

M365 Roundtable Discussion



State Archives
& Records

Amended Presentation Slides

The presentation slides have been amended to provide information from M365 Roundtable Discussion without disclosing who provided the information.

Panellists and their affiliated organisations have been identified, however the information provided is not specifically affiliated with the panelists or attendees.

AGENDA



Agenda 1

Chatham House Rule



Agenda 3

Round table discussion.



Agenda 2

Lightning Talks and Q&A



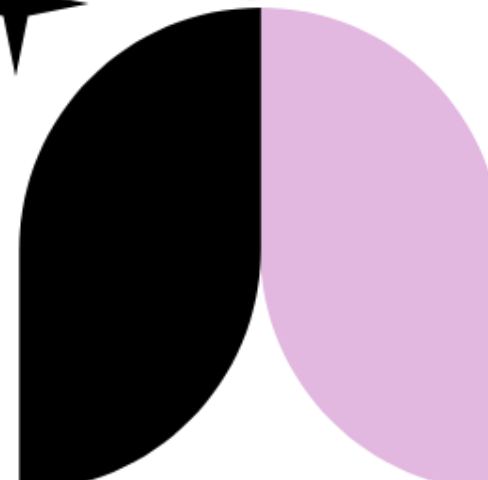
Agenda 4

Wrap-up



Chatham House Rule

Participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed.



State Archives
& Records

Panellists



Erika Wood

Senior Digital Product Manager,
Information and Technology
NSW Trustee & Guardian



Wayne Gale

Director ICT,
Information and Communications
Technology
Legal Aid NSW



Aniko Fekete

Records Manager,
Corporate Services
Audit Office of NSW



State Archives
& Records

Roundtable Take-aways

- Be aware that M365 is always evolving with new features being rolled out, including records management
- Records management functionalities are dependent on E3 or E5 licencing
- Some business units have embraced M365 CRM / CMS tools – records and information may not necessarily be in SharePoint
- Workarounds may need to be considered for M365 to meet recordkeeping requirements
- A review of M356 Advanced Compliance capabilities is needed to check whether it can be configured to suit business, records management requirements and compliance, including under the *State Records Act 1998*
 - Review and analyse how best to structure SharePoint for your agency
 - Identify high-risk, high-value records and if there are additional requirements needed
 - Identify limitations and determine whether M365 can meet metadata requirements, including metadata retention requirements after disposal of a record.

Roundtable Take-aways

- Review how to manage/configure the disposal of records in M365 with the necessary reporting requirements (e.g., metadata stubb)
- Understand how retention schedules will apply and consider:
 - Reviewing and configuring M365 for retention schedules. Consider workarounds, e.g., SharePoint rules engine, BCS auto classification, map to disposal schedule.
 - Developing a local, streamlined version of relevant retention and disposal authorities and classes for labelling in M365.
 - Rolling up retention schedules – i.e., identify functions with similar retention periods
- Consider the following as M365 Transition activities:
 - Transition from Fileshare (Drives) to M365 applications (OneDrive and SharePoint) – how to manage and teach the new practices and the decommissioning of shared network drives
 - Microsoft Teams – use of the application, information management and recordkeeping practices

Roundtable Take-aways

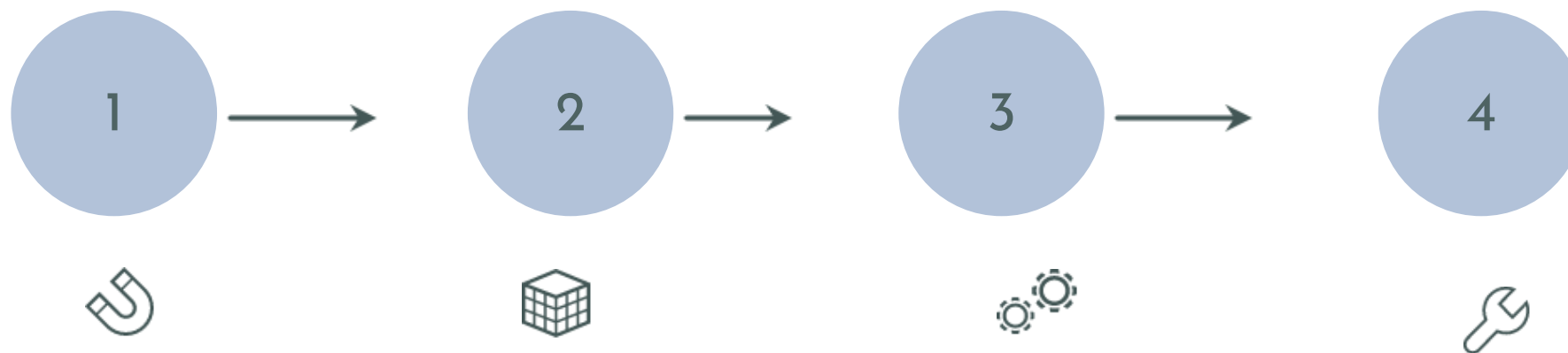
- Use search and discovery in M365 to get user and executive buy-in; and to steer users away from browsing in SharePoint. (The search tool in SharePoint provides information to item level)
- Provide clear governance:
 - Channels - who will have the ability to create channels? How will this be managed?
 - OneDrive
 - SharePoint
 - Teams - Be aware of pain points with implementation of MS Teams
- Establish change management and training plans – e.g., provide clear communication and training regarding the role of OneDrive and recordkeeping. What records should be located in OneDrive, SharePoint, CMS, etc?

