

PORTFOLIO CASE STUDY

Centralising Organisational Records for a Media and Project-Based Business

Author	Adebimpe Otutuloro, MSc, PMP, Operations & AI Strategy Consultant
Context	Operations and Administrative Manager, media and project-based organisation
Category	Records Management, Information Architecture, Operational Continuity

The Problem

The organisation had a Google Drive in place, but it did not function as a usable system. Files were scattered across personal folders with no consistent structure, duplicates of the same documents existed in multiple places, and a significant amount of working material lived only on individual staff laptops rather than anywhere shared.

In practice, this meant that finding a document depended on knowing who had created it and where they happened to save it. Information was technically stored somewhere, but it was not genuinely accessible. For an organisation running cross-functional teams and project-based work, that gap creates real risk: institutional knowledge tied to individuals rather than to the business itself.

What I Did

I led a full reorganisation of the Google Drive, moving practically everything used in daily operations into a single, consistently structured system.

This meant auditing what existed across personal drives and individual machines, identifying duplicates and outdated versions, and consolidating everything into one shared structure organised by function rather than by whoever happened to create the file. Documents that had only ever existed on the official system laptop, working files, reports, and operational records, were uploaded and brought into the shared environment so they no longer depended on a single device or a single person's memory of where something was saved.

The goal was not simply tidiness. It was building a system where any document needed for a decision, a report, or a handover could be found without depending on one person's institutional memory.

The Outcome

Roughly 95 percent of the materials actively used in daily operations are now centralised and easily accessible within the shared Drive structure. What used to require asking around or hunting through individual machines now has a clear, predictable location.

This created a genuine operational safety net. The organisation's working knowledge no longer depends on any single person being present, available, or remembering where a file lives. Information became an organisational asset rather than a collection of individual habits.

Why It Matters Beyond This Organisation

Every growing organisation eventually hits this same wall: information accumulates faster than any system put in place to manage it, and what starts as a shared drive slowly turns into a maze only a few people can navigate.

The fix is rarely about better software. It is about discipline: auditing what actually exists, removing duplication, structuring by function rather than by individual habit, and making sure nothing critical lives in only one place. This is the same lens I bring to any organisation where valuable information has become difficult to find.

Tools and Skills Applied

- Information architecture and file structure design
- Records audit and duplication management
- Cross-team coordination during a system-wide change
- Change management for adopting new working habits
- Google Workspace administration

This case study reflects a completed initiative within the author's role as Operations and Administrative Manager. The organisation is not named here to respect its privacy.