

# INFORMAA QUARTERLY

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# RMAA Directory

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# PRESIDENT'S REPORT

## CPD Program

Over the past year the Association's Board of Directors and some branches have been trialling a continual professional development (CPD) program, and a report on the findings was submitted to the March Board meeting. The purpose of a CPD program is to ensure our professional members' knowledge remains current, as well as giving them the opportunity to give something back to the Association in the form of writing articles, giving presentations and attending seminars and conventions.

The review looked at the program being compulsory for all professional members, but it was thought that members should be rewarded for taking part rather than be penalised by losing their status for failing to be involved.

One method considered for rewarding members who participate in the program was through discounts to membership levies, seminar and convention discounts, etc.

Another option was for professional members to be certified for the period that they are active, with their name appearing on the RMAA web page as a professional member who maintains their knowledge and skills.

Each professional member would gain points for activities, such as attending educational events, running in-house training courses, speaking at seminars and conventions, writing articles in journals etc.

The CPD program was trailed in remote country areas as well as the capital cities to ensure that all professional members could obtain the points over a triennium period.

The Board agreed at its March meeting that the CPD program should be optional for all members holding Associate status, but remain compulsory for all members holding the status of Member and Fellow, with the exclusion of retired or life professional members.

This program will commence on July 1, 2004, and more details will be provided

on the RMAA website in the near future. Members holding the status of Member and Fellow will be contacted individually.

All events advertised after July 1 will include the number of CPD points that you would gain by attending and participating. As with most events you would register on-line and our iMIS membership package will automatically keep track of your RMAA organised CPD points.

The CPD program is another step toward gaining acceptance as a professional association and having an industrial awards structure.

## Salary Levels

There has been talk by many members and employees on recommendations for salary levels for records management staff. The Board has been looking at establishing guidelines to determine if a position is strategic, tactical or operational, together with a list of duties that would fit into each of those areas. As salary levels vary so much from state to state, in the first instance the Association is looking at a standard industrial awards structure for records managers in the professional stream.

## National ARM Week

As part of raising the profile of the profession we are once again holding an Archives and Records Management Week Australia-wide on May 24-29, 2004. All branches have been requested to promote the Archives and Records Management industry during this week through workshops, seminars, open days, etc. Visit our web page [www.rmaa.com.au](http://www.rmaa.com.au) for branch activities.

I encourage everyone to get behind this event in their state or territory. New Zealand very successfully held their ARM in March, (see detailed report in this issue's RMAA NEWS section), which included an extremely well received vendor showcase.

## International Convention

Finally, I would encourage all members to attend our 21st International Convention in Canberra on September 12-15, 2004. The theme this year is 'From Concept



to Reality'. A number of international speakers will challenge you to think outside of the normal square we live in. I look forward to catching up with everyone at the convention.

On the subject of conventions, to quell rumours that are going around, last year's convention which was held in Melbourne actually ran at a loss; (financial details will be included in the annual report, as usual). This was due to a number of factors, and processes have been put in place to reduce the possibility of this happening again.

As you would be aware, holding a convention involves a financial risk for the Association, and, although we don't plan that these events will run at a loss, this year that is exactly what happened.

One of the problems was that many registrations were left to the last moment. This makes planning extremely difficult, not knowing what numbers we are looking at. Numbers have to be estimated a fair way out from the convention, and once we make our advance bookings these numbers cannot be changed. Which means that if final numbers are below estimate we lose out. But if we under estimate, you lose out because not enough conference places are available to meet demand. So, it's better to over estimate, a little.

I encourage you to get in a registration form early this year to ensure that we can continue to provide conventions that are of the standard that you expect and deserve, and to take advantage of the earlybird booking discount.

**Chris Fripp, MRMA  
National President**



# EXECUTIVE OFFICER'S MESSAGE



Since commencing the duties of Executive Officer in August 2003 a significant amount of my time has been utilised establishing the documentation in relation to roles and procedures of the Association in accordance with regulatory and legislative requirements.

This has taken the foremost attention to ensure that we have everything we require to provide the best service not only to our members but our industry, and I now look forward to the implementation period and strategic strengthening and industry positioning that will follow.

Some of the highlights of this period have been:

**1.** Organisational structure with Directors being responsible for Portfolios to ensure better strategic accountability.

