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Implementation of Enterprise Content Management System: Case of the South African National Parks

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Background



- Records dated 1910
- The National Parks Act N0. 56 of 1926 led to the proclamation of National Parks.
- 21 National parks in South Africa
- Records management programme was established in 2004 followed by the appointment of the first Records manager coordinator.
- Access became a vital issue for SANParks.



Introduction



- Access of information strategy
- ECM was piloted in 2014
- IT driven strategy
- ECM Committee

Purpose



to assess the implementation of ECM in line with the
Records and Archives management standards

OBJECTIVE



- Organisational Culture
- Management buy in
- Engagement
- Trustworthiness
- Authenticity
- Accessibility
- Preservation
- Records Management standards
- Ownership

Objectives



- Records Retention and disposition
- Security
- Records Location

Analysis



- Qualitative research
- The Focus Group Approaches was used.
- **Work method followed**
 - SharePoint 2016 preparation and questionnaire document
 - Requirement gathering meeting
 - Requirement gathering
 - BRS document
 - BRS Specification signed off
 - Development
 - Developer testing
 - Administrator training

Work method continued



- User training
- User testing
- Change request
- Problem resolution
- User testing sign off
- Content cleaning
- Content migration
- Deployment
- Project signoff
- Support and maintenance

Finding



- the creation of a central repository for instructional materials that is **accessible** to all personnel.
- SharePoint was viewed as a **technology** which will contribute to save money, improve efficiencies and provide alternatives to traditional paper base management.
- they lacked the necessary background knowledge to assess the usefulness and impact of SharePoint on their organizational environments.

Findings continues



- Support for management
- Organisational Culture
- Shortage of IT staff members
- The difficult of using the software.
- The adoption of SharePoint was often ad hoc and driven in the main by IT departments in response to changing business needs.
- Most perceived SharePoint limited to IT implementations or as initial test beds for larger projects

LESSONS LEARNED



- support of management and decision making
- information governance
- Strategy and Policies
- prioritise high demand records.
- Organisation should develop an internal capacity project for the continuity of the digitisation project.
- Awareness

The image features a stylized, light gray outline of the South African coat of arms. The central shield is divided into two halves: the left half has horizontal green and white stripes, and the right half is a solid red color. The shield is flanked by two olive branches and sits atop a ribbon. The text "THANK YOU" and "NDI A LIVHUWA" is centered over the shield in a bold, black, sans-serif font.

**THANK YOU
NDI A LIVHUWA**