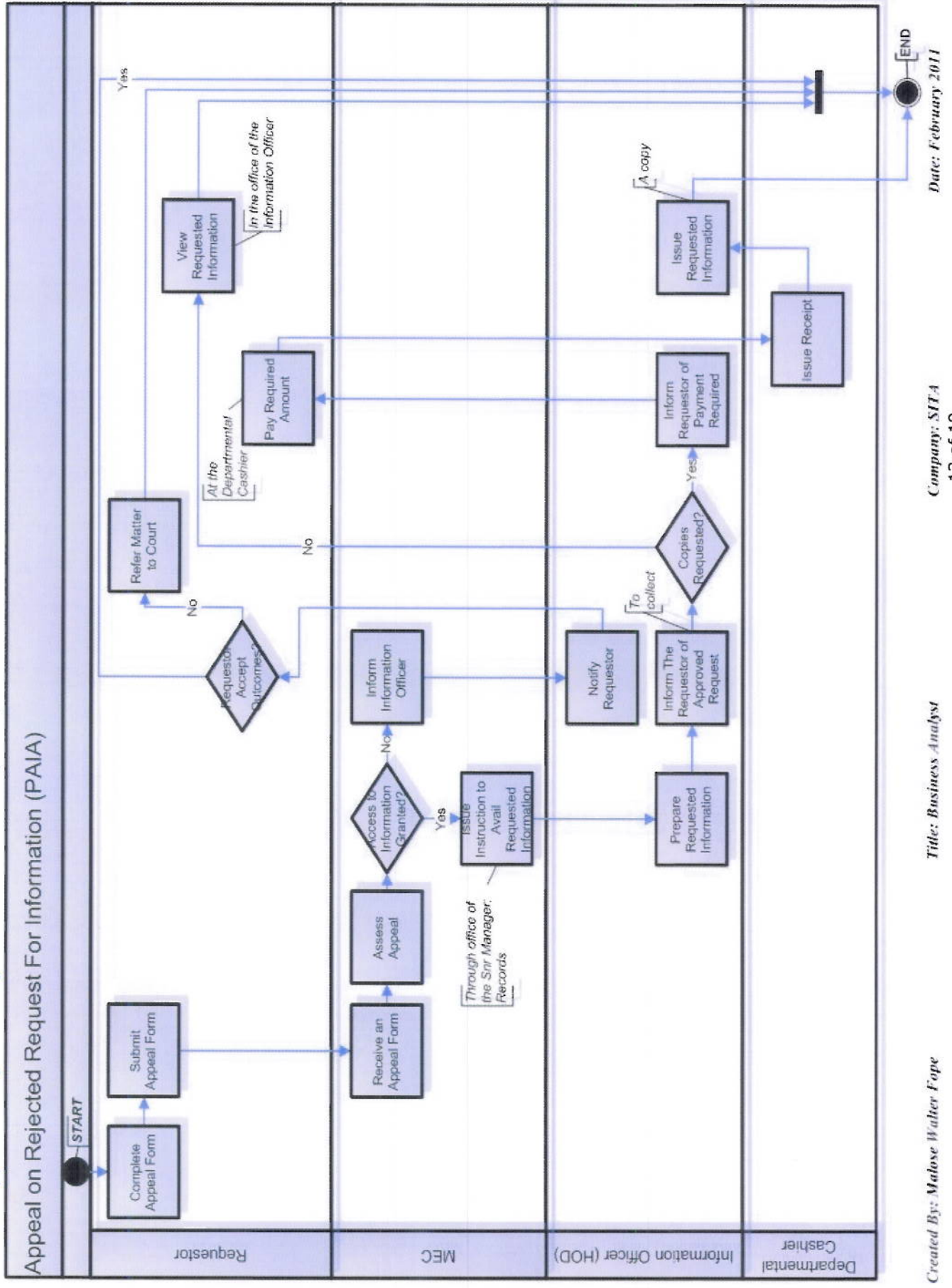
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6.1.6 Manage Information Request Process (PAIA)