**2.** Rotation of Board Meetings to all Branches to ensure the opportunity for the Branch Council to meet with the Board and discuss their members' needs, expectations and suggestions.

**3.** Setting an annual agenda to ensure the Board addresses strategic and operational factors contributing to the Association in a timely manner.

The agenda includes things such as (but not limited to):

- Performance reviews
- Policy reviews
- Operational/strategic/business plans
- Emergency response/business continuity plans
- Delegation reviews
- Customer service
- Succession planning
- Stakeholder relations review
- Capital formation and financing plan

- Key external issues review/ competitive analysis
- Regulatory management plan
- Board communications
- Risk management strategy and policies
- Economic outlook
- Asset management plan review
- Public relations strategy and program

**4.** A Board of Directors Charter, (in addition to the role as set out within the Constitution), which sets out the authority to manage the business and affairs of the RMAA in relation to stewardship responsibilities of Board, Management, Strategy, Risk Management, Capital Management and Internal Control, Material Transactions, Financial Reporting and Communication.

**5.** The development of a Director Induction Pack to assist interested parties understand the roles and responsibilities of becoming a Director.

**6.** The documentation of roles and functions of the Board and the Executive Officer.

**7.** The implementation of an Audit Committee.

**8.** The introduction of a Records Management Research Grant – details will be available on the web in September 2004.

**9.** Ensuring the RMAA has input into all Standards and Legislative reviews through submissions at both National and Branch level.

**10.** The implementation of a Continuing Professional Development (CPD) Scheme for our Professional Members, (specifically Member and Fellow Status).

Documentation will be placed on the Association website to allow members to provide input into the Association where



*Executive Officer's Message**Continued from page 6*

and when appropriate – please remember to check back often to ensure your continuing assistance with the direction of the Association.

Of course, I welcome your contact to suggest areas into which the Association needs to exert concentrated effort. Some suggestions from the Listserv that the Association has taken on board include:

- Salary and competency levels
- Achieving recognition in Industrial Awards
- Gaining recognition for records management as a profession

### **Successful Local Branches**

The RMAA should be proud of the many people who have contributed their time and effort to making our branches a resource for members. I know I am. With growth comes opportunities and the Board will be looking at several areas suggested by members and from the Listserv which, through discussion and development, may help lead us to a still brighter future.

We, as members, can contribute to making our individual branches work better as a resource by:

- Participating – Branches need members' help to make them work. If you think your branch should be more active, then let your president know, and volunteer to help. Simple suggestions such as alternate locations for events can go a long way toward bolstering attendance.
- Offering to help organise and plan branch events. Don't depend on your Branch President or one or two individuals to do everything.
- Referring your questions and suggestions to your Branch President before you call the National Office. If your Branch President can't help resolve the issue, they will contact the National Office. By contacting your Branch President first you are helping your Branch fulfil its mission of providing support for its members.
- Being prepared to share educational materials with other members. A well-informed records manager is our best defence for recognition of our professionalism.
- Inviting non-members to events. This will not only boost attendance, it could boost membership as well.
- Have some fun – a good social event may break the ice, and not all meetings have to be work.
- Survey your branch – find out what works best for, and in the interest of, your Branch.
- If no one else is filling the need, raise your hand and take the lead. Don't be bashful.

Branches will work for our benefit as long as we make them work. It will not happen because National provides us with a magic bullet. Let's work together to make our branches work for our mutual benefit.

**Kate Walker,**  
**MRMA AMIM MAICD**  
**AdvDipBus(Rkg) DipBus(Admin)**  
**Executive Officer**

This article represents the views of the Executive Officer and not necessarily the views of the National Board, who have not reviewed or approved this article.

# EDITORIAL

## From the Editor's Desk

Good morning, good afternoon, good evening. When ever you are reading this, and wherever in Australia or New Zealand you're reading it, can I say how delighted I am to be *IQ*'s new Editor. (You can read about my background in the Announcements section).

I've been impressed by how well organised, administered and progressive the RMAA is. I can also see the enormous potential of *InfoRMAA Quarterly* as a vehicle to inform, educate and motivate members and to get the message out to business and government in Australasia about the value and importance of the records management profession.

Working closely with Director of Marketing Kristen Keley and the Editorial Committee, I'll be striving to make *IQ* as informative and as useful as possible.

