

Transforming Hutt City Council: Te Pātaka

A Journey of Digital Transformation

- 12TB of data in ~ 4.6million documents in the legacy ECM
- 13 Business Process Improvements throughout the project using power automate solutions
- 32 Integration points

"We continue to work alongside IL to support good information management and privacy practices"

Laura Jamieson,
Information Manager

Te Pātaka

Te Pātaka was a transformative project initiated by Hutt City Council (HCC) to enhance access to information and streamline operations.

HCC needed a comprehensive solution to manage information more effectively and adhere to government regulations. As a local government entity, ensuring compliance with the Public Records Act (PRA) and other legislation was critical. The council had to tackle compliance issues and address the challenges of outdated systems. Their primary objective was to enhance information access, compliance, and overall data governance while maintaining transparency and efficiency.

While SharePoint and the Microsoft 365 (M365) cloud platform were a natural choice, it lacked straightforward PRA compliance using out of the box functionality.

Enter iWorkplace

iWorkplace enabled HCC to enhance their information management capabilities while supporting PRA compliance. In the words of Laura Jamieson, HCC Information Manager:

"From a Public Records Act point of view having good metadata and taxonomy are super important. iWorkplace enables this without putting the burden on users. It also allows us to spin sites up, manage templates, and do what we need to do more efficiently."

iWorkplace makes it easy for HCC to manage information effectively through the automation of metadata application and design patterns. Together, these provide a more user-friendly interface, that improves information access and workflow for employees.

Te Pātaka project enabled a seamless adherence to legislative obligations, allowing HCC to focus on their core duties without compromising on information governance.



Reflecting on the project at large, Laura remarked:

“We built a good relationship with IL during the project and it's been sustained since post go-live. We could really feel that they wanted this project to succeed, and we continue to work alongside them to support good information management and privacy practices.”

Throughout the project, HCC and IL took a collaborative approach to working together. This partnership saw HCC leveraging IL's experience in working with councils to create a solution tailored to their specific needs.

Working closely together to identify pain points, the project involved migrating to SharePoint Online, introducing a functional taxonomy to help categorise information more effectively and lay the foundations for future development to their digital workplace.

Now, more than ever, the Information Management and Information Technology teams are intertwined, and staff are more aware of where they can seek help. Across the board, staff understand more about the information within their organisation and are pushing to do more and expand functionality to make work better.

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