Roundtable Take-aways

Consider:

- Developing future strategies for integration of M365 applications with other business systems
- Implementing Power Automate apps for automation of business processes and recordkeeping practices, e.g., document approval process
- Using Power BI for recordkeeping reporting
- Third-party tools for records management
- Storage compliance requirements if storing records outside of NSW or Australia – are those jurisdictions outside of Australia have similar legislation in terms of privacy and the *State Records Act*? Review contract clauses, risks to high-value or high-risk records, etc.

Take-aways from RSA



Analyse and understand recordkeeping requirements

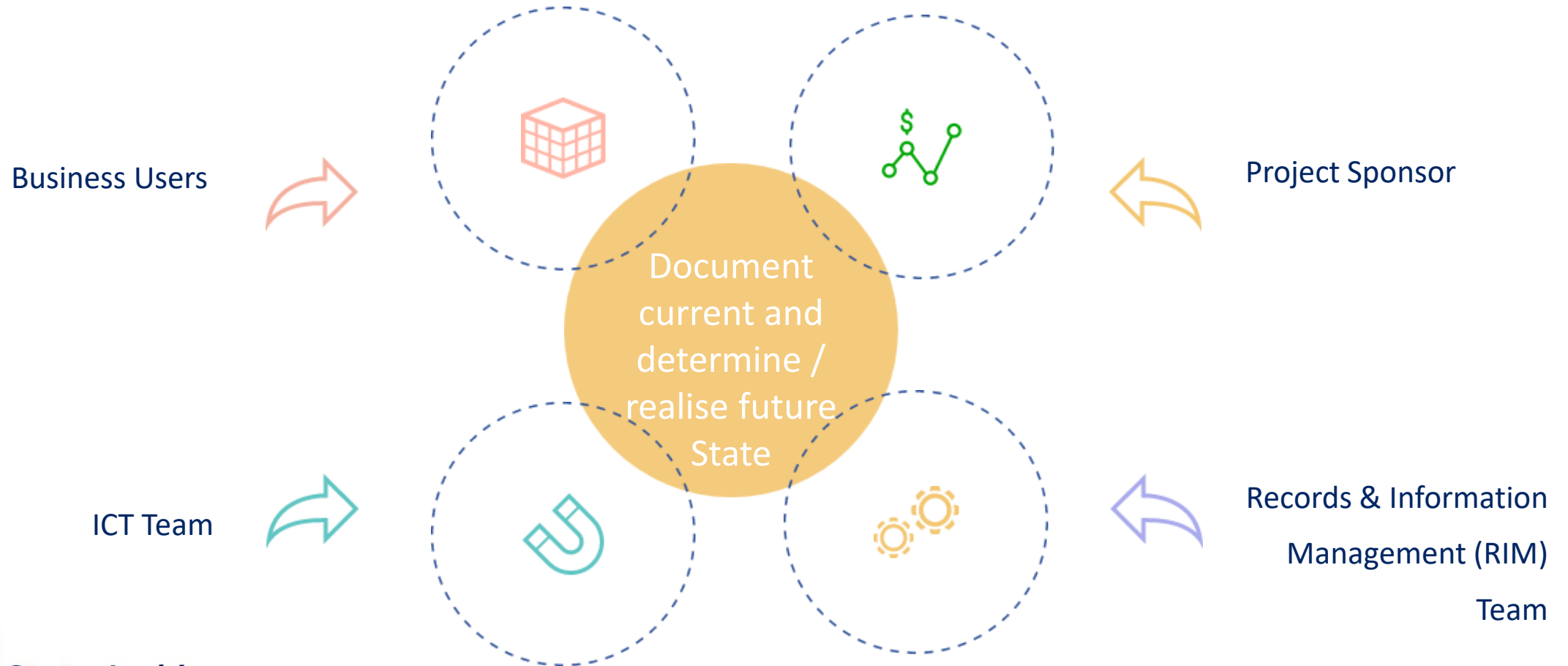
Document business processes and the current use of M365 products to **really understand the current state**

Check your M365 licence, ICT team capacity and capability to configure, implement recordkeeping requirements and support business needs

Consider developing strategy for shared drives, email and M365 content: records, information and data

Take-aways from RSA

To ensure success of M365 implementation, the project team needs buy-in from business users, executive support and funding from a project sponsor, and for ICT and RIM Teams to work together.



Supporting Guidance

- **Checklist for Assessing Business Systems**

<https://www.records.nsw.gov.au/recordkeeping/advice/checklist-for-assessing-business-systems>

- **Cloud Computing Recordkeeping Requirements Checklist**

<https://www.records.nsw.gov.au/recordkeeping/cloud-computing-recordkeeping-requirements-checklist>

- **Microsoft 365 and Recordkeeping**

<https://www.records.nsw.gov.au/recordkeeping/microsoft-365-and-recordkeeping>



Contact information

Recordkeeping Standards and Advice
State Archives and Records NSW
PO Box 516
Kingswood NSW 2747

Phone: 02 9714 3080

Email: govrec@records.nsw.gov.au

Website: <https://www.records.nsw.gov.au/recordkeeping>

Youtube: <https://www.youtube.com/channel/UCNlyjnn1n8DC2X4k4Gn6vog>



State Archives
& Records