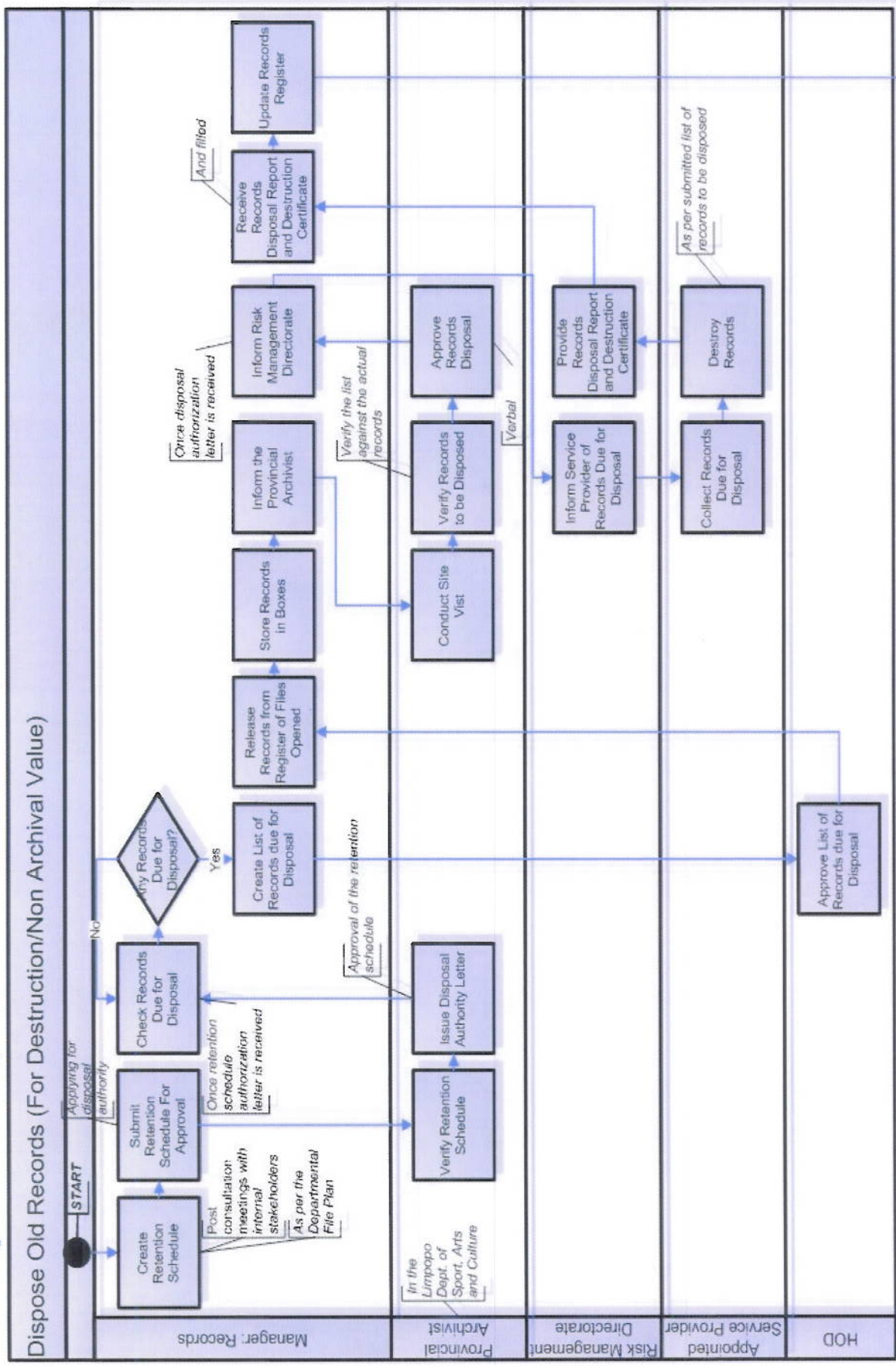


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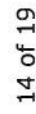
6.1.7 Appeal on Rejected Request for Information (PAIA)