In upcoming editions I will aim to bring you interesting feature articles including interviews with leading local and international figures. But the key to making *IQ* a broadly read, internationally respected and influential journal is you. *IQ* is your magazine. You know what you want to read about. You have points of view, about the industry, about the RMAA, about this magazine – comments about articles which have appeared on *IQ*'s pages, for example. So write to the Letters column and express your opinions – anonymously if you'd prefer.

Just read a new industry related book? Then pen a review of 400 words or less and shoot it in.

Contribute articles to *IQ*, short or long, light or technical. A relevant short piece might cover something that has bugged you, intrigued you, or tickled you. Like Mike Steemson's delightful item on the Lego archivist in this issue, it may be something of interest you've picked up from another publication or source and want to share

with your fellow members. (In the latter case, let us know the name and date of the source that originated the item.)

Kristen Keley's article on Biometrics in this issue is an excellent example of a longer technical piece which is likely to excite my interest and that of *IQ*'s readers. I'd also like to hear from you if you have a discussion paper or case history of 500 to 1500 words which you'd like to share with your peers.

For the August issue I'm particularly looking for contributions relating to Professional Development, but material on any RM-related subject is welcome.

As Philip Taylor pointed out in the last issue of *IQ*, you can only enhance your CV by listing articles from your pen that have appeared in your industry's professional journal. And articles of high standard which appear in *IQ* will inevitably attract the interest of other publications.

Send in photographs and illustrations with your contributions too - of yourself, and, where possible, illustrations relating to your subject. If you're writing about an RMAA branch event, send in a picture of participants, with captions. You may even be a budding cartoonist - send me your records management related scribbles. Nothing ventured, nothing gained.

Email or snail mail me with suggestions about the type of subjects you'd like to see covered - an issue which in your view has been overlooked, a records management professional, academic, business leader, or politician you would like to see profiled or interviewed on these pages. Let me know, along with the questions you'd like asked, and we'll see what we can do.

If you have a question about the RMAA, about *IQ*, or about the records management industry generally, we'll do our best to find the answer and run both

question and answer in the occasional ASK *IQ* column which appears for the first time in this issue.

*IQ* is your journal, and with your input it can only go from strength to strength. Meanwhile, I'll be doing my best to make your magazine an increasingly professional source of information, a platform for discussion, a vehicle for ideas, and a journal of influence.

**Stephen Dando-Collins**  
**EDITOR**

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# ANNOUNCEMENTS

## Introducing Your New Editor of *IQ*

RMAA is pleased to announce that *InfoRMAA Quarterly* has a new Editor, an internationally published author and editor, **STEPHEN DANDO-COLLINS**, principal of Sydney-based editorial consultancy **Fame & Fortune Pty Limited**.

In line with the RMAA's continuing professional initiatives, in January we advertised nationally for expressions of interest from editorial consultants qualified to edit your journal.

This move in no way reflected on the marvellous job done by *IQ*'s past editors, all members of the Association. Without the many hours those hard working volunteer editors put in over the 20 years since the magazine was first published, *IQ* would not have existed, let alone flourished. Quite simply, the time had come to appoint a paid professional who would give the Association the benefit of their skills and experience and also dedicate a part of their working week to *IQ*'s editorship.

By the end of March the Board had chosen what it believed was an outstanding candidate from the many expressions of interest received, and Stephen came on board in April just in time to finalise the compilation of this May issue.

Stephen was born in Tasmania. Training as a graphic artist he went on to become a designer, copywriter, and later senior executive with communications agencies in Britain and Australia including Leo Burnett, DDB Needham, and OmniGraphic, writing and editing a variety of material for all media, and was even a consulting writer/producer to the *Beyond 2000* science TV programme, before moving into market research. He was chief executive for Australia of C&R Research of Chicago prior to setting up Fame & Fortune with his wife and business partner Louise seven years ago.

Stephen has written and edited numerous books for publishers including Penguin, Pan, Pitman, Hodder Headline, HarperCollins, Perseus and Wiley. Those books have ranged from business, reference, and history titles to sociologies and fiction. His first children's novel was made into a feature film by PolyGram and another of his novels is to be filmed in Ireland. Three new books from his pen, all non fiction, are being published in the USA this year.

