

Plans are underway within the Ministry of Finance to upgrade TRIM to an up-to-date version of the software. These **Frequently Asked Questions** are intended to support that transition.

For questions regarding the TRIM upgrade project **please contact Government Records Service at [EDRMS.HELP@gov.bc.ca](mailto:EDRMS.HELP@gov.bc.ca)**

### **1. Why is government upgrading TRIM?**

Upgrading benefits include various improvements to the user experience and enhanced stability of the system.

Specifically, the TRIM upgrade includes:

- simplified user interface
- document encryption
- web access
- support of mobile devices and potential for integration with other line of business applications
- leverages government's current investment
- potential of reducing storage costs via tiered storage
- hosting on a current, supported platform

### **2. When will the upgrade from TRIM to the up-to-date version take place?**

This project begins October 2016. Timelines and details are still being developed. When the project launches, Government Records Service will communicate in more detail with all TRIM users about the expectations. The project is anticipated to take 12 months to complete. There will be a stakeholder engagement component to our process that will inform the upgrade schedule.

### **3. How was the decision to upgrade TRIM made?**

In September 2015, a Request for Information (RFI) was issued seeking advice on approaches and technologies to address requirements under the *Information Management Act (IMA)* and to support government's Management of Digital Information (MDI) Strategy. The RFI responses confirmed the importance of providing ministries with technologies that enable the retention and disposal of information in accordance with information schedules.

### **4. What can I expect in the new version of the software?**

The look and feel of the software has changed to make it more user-friendly; the functionality will be familiar, and the same core records management functions will be included. During our evaluation process, Government Records Service will communicate more details as they emerge.

**5. Will it cost my business area to upgrade from TRIM to the new version?**

The current TRIM funding model (in which TRIM is centrally funded) remains in place. Accordingly, there are no planned charges to TRIM users for the upgrade.

**6. Can I opt out of the upgrade project?**

TRIM is an enterprise application and changes to upgrade the software apply to the whole of government currently using the system. We are committed to maintaining ongoing support for ministries using the government standard Enterprise Document and Records Management System (EDRMS), which will continue to be TRIM for the near term.

**7. Where can I stay current about the progress of the TRIM upgrade?**

Government Records Service website includes this FAQ and any relevant updates.

**8. How does this support *Information Management Act* implementation?**

A core requirement of the *IMA* is that all government information be managed in accordance with information schedules. TRIM is currently the only broadly deployed application that provides ministries with the types of records management functions and controls needed to manage digital documents and messages according to schedules. TRIM is also government's main system for managing hardcopy records.

**9. Will I get training on what's new? Will I need to be trained again?**

Government Records Service will provide upgrade-specific resources, and advice, and guide all clients through the process as we've done in previous upgrades. We will evaluate changes as part of the upgrade process, and will inform users of the key ones that will impact them.

**10. Will there be any changes to the records I currently have in TRIM?**

No, your records are stable and secure. As part of the upgrade, all records will be migrated to the new version. Government Records Service will communicate to let you know in advance how to prepare.

**11. Who do I talk to about getting onto TRIM?**

Contact the EDRMS Business Manager Sharon Larade ([EDRMS.HELP@gov.bc.ca](mailto:EDRMS.HELP@gov.bc.ca)). A member of the EDRMS team can give you a demo and discuss if TRIM is the appropriate solution for your needs. Once the upgrade project starts, we will be limiting onboarding onto TRIM until the upgrade is complete, after which new clients will be given the new version.