



July 2016 - iFerret Update

Introduction

Welcome to the July 2016 edition of the iFerret Update. iFerret continues to spark the interest of organisations wanting to give their staff efficient and simple access to corporate information thus enabling better service to their customers.

iFerret is also now being seen as a critical tool as New South Wales Councils face pending amalgamation and reform. iFerret will ensure they will have easy access to information across the new entity.

In this edition we cover a customer case study, user workshop, reform, new customers, and upcoming events. We hope you enjoy this edition of the iFerret Update.

Customer Case Study

Hurstville (now Georges River) is one of several customers to go live with iFerret in the past 6 months and council used iFerret to improve access control over corporate information. This included a specific focus on TRIM information and the use of iFerret to ensure sensitive information remains secure.

Outcomes of the project included a shift in responsibility for the overall management of information, auto assignment of security, empowering users with predetermined security and clearly defining what users can create. This included working with individual departments to address their specific requirements.

A combination of keyword and metadata searches were used within iFerret to ensure all records are secured correctly. The project has now moved from a pilot stage to a general roll out to all staff.

More details on this project can be provided via request at info@iplatinum.com.au or via the <http://www.iplatinum.com.au/index.php/contact-us> form.

User Workshop

The iPLATINUM User Workshop was held on 14th April 2016 at the Manly Surf Pavilion and was attended by approx. 20 customers.

iPLATINUM provided sessions on features, usage techniques, new functionality and reform opportunities whilst informative case studies were provided by David Thomson and Brendan Scott from Hurstville City Council and Jane Kercher from Pittwater Council.

Details can be seen at <http://www.iplatinum.com.au/index.php/all-news>

NSW Local Government Reform

The reform process underway in NSW will create new challenges for councils when accessing important corporate information across multiple entities with disparate systems. iFerret will enable councils to seamlessly access this important information across the wider organisation.

For existing iFerret customers, iPLATINUM offers an option to expand your license to include additional entities and systems. For new customers we are happy to structure a license agreement that takes into account an investment already made by an existing iFerret partner council. Please feel free to contact Mike Preedy on 0405 102 500 or mikep@iplatinum.com.au to discuss your license requirements.



New Customers

It has been a very busy time with the introduction of new customers to the iFerret community. We would like to take this opportunity to welcome the following new customers since January 2016:

Bathurst Regional Council (live), Bega Valley Shire Council (live), Dubbo City Council (live), Hurstville City Council (live), Coffs Harbour City Council (live), City of Stonnington (live), City of Gosnells, Gosford City Council, Launceston City Council, Horsham Rural City Council.

This brings the total number of iFerret customers to 36.

Upcoming Events

If you are attending any of these events please take time to visit the iPLATINUM stand or presentation session (if available) to have a chat to the iPLATINUM staff about the latest iFerret initiatives and the opportunities they may provide your council.

Event	Date	Location
Records & Information Management	11-14/09/16	Crown Perth
Infor Public Sector User Forum	13-15/09/16	Sheraton Darling Harbour
LG Customer Service Conference	19-21/10/16	Wollongong Novotel

Top iFerret Customers

Many of our customers now run competitions internally to promote iFerret and reward the top iFerret inquirers. We are now publishing the top users of iFerret on our website each quarter and would be happy to make Ferrets available as prizes for the top users. If you would like some Ferrets for your council please let us know.

The top iFerreters for the April to June 2016 quarter were: Sutherland, Lake Macquarie, North Sydney, Ipswich and Hornsby.

iFerret in the News

iFerret was featured in the LG Focus May 2016 edition on Administration and Management Systems. To read the article please go to:

<http://www.lgfocus.com.au/editions/2016-05/iferret-providing-dramatic-transformation-for-local-councils.php>

For other iFerret news items please go to:

<http://www.iplatinum.com.au/index.php/all-news>

Finally, if you would like iPLATINUM to help you learn how you can get more out of iFerret and increase usage across your organisation please contact Mike Preedy to discuss. This is provided as a FREE service to our customers.

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New iFerret Logos