Stephen is not an RMAA member. He holds qualifications in graphic design and marketing. Your National Board feels that Stephen's broad communications background and superior writing and editing skills equip him to make *IQ* indispensable reading for all RMAA members as well as government and industry.

And, on page 8, penning his first *IQ* editorial column, we hear from Stephen himself. In that column he asks that members contribute to the ongoing success of *InfoRMAA Quarterly* by sending him articles, snippets, letters, and questions.

The Board roundly endorses that request, and also urges members responsible for putting together branch reports to get their material into our new Editor by each copy deadline.

We know you join the Board in welcoming Stephen to his new role. We look forward to benefiting from his services for a long time to come.



*InfoRMAA Quarterly's* new Editor, Stephen Dando-Collins, with his wife and business partner Louise



# BIOMETRICS: THE SCARY YET EXCITING CHALLENGE FOR INFORMATION MANAGERS

By Kristen Keley, ARMA



With the US Government introducing biometric ID for all international airline arrivals other than Canadian and Mexican citizens from September, biometrics is suddenly in the public eye. But the information gathering implications of biometrics are both scary and exciting.

A police officer sees a service station robbery suspect speed by and says "pursuit". The patrol car's lights, siren and video camera automatically turn on and a message is sent to Dispatch from the car, giving the location and reporting that the officer is in pursuit. Are we watching a futuristic cops and robbers movie? No, according to CNN this is a voice recognition system now in use in New Hampshire, USA.

Voice recognition is a technology that allows a person to use his voice as an input device. It can be used to dial a number on your mobile phone, dictate text to a computer or give your computer commands such as 'open application X' or 'save document'. Voice recognition uses a neural net to learn to recognise your voice and speech patterns.

Older versions required obvious gaps between words to help distinguish where a word started and finished. These are still used for giving computers commands as in the example above, however newer applications can recognise up to 160 words per minute and allow for more continuous speech when dictating. Some of these applications are so powerful they

can even remember your commonly used phrases and complete sentences.

According to the US Association for Automatic Identification and Mobility (AIM), voice recognition is commonly used in the automotive industry for various manufacturing and inspection applications. It is also used in warehousing and distribution to track material movement, in the transportation industry for receiving and transporting shipments, in laboratory work, and in inspection and quality control applications across all industries in the United States.

## It Started With Fingerprints

Voice recognition is just one of the ID tools now available. It all started with fingerprinting in the 1930's, but even though fingerprinting is still a key policing tool today, technology has come a long way since the days when the fingerprints were stored on cards in indexes and were compared manually when a suspect was found to match them to.

As any watcher of the popular TV investigation shows such as CSI (Crime Scene Investigation) and Law and Order will know, fingerprints are now stored in massive electronic databases and every print is automatically checked against a sample, one by one until a match is found (if one can be found). It beats doing the check manually but is still a long and drawn out process.

## The Expanding Range of Biometric Methodologies

Security concerns worldwide since September 11, 2001 have focused attention on biometric identification systems which use pattern recognition techniques to identify people using their physiological characteristics. Voice recognition, thumbprint recognition, retina and iris recognition, face recognition and hand geometry are all examples of biometrics.

Thumbprint recognition has been the stuff of spy films for decades, but up until recently was not commonly used in the

real world. In the past few years this type of scanner has started to become more prevalent in police stations, high security buildings and even on your computer keyboard or mouse.

Your thumbprint is registered into the relevant database. Later, when you want to access whatever system is linked up to this form of security, ie computer access, secure room, etc, your thumb is scanned, the thumbprint compared to you and your access levels, and access is either granted or denied.

## The Eyes Have It

They say the eyes are the windows to your soul. In some instances they are also the portal to your security. The likelihood of getting two identical irises is approximately one in seven billion, making this technology almost error proof.

According to a CNN report, Iris recognition technology was designed to be less intrusive than retina scans, which often require infrared rays or bright light to get an accurate reading. Scientists also say that a person's retina can change with age while an iris remains intact.

Glasses and contact lenses (even coloured ones) do not interfere with the identification process. In addition, recent medical advances such as cataract surgery and cornea transplants do not change iris characteristics. Irises cannot be altered without risking blindness, although even a blind person can participate as long as their sightless eye has an iris.