6.1.8 Dispose Old Records (For Destruction/Non Archival Value)



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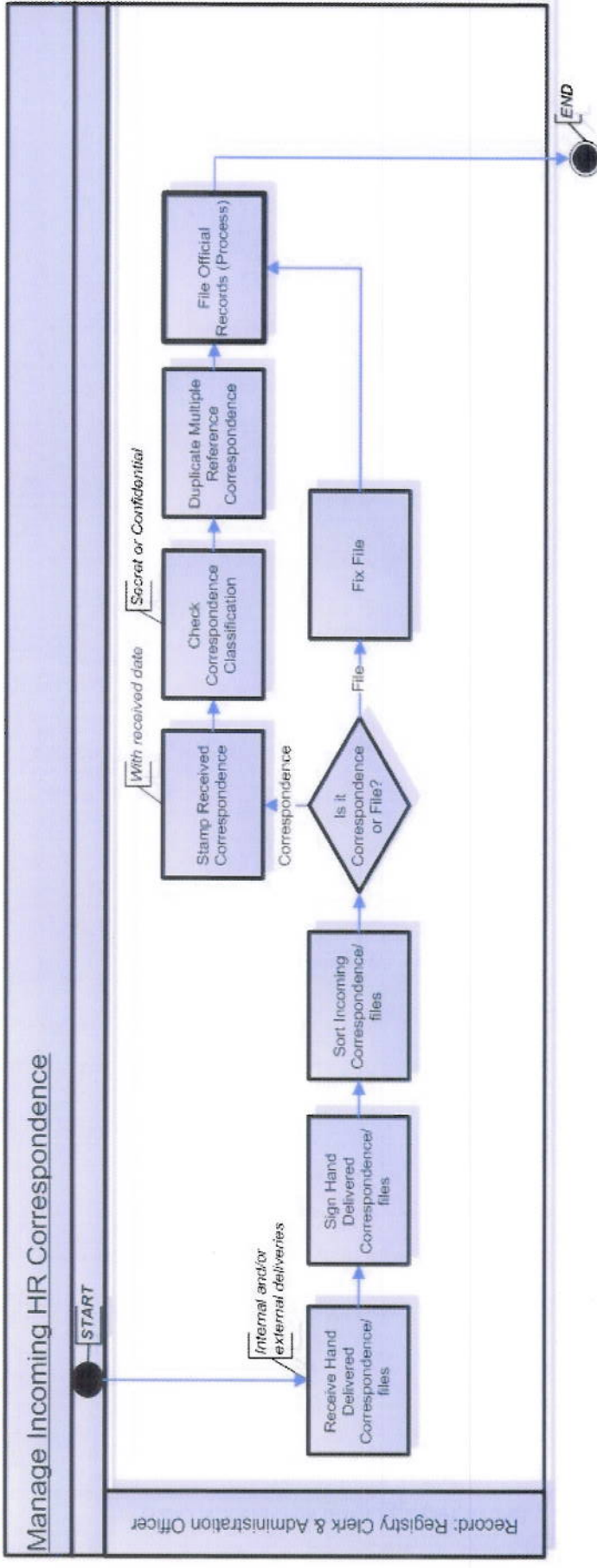


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6.2 HR Records Related Business Processes

The following is another HR Records process adding to the above mentioned common registry business processes:

