

Monitoring and Reporting Standard

Automated Briefing and Correspondence

Standard

Departments must monitor and report on briefs and correspondence at the portfolio, branch/unit, division and departmental level.

Document Control

Applies to	All departments and Victoria Police	Authority	Digital Strategy and Transformation, Department of Premier and Cabinet
Period	To be determined	Advised by	N/A
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Requirements

In-scope

For the purposes of this standard, the scope of 'briefs' includes all forms of briefs with the exception of cabinet submissions, parliamentary questions and Public Accounts and Estimates Committee (PAEC) briefs.

For the purposes of this standard, the scope of 'correspondence' includes all correspondence to a Minister, Secretary, Deputy Secretary, Executive Director or Director that requires a response, no matter the channel it comes via.



It is recommended that the Automated Briefs and Correspondence Governance Model (governance model) and ABC Guideline (guideline) be read prior to reading this document.

Departments must at a minimum:

1. Track the real-time, operational status of briefs and correspondence at the portfolio, branch or unit, division and departmental level. This includes identifying:
 - each item uniquely
 - the current location of each item by role and the time spent at that location
 - the proposed path of each item (i.e. who's next and after that etc.) up to and including the **Decision Maker**.
2. Generate reminders to the role currently in possession of the item if there has been no activity on the item for more than 5 days.
3. Generate an alert to the **Accountable Officer** if there has been no activity on the item for more than 5 days.
4. Report on the performance of all briefs and correspondence at the portfolio, branch or unit, division and departmental level. This includes:
 - the precise route of any item through the nominated roles and the length of time spent with each role
 - the length of time any and all items have taken from Initiation to Recommendation
 - the length of time any and all items have taken from Recommendation to Decision
 - by volume and type.
5. Maintain an audit trail to support monitoring and reporting on all role actions in the brief and correspondence lifecycle.



See the ABC Guideline for help in implementing this standard.

Overview

The purpose of the reporting standard is to define the minimum requirements for monitoring and reporting on all briefs and correspondence within a department, with the emphasis on monitoring in real time and reporting on documents individually and or collectively.

Once this capability is implemented, departments can analyse and optimise their performance to improve productivity and accountability.

This standard outlines the minimum capability for departments to analyse and optimise their performance to improve productivity and accountability.

Rationale

Victorian Government departments are becoming more aware of the problems and restrictions they operate under in the current, disparate briefing and correspondence processes. The current monitoring and reporting capabilities are rarely standardised within any one department, let alone across all departments. Not only does this render departments unable to consistently and quickly report on the status of briefs and correspondence to the Secretary's Office or the Minister's Office, it also leads to productivity losses as:

- Items can sit on any one person's desk or in their email inbox for unrestricted amounts of time (i.e. no one person has accountability in an end-to-end sense for ensuring that the item reaches all required people in the required timeframe);
- different practices by different Business Units drive up learning curves when staff change positions or there are changes in machinery of government;
- the inability to analyse performance data on the progress of briefs and correspondence inhibits the department's ability to implement improvements and confirm compliance with legislation; and
- 'lost' items are potentially recreated and processed.

Derivation, scope and glossary

Derivation

This standard is derived from the Whole of Victorian Government *Automated Briefs and Correspondence Policy*, and is guided by the [Automated Briefs and Correspondence Statement of Direction](#) (ABC SOD) and the [Information Technology Strategy for the Victorian Government, 2016–2020](#) (IT strategy).

Scope

All departments and Victoria Police, referred to collectively as 'departments', are formally in-scope. While not required, the standard may be adopted by agencies and partner organisations, if desired.

Glossary

The glossary of terms and abbreviations used in this document are defined in the Automated Briefs and Correspondence Glossary.

Related documents, tools and references

- [Automated Briefs and Correspondence Policy](#)
- [Automated Briefs and Correspondence Statement of Direction](#)
- [Information Technology Strategy for the Victorian Government, 2016–2020](#) (IT strategy)
- [Automated Briefs and Correspondence Guideline](#)
- [Automated Briefs and Correspondence Governance Model](#)
- [Automated Briefs and Correspondence Standard – Governance](#)
- [Automated Briefs and Correspondence Standard – Common Process](#)
- [Automated Briefs and Correspondence Standard – Common Templates](#)

Further information

For further information regarding this standard, please contact Digital Strategy and Transformation, Department of Premier and Cabinet, at: digital.transformation@dpc.vic.gov.au.

Document Control

Approval

This document is yet to be formally approved and is published as guidance only. It is expected that when delivery of the common platform commences, under the requirements of VSB approved ABC SOD, the ABC Governance Model and associated standards and templates will be formally reviewed and approved.

Version history

Version	Date	Comments
0.1	27/04/2018	Initial draft
0.2	07/05/2018	First formal draft
0.3	30/05/2018	Second formal draft
0.4	01/08/2018	Final draft
1.0	03/09/2019	Final version