## The Face Print

Every person's face has certain distinguishable characteristics, which makes every face unique, with the possible exception of identical twins. Visionics, a company based in New Jersey which has developed facial recognition technology, defines these characteristics as nodal points.

There about 80 nodal points on a human face which include: the distance between your eyes, the width of your



*Biometrics, Continued from page 10*

nose, the depth of your eye sockets, your cheekbones, chin and jaw line. These nodal points are measured to create a numerical code that represents your face in their database, known as a face print.

Facial recognition software is based on the ability to recognise a face based on these unique characteristics and then match it to registered face prints. While the technology is mainly utilised to search for criminals in a crowd (based on their mugshots), it also has practical business applications as well, such as performing security checks at an ATM to prevent fraudulent transactions.

### The Intrusion Factor

While appropriate for bank transactions and entry into secure areas, technologies such as thumbprint recognition or retina and iris recognition have the disadvantage that they are intrusive both physically and socially.

They require the user to position their body relative to the sensor, and then pause for a few moments while their physical attributes are 'read'. This makes them terrific for high-security applications, particularly because they provide an air of importance to the transaction (think CIA or FBI) but not practical for day to day high volume transactions.

Face recognition from video and voice recognition have a natural place in next-generation smart environments such as an information kiosk that remembers you or a house that knows the people who live there. They have the ability to recognise from a distance, are passive (do not require interaction) and therefore do not restrict user movement. More importantly face and voice recognition systems are more likely to be generally accepted because humans identify with each other by face and voice.

### Biometric Enhanced Travel Documents

In a media release on 4 June 2003, Australia's Foreign Minister Alexander Downer welcomed the decision by the International Civil Aviation Organisation to adopt facial biometrics as the worldwide standard for biometric-enhanced travel documents.

"Australia's plans to incorporate facial recognition biometrics into passports

are well-advanced, Mr Downer said, "following the allocation of \$6.5 million to test the technology in the past two years. My Department has also been at the forefront of efforts to have the facial biometric standard adopted worldwide as the most effective and least intrusive way to boost passport security.

"Under the proposed system, a person's passport photo will be used to create a detailed electronic portrait of their face. The portrait will be stored on a tamper-proof microchip inside the passport. A computer will then compare this electronic portrait to the face of the person presenting a passport at an airport.

"The use of biometric-enhanced passports should speed up movements through airport controls, boost aviation security and curtail identity theft. It should also prove invaluable in the fight against terrorism, people smuggling and other transnational crimes."

Subsequently, on 17 February, 2004, Mr Downer announced that the Government was revising the Australian Passport Act to boost national security. The proposed amendments provide for the inclusion of a facial biometric indicator in new passports.

### 'Who is going to manage all of the data?'

The United States had required all foreign governments to introduce facial biometric indicators into their passports for entry into the US by October, 2004. But, recognising that worldwide implementation will take considerably longer than that, in April the US eased back on this requirement while introducing compulsory thumb printing and iris scanning for all foreign arrivals other than Canadians and Mexicans from September.

Like it or not, next time you or I travel to the US after the next northern summer we will be going onto the massive US biometric database, which is both a scary and a reassuring thought in these highly security conscious days.

### How Biometrics Can Work For You

How could this way of working be of use to you in an information management environment? Imagine never having to

book out a file again. The computer is programmed to recognise your face and voice, you say, "Move file R to me", and its location is automatically changed, assuming you have the correct security levels.

You say, "Add document X to file B", and the electronic document is automatically attached to the file you have just specified, complete with metadata and an audit trail. It has the exciting potential to make our jobs quicker and more efficient - and the potential to make records staff hoarse!

Yet, with security management its top priority, has the US Government thought through all the records management implications of its biometric ID programme?

Has anyone asked the ultimate question, 'Who is going to manage all of the personal data, the information obtained on each individual in order for these systems to work?' Well, someone is asking now. I can only think that in the long run it will be information managers, in one form or another.

Web reference sites:

<http://www.abcnews.go.com>

<http://www.cnn.com>

<http://www.findBiometrics.com>

<http://www.aimglobal.org>

<http://www.foreignminister.gov.au>

<http://computer.howstuffworks.com>

<http://www.nature.com>



### THE AUTHOR

Kristen Keley is National Vice President and Marketing Director of the RMAA. She also holds the position of Records Management Coordinator with WorkCover Corporation in South Australia.