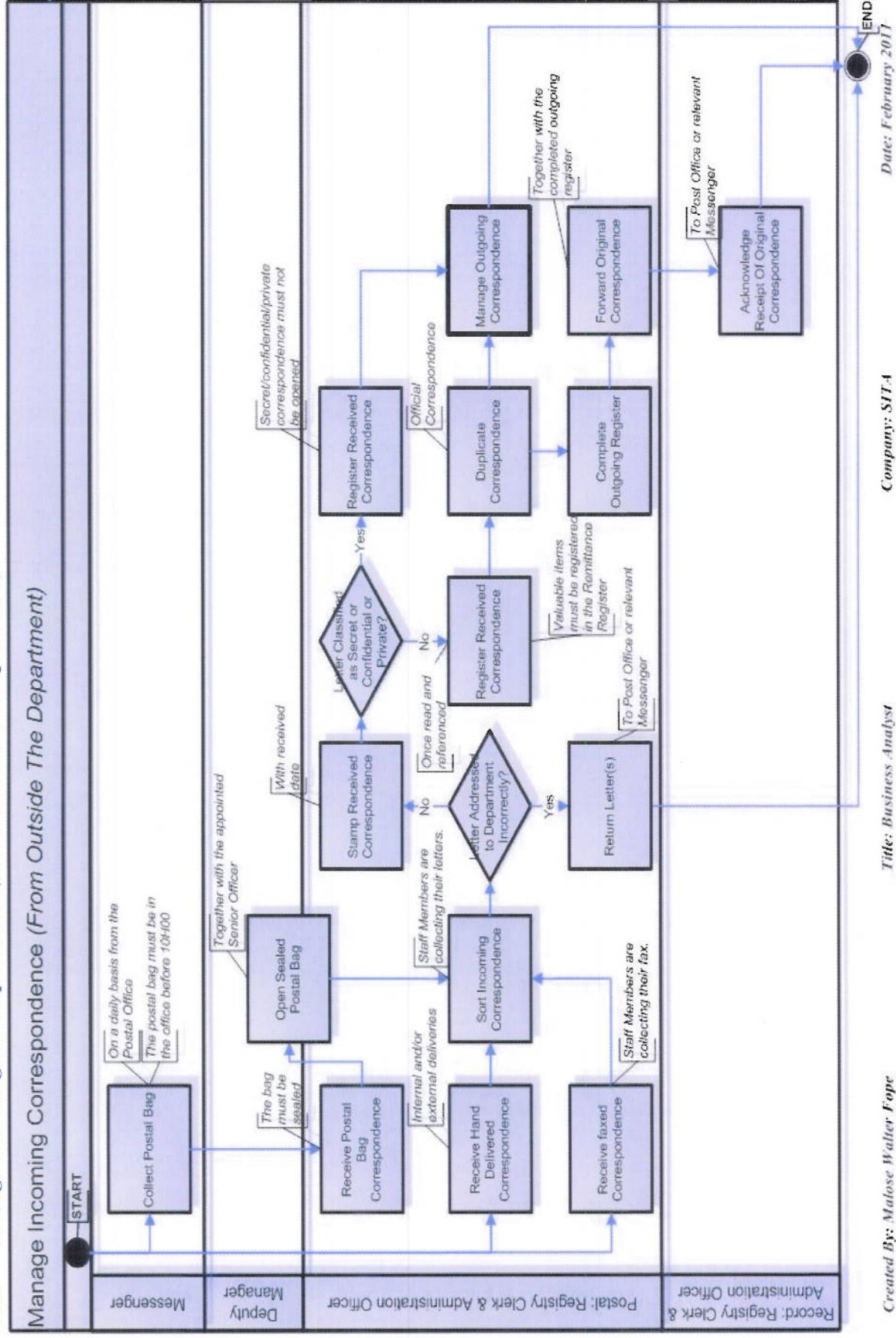
6.2.1 Manage Incoming HR Correspondence



6.3 General Records Related Business Processes

