PROTOCOL
POLICY SYSTEMS

Case Study

City of Moonee Valley

IT Policy System Implementation

"We needed a system for our policies that could easily be maintained, be accessible to all staff and could be easily understood by staff across the organisation"

Chris Ryan - Manager Citizen & Information Services, Corporate Services.

City of Moonee Valley

ABOUT MOONEE VALLEY

The Moonee Valley City Council is located within the north-west metropolitan area of Melbourne, Victoria. The city comprises of mostly residential dwellings in an area covering 43 square kilometres and is located between 4 and 13 kilometres from Melbourne's CBD.

Around 118,000 residents or 47,000 households call Moonee Valley home. The community is culturally and linguistically diverse, with more than a quarter of the population born overseas.

The Council provides a range of community services for residents and businesses within the City of Moonee Valley. These include areas of childcare, aged and disability, libraries, animal registration, planning, street cleaning, parking management, citizenship ceremonies, garbage collection and recycling.

BACKGROUND

The organisation has approximately 800 users, across varying lines of the business, working with over 100 different council business systems. Management recognised a need to review existing policies as well as introduce new polices. This exercise gave them the opportunity to look at any gaps between the service provided by the IT Department to match and meet the needs of the rest of the organisation.

CHALLENGES

- A lot of time and manual input would be required to update or create policies without having access to an existing set of pre-composed standards that could be modified where required.

- Getting the right level of engagement with other internal key users of the IT services to develop a shared responsibilities model.

- The policies needed to be accessible to all staff plus easy to understand and maintain.

- Ensuring that the final solution would be deemed compliant and met legal requirements.

SOLUTION

Kaon SecurITy were engaged to assist Moonee Valley City Council. Their methodology included the following steps:

- Completion of a questionnaire
- Preparation of first draft
- Onsite review conducted over two days
- Final version delivered
- Implementation guidelines provided
- Maintenance to allow further changes overtime

The two day onsite review covered all aspects of the councils business requirements. Working with key stakeholders made the process easy to understand and isolated responsibilities - end users from technical, to general staff to management.

BENEFITS

"We needed a system for our IT policies that could easily be maintained, be accessible to all staff and could be easily understood by staff across the organisation", says Chris Ryan - Manager Citizen & Information Services, Corporate Services. The Policy System has resulted in significant benefits including:

- The IT Policy system is easy to deploy and maintain
- All IT Policies are in one place
- Accessible to all staff
- All policies are compliant with current standards
- Meets Council audit and legal requirements
- Supported by the vendor – ensuring compliance and updates provided as legislated

LEADERSHIP

Moonee Valley City Council initially focussed on the technical policies with a view to providing the IT staff with up to date policy information which in turn can assist them with decision making and help them explain decisions to the internal staff. Chris comments "The implementation of the system has provided us with the consistency to make informed decisions. We will be presenting at an upcoming management forum to make leaders aware that we now have a Policy System and outline what their levels of responsibility are. An expanded roll out of the application to all staff will be completed during this financial year".