# TROJAN HORSE PROGRAM: IS THIS THE RECORDS AND ARCHIVE MANAGEMENT ARMAGEDDON?

By Laurie Varendorff, ARMA

Development by Microsoft and IBM of 'rights management' software, nicknamed the 'Trojan Horse program' by commentators, gives email authors control over their electronic messages after they've sent them, even to the point that the emails may erase themselves. The potential for these self-destructing records has given archives and records managers sleepless nights, says the author, who insists that legislators must do something about it. And soon.

Now that we appear to have systemised information deletion outside of our control via the good works of the Microsoft Corporation and IBM, what does the future hold for Records and Archives Management?

The recent release of Microsoft Office 2003 with its Digital Rights Management (DRM) and Information Rights Management (IRM) features allows the creator/sender of electronic communications to control the printing, forwarding and copying of the message. Additionally, and of the greatest importance, the features allow the creator to set a time for the expiration of emails, as well as Word, Excel and PowerPoint documents at their - not the recipients' volition.

This raises question such as: What is the legality of ownership of a letter, fax or email? And, does the sender own the communication or is the recipient the legal owner?

Not being a legal practitioner I can only pose these questions and one other: is George Orwell's 1984 society finally arriving 20 years late?

## Disappearing Records

If my evaluation of this new facility is correct, in the near future there may not be any records for us end users, records managers or archivists, to manage and retain. If we, as professionals, thought that the introduction of the personal computer was a calamity for records

management that precipitated the demise of the registry system in government operations, this new feature could be viewed as Armageddon.

I am troubled over the concept of managing security risks by way of IRM or DRM from Microsoft or the Electronic Media Management System (EMMS) that includes DRM of some sort from IBM.

## Storming the Gates

Has hacking now been legitimised? Inclusion of the Trojan Horse program in the commercially available software product offerings by these two IT mammoths would make it appear so.

Legislators in government and business circles along with the records management and the archives profession should be storming the walls, or should that be the 'Gates', of both Microsoft and IBM demanding that this be stopped immediately.

Why? Because, by including this legitimised Trojan Horse program as part of an electronic communication, the sender may, if it is wished, disallow the recipient's right to print, forward, copy or retain a business or legally-related electronic communication about a business transaction.

## What is this devilish plot?

Why are Microsoft and IBM able to legitimize the insertion and distribution of Trojan Horse programs in their DRM product offerings without a reaction from the legislative community?

The software designers have just adopted an admittedly useful tool to prevent the abuse of copyright in the music and movie/video industry and migrated it to e-communications - without, I am certain, any intellectual evaluation or understanding of the potential consequences. It is a major concern.

For an email recipient, a restriction on printing, forwarding or copying of a particular electronic communication may



*Trojan Horse program, Continued from page 12*

not be a big issue so long as the message can be captured and stored.

However, it is potentially very dangerous, and I personally have a violent objection to the feature that allows the sender to add what is formally called a 'delete/kill, date-time' feature into an electronic communication without the recipient's knowledge or approval. My belief is that it is tantamount to the sender holding the recipient to ransom. The description of the function alone is enough to raise the hairs on the nape of nervous necks: 'delete/kill - date/time'. Heaven preserve us!

**'In the near future there may not be any records for us end users to manage or retain'**

### Will it change history?

Has the use of Trojan Horse programs the potential to change the course of history? You betcha! If this tool had been in place in the 1980's, Admiral Poindexter's 'Well done' email to good old Ollie North and other data may not have been there for investigators to discover, and the Iran-Contra hearings could not have been as thorough as they were.

Think it through. See the delete, date-time feature repeated hundreds, thousands or millions of times and we will not need historians to document and assess history as there will be no history to assess.

### Is there an easy answer to this matter? Sure there is!

Microsoft and IBM plus any other supplier who has this IRM or DRM delete/kill - date/time Trojan Horse program incorporated in their commercial software products must be made to remove the feature immediately.

Software developers who want to make a quick killing could create software able to identify the Trojan Horse program and warn recipients. This would allow recipients to negotiate with the senders to have the program removed.

If approval was not forthcoming, it would allow the insidious monster to be overridden and recipients to carry on legitimate day-to-day business activities without a fear of a commercially or legally important e-communication disappearing without consent.