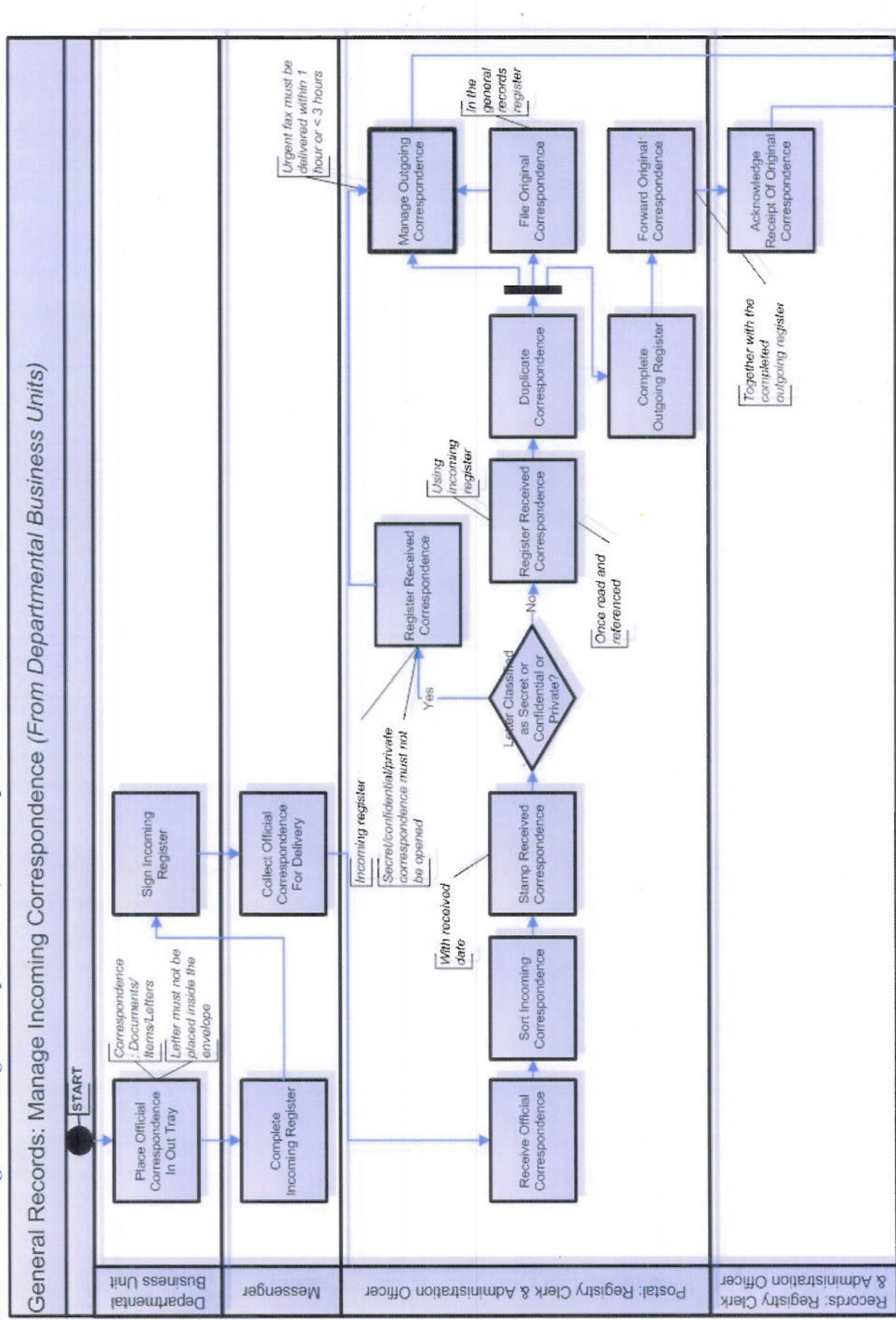
The following are General Records process adding to the above mentioned common registry business processes:

