

The challenges of running a paperless office

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In this time and age, we would think that running a digital office is very easy and made possible with all the current technology. Based on this thinking, I decided to take the lead and run a paperless office since 1 June 2018.

I was excited to see a photo of my office distributed through the council intranet and other internal channels to all staff. Soon after I started, I was faced with many challenges including but not limited to the following:

- Attending meetings without a paper copy of an agenda or minutes;
- Taking notes through formal and informal meetings
- Reading notes to your team when standing in an outdoor function
- Internal and external stakeholder management and expectations
- People's mindset and hardwiring towards paper
- Keeping engaged in meeting while you are writing or typing
- The format of my digital diary compared to carrying a notebook.

These challenges and others forced me to rethink the effectiveness of a paperless office and to consider abandoning the endeavour altogether. But I persevered in the hope that we would adjust.

At a team level, I removed the need for large design plan plotters. I challenged myself and my staff not to print anything and make the best use of the available digital technology.

The paper will discuss implementation, challenges and the overall acceptance from staff and management of a paperless office. The paper will also reflect on the amount of paperwork that we consume every day including supermarket catalogues, newspapers and all kinds of paper advertisements.