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Guide to
Best Practice
Paperless Meeting
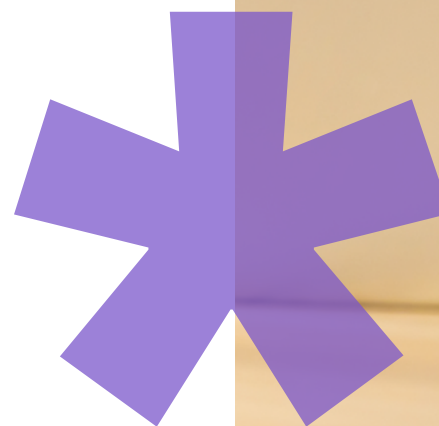## Management

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Welcome to Civica

We would like to welcome you to our Guide to Best Practice Paperless Meeting Management. This guide explores how organisations are transitioning to paperless meeting management systems that ensure greater efficiencies and transparencies to organisations.

We also discuss how organisations can use the latest technologies to engage their communities in the decision making process.

Regardless of your organisation's level of digital meeting management maturity, this practical guide will help you navigate the next step.

What does governance and meeting management look like?

Technology pervades all aspects of contemporary life. Especially now, in the midst of the coronavirus pandemic, citizens are using increased technology for all aspects of their work and personal lives. In an effort to reduce paper waste and increase overall efficiencies, organisations are turning towards paperless governance and meeting software to improve their overall functioning.

Paperless meeting management software improves communication, enhances efficiency, promotes community trust, and is cost-effective. Committee members can securely view and annotate documents with automatic document download to ensure members see the latest information, anytime and anywhere. For meeting organisers, last minute changes to agendas can be quickly updated. For admin staff, paperless meeting management means fewer delays and avoiding the duplicating effort. The workflows of government and meeting solutions help manage the steps involved in towards making decisions and publishing reports while ensuring transparency and accountability.Meeting management in an increasingly digital world ultimately means improved outcomes for all stakeholders - organisers, committee members, and citizens.

Times are changing. Citizens, now more than ever, are interested in the decisions of organizations and want to be involved in the decision making process where possible. These same organisations are reaching out to both the private and public sectors to help them understand their compliance obligations. Meeting management is being reframed. No longer are delegates given large volumes of paper minutes to read before meetings. Best practice meeting management is now driven by a digital transformation agenda.

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Making democracy happen with increased citizen engagement

With paperless meeting software solutions, citizens can do almost anything online that they could do in person. Whether it's looking up a meeting agenda or meeting minutes from a past council meeting, software makes it possible for citizens to do much all on their own. Paperless board meeting software saves staff from the countless hours of tracking down reports and other information, giving them more time to serve the public.

The engagement doesn't stop there.

Digital governance and meeting management solutions enable organisations to consult with citizens and interact with organizations in innovative new ways. An example of this is the in app voting offered by the Modern.Gov solution. In app voting supports live and remote meetings with simple, secure, and transparent decision-making. It enables meeting organisers to set up and manage pre-submitted votes (i.e., Motions) and ad-hoc voting on agenda items for remote/virtual meetings. The app also enables organisers to manage attendance, the entire voting process, vote re-runs, and casting votes.

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Using **paperless meeting** management to **deliver better outcomes**

Moving to paperless meeting management doesn't need to be all or nothing; it can fit your organisation's digital transformation agenda.

In an increasingly digital world, meeting management ultimately means improved outcomes for all stakeholders -organisers, committee members, and citizens.

Benefits of paperless meetings

- Drives paperless working: a paperless tablet app reduces paper use while 24/7 secure, offline access boosts agile working.
- Ensures transparency and accountability: Automated workflow to track, report, and explain decisions and members profiles including a Register of Interests, helps you deliver transparent governance and comply with statutory requirements.
- Increases productivity for employees and members: You can schedule meetings and send invites easily and quickly, and collate and publish papers in just minutes. Meeting organisers and attendees can focus on more important tasks as documents are shared/updated in one click.
- Improves citizen engagement: Using online questionnaires and e-petitions, you can easily engage, consult with and update your audience.

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Flexible solutions that are fit for the future

With technology changing ever so quickly, it's important to have a solution that meets your requirements now, and in the future. Things to looks for include seamless integration with your existing website - both internal and public facing, integration with third-party solutions, including webcasting systems and social networks. ISO27001 accredited security are important for your organisation's peace of mind as is continuous development and upgrades ensure a future-proof solution. The organisation you partner with should have a solid track record in partnering with organisations and delivering robust solutions.

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Cloud Security

When choosing a governance and meeting management solution for your organisation, there are many aspects of the deployment that need to be considered and assessed before the tender process commences - for starters which platform? The choices include an on-premise self-managed infrastructure, a hosted cloud platform or a hybrid of the two.

IT professionals perceive Cloud-based infrastructure as the most practical choice because of its significant emphasis on security and flexible scalability. Ensuring your data is protected from breaches, loss of data or cyber-attacks is critical. Meeting management solutions such as cloud-based Modern.Gov is not only compliant with the broadly accepted international information security standard -ISO 27001, but has comprehensive security policies for its infrastructure. These policies specify exactly how its customers' data is protected. Each customer's data is in a separate database and uses an AES-256 encryption algorithm to encrypt all data. Automated backups, network isolation, fail-over automation, and data replication across multiple data centres combine to ensure that information is kept as secure as possible. In addition to security, the cloud provides the opportunity to collaborate with the vendor in configuring a complaints management solution that can effectively address all of your business requirements. Ease of growth, web-based access and integration options also empower you to expand at your own pace without sacrificing functionality.

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Get in touch

We provide software and services designed for a world that demands

user-friendly, responsive solutions departments and agencies can use to improve people's lives.

If you'd like to learn more about how we can help you transform data into actionable insights, contact us today.