6.3.1 Manage Incoming Correspondence (From Outside the Department)



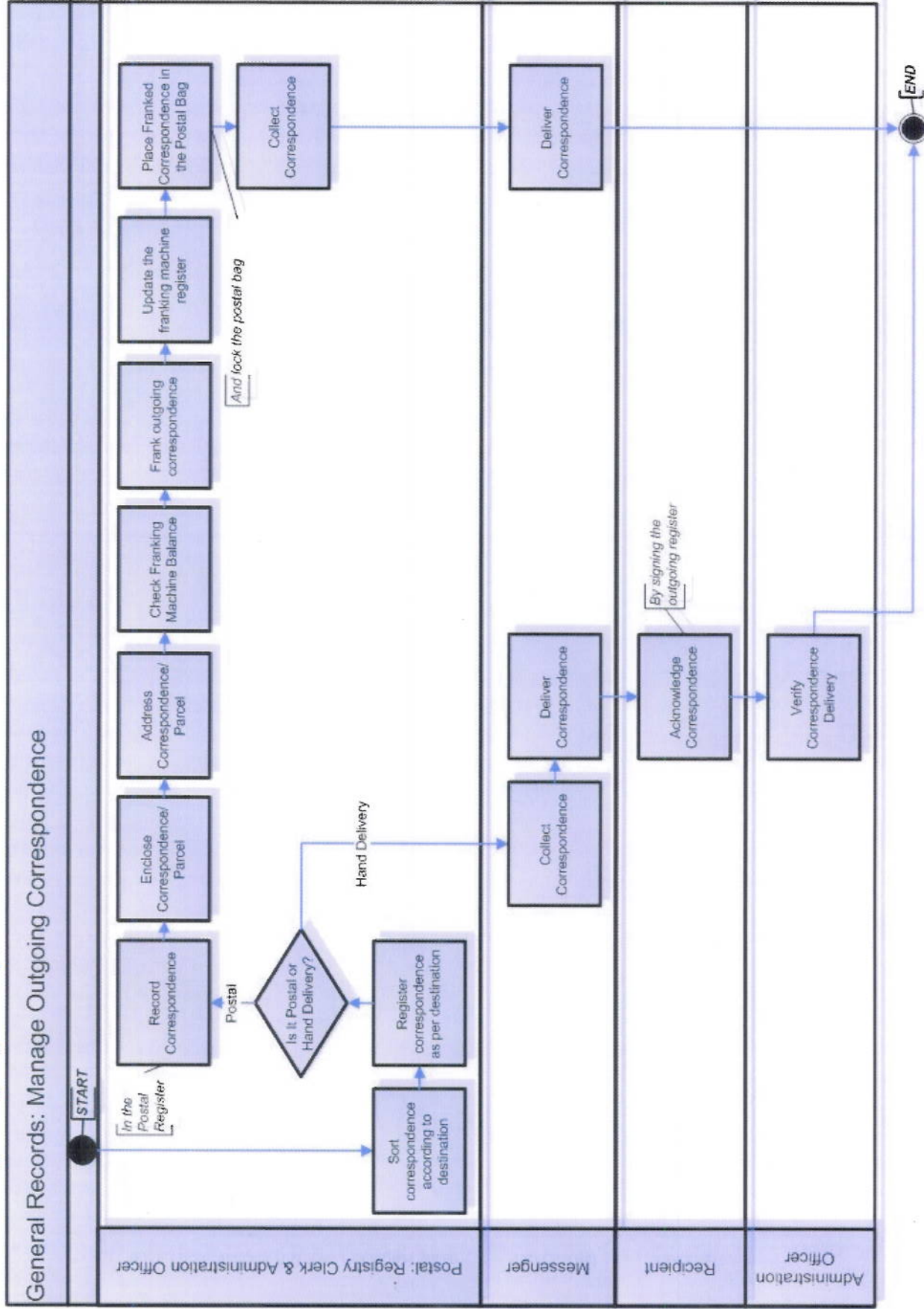
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6.3.2 Manage Incoming Correspondence (From Departmental Business Units)



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6.3.3 Manage Outgoing Correspondence



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7. Challenges faced by the Business Unit

The efficiency and effectiveness of the business unit are slowed down by the following aspects:

- Documents submitted without reference number
- Misplaced documents
- File loss
- Lack of sufficient human resource
- Some Business Unit not submitting documents for filing
- Delays in retaining files back to Registry
- Duplicate file request
- Clients tempering with folio order
- Utilization of incorrect reference number
- Secure storage of crucial records
- Disposal not managed until the end
 - No proper management of Service provider disposing departmental document
 - Some staff members lack of knowledge about existing file plan and records management processes, standards and practice

8. Recommendations

It therefore recommended that:

- Documented AS-IS (current) business processes be approved.
- Once approved, they should be analysed and improved on a continuous basis to address most of the current and future challenges
- Approved business processes should be communicated to all Registry staff members and all departmental staff
- Awareness on service rendered by Registry should be conducted department wide