Legislators in both government and business must make provisions to monitor the use of Trojan Horse programs in commercially available software products. These legislators will need to either outlaw the process or somehow safeguard recipients. It is time for legislators and records and archive management professionals to take a stand against this appalling development.

Happy record management into the future! Maybe!



### THE AUTHOR

Laurie Varendorff, ARMA, a former RMAA Western Australia Branch President and national director, has been involved in records management for 30 years. He has his own consulting and training business near Perth, Western Australia, and has tutored in recordkeeping and archival storage and preservation at Perth's Edith Cowan University. Contact details: Phone: +61 (0)8 9291 6925; mobile: 0417 094 147; email: Laurie.Varendorff@bigpond.com.

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# TOWARD A UNIFIED THEORY OF 'STUFF'

By Glenn Sanders, MRMA

Is the debate about the relativity of 'documents' and 'records' preventing theoretical advances in the records management discipline? Here, Glenn Sanders suggests 'stuff' as a single, unifying alternative, and discusses several paths for future research in the light of Quantum theory, infogenic inheritance, automatic indexing and S-space.

There is recurring debate<sup>1</sup> within and around our discipline about the definitions of 'record' and 'document'. Most claim that records are a subset of documents, others the reverse. This is usually expressed as a continuum, though this approach sometimes confuses life cycle with workflow and can have difficulties with short-term, ad hoc status change. Often, the continuum approach reveals that the argument is specious, as the relativities are the same, it is only the terminology that differs.

To introduce more confusion if not debate, we overlap terminologically with related disciplines (eg computing and librarianship), which often have conflicting definitions for terms like 'record', 'file', 'volume', 'document' and 'information'.

Too often, we retreat into specialisation (jargon), talk about statutory responsibilities, and develop highly legalistic definitions which are irrelevant to our customers and further distance us from the immediate core business needs of the organisations we serve.

This debate has gone on long enough. It distracts us from our immediate business needs, divides us from related disciplines we should be working with instead of against, and diverts us from serious research into the real questions and challenges we face.

So...

We need a new term, a single unifying term to represent all the things we manage, regardless of whether we call

ourselves managers of documents, records, knowledge or whatever.

After all, 'computing' has moved over the last forty years from 'ADP' and 'EDP', through 'information technology' to 'information management'. If you analyse what they mean by the term information, it comes down to 'whatever someone wants to put into a system or run along a bit of copper wire or optical cable'.

They avoid being specific, and leave it up to their customers to exploit the infrastructure they provide. Likewise knowledge managers, who use the word knowledge in a variety of ways (though they too are beset by ongoing debate, understandable given the relative immaturity of the discipline).

The Answer Is...

The answer is 'stuff'. Not in the sense of 'I don't give a ...' but in the sense of defining what it is we are putting into our databases, what it is we are managing.

The term is already in widespread use. You will have noticed how conference speakers struggle to define records, documents etc, and then say, "Now, so you have all this stuff in your database ..."

Stuff is emerging as a shorthand to mean 'whatever things you and those you service decide you need in your system'. I will admit that 'stuff' perhaps lacks a little elegance, but it is immediately understandable to a wide range of people. It can hardly be accused of being technical jargon.

It is certainly no more unusual than the terms used by the scientific community, for example to describe quarks, which now come in a smorgasbord of varieties: up, down, top, bottom, charmed and strange<sup>2</sup>. And I won't even mention that each of these also come in red, green and blue, nor that there exist anti-quarks, in flavours of anti-red, anti-green and anti-blue<sup>3</sup>.

Almost Zen

This terminological irreverence has nevertheless earned Nobel prizes, so I think we are on pretty safe grounds with stuff. Above all, stuff is cool. It is almost Zen.

Let's play with this idea a bit further. We are putting all this stuff in databases managed by software that is increasingly sophisticated. Most software vendors are working desperately to help our bosses do away with the things too many of us spend too much time on, such as indexing, thesauruses and classification schedules, by coming up with automatic classification and indexing.

Some of this is derived from artificial intelligence, some uses techniques like reverse search analysis. Others use pattern matching or techniques derived from voice recognition. Most benefits from the theoretical work behind the better Web search engines, and pretty well all of it derives directly or indirectly from software developed originally during the cold war era to monitor international phone calls to detect those prone to using naughty words like 'comrade' or 'liberal'<sup>4</sup>.

The point is, this software works, better than we think, and sooner than we think. So we have databases full of stuff, and software that can do very powerful things in the way of automatic indexing and analysis.

Infogenic Inheritance

We have also long known of infogenic inheritance - that most stuff (knowledge, documents, records) is based substantially on previously existing information: we all stand on the footnotes of giants<sup>5</sup>.

This idea has been significantly extended by Pratchett, whose work adds multi-dimensionality to infogenic inheritance, and frees it from linear time constraints. He originally suggested that all books, in libraries everywhere, are linked in 'L-space'<sup>6</sup>.



*Theory of 'Stuff', Continued from page 14*

He later hypothesised that all appointments, including those that are yet to be made, exist somewhere in appointment phase space (A-space)<sup>7</sup>. However, he has disappointingly failed to realise that appointments are a subset of stuff (S-space), just as books are a quaintly old fashioned subset of documents (D-space), in turn a subset of stuff<sup>8</sup>.

All this is, of course, a variation on Ted Nelson's Xanadu project<sup>9</sup>, now realised to an extent in a highly uncoordinated way in the World Wide Web.

### Three Stuff-Related Factors

We now have three stuff-related factors to consider:

1. Infogenic inheritance (linear)
2. S-space, including its subsets L-, D- and R-space (multi-dimensional, time-independent)
3. The analytical ability of modern and sometimes still classified software

I suggest that these three factors, logically extended, now give us the potential to predict, with considerable accuracy, and entirely automatically, the content of the majority of the stuff which does not yet exist<sup>10</sup>.

### Getting on With the Serious Issues

We can thus eliminate the time we now spend on classification and indexing - not to mention the time we spend on discussing the meaning of document and record - and get on with the serious issues facing our discipline.

At a practical level, for example, will we need financial adviser licenses because of our ability to predict intellectual property income? Will the scope and integrity of our operations be constrained by their potential impact on share prices?

At an ethical and moral level, should we attempt to censor potential stuff? What are the implications for business intelligence and freedom of (potential) information? How can corporate counsel and external lawyers extend privilege to potential stuff?

### Theoretical Issues Are Even More Interesting

Even more interesting are the theoretical issues. For example, Heisenberg's uncertainty principle<sup>11</sup>, applied to S-space, means that as we increase the accuracy of our content prediction, we decrease the accuracy of our time prediction, and vice versa.

So if we know exactly what some potential stuff will contain, we cannot know exactly when it will exist; if we know when it will exist, we cannot predict accurately what it will contain.

And does stuff in S-space exist only if and when someone uses it? When we open a box, will the stuff inside be information, or knowledge<sup>12</sup>? How can we allow for all this in our disposal schedules? Can they remain concise and useful while extending to the multiplicity of dimensions (some curled up) required by current string theory<sup>13</sup>, or will they become even more prescriptive, enumerative and voluminously unusable than they are already?

Much theoretical and experimental work is needed yet before we have a unified theory of stuff. The challenge lies before us.



### THE AUTHOR

Glenn Sanders, BA, Dip Lib, GDDM, MBII, MRMA, is one of Australia's leading consultants in document and records management. He has worked on software development for three commercial systems, written several books and articles, and been document manager for Tyndall Australia and Deloitte Touche Tohmatsu. Currently Document Manager with EnergyAustralia, he is an active supporter of the RMAA and RECMGMT Listservs.

### (Endnotes)

1 Eg a search on 1 November 2000 for 'record or document' on the RECMGMT list archives ([www.lists.ufl.edu/archives/recmgmt-l.html](http://www.lists.ufl.edu/archives/recmgmt-l.html)) covering only eight months of activity, found 29 hits.

2 Davies, Paul. *God and the New Physics*. Penguin, 1984, p.153.

3 Davies, Paul. *Superforce*. Penguin, 1995, p.125.

4 I know, I know, but you've got to fit at least one conspiracy theory in somewhere.

5 With apologies to Newton: If I have seen further it is by standing on ye shoulders of giants (Newton to Hooke, 5 February 1676). Newton was being recursive: the phrase had been around for 500 or so years prior to his use of it.

6 Pratchett, T. *Guards, Guards*. Corgi, 1990. An allegorical analysis of the relationship between knowledge, will