**IMS 5047 – MANAGING BUSINESS RECORDS**

**Email Task 6 – due 01 October 2004**

**Contracting out Records Management Services - Relates to Week 10, and issues raised in most other weeks.**

**Task**

What are the issues that must be considered in the outsourcing of a local council’s records management services, and what sorts of requirements should be included in the contract between the council and the outsourced company?

*For on campus students* you can discuss this in the tutorial on 24th September, do the reading listed in the lecture notes and write up your response. *OCL students* can do this exercise in conjunction with their reading for Week 10.

**Background**

You are the Business Services Manager for Sunny City Council, Queensland. Following an assessment of costs and benefits, you are outsourcing the City’s Records Management Services.

Currently there are five people providing the full range of records management services to Council including:

- Development and updating of Council policies on email management, recordkeeping, privacy and information security.
- Designing workflows for specific activities as required by various areas of Council.
- Mail opening, scanning and distribution to staff.
- Management of a small hardcopy filing system for town planning records.
- System administration and user training for the Council’s electronic records/document management system.
- Researching and responding to Freedom of Information requests and other queries from outside Council.
- Tracking customer complaints.
- Retrieving information for staff.
- Maintaining Council’s electronic meeting records for public access.

This whole package of services will be contracted out to an external company. Staff of the external company will be expected to sit in the Records Management area, and they can use the resources and facilities that are already there, eg. computers and systems, stationery, storage area, etc. but they will not be using Council records management staff.

As Business Services Manager you will

- choose an appropriate external company to take over this role
- develop an agreement ensuring Council’s records are managed appropriately
- ensure plans are in place for renewing or discontinuing the contract in three years time.

Put some points on the email to us highlighting some of the issues you need to consider in this outsourcing exercise, and what things should be included in the contract with the external company. You can also source additional reading to inform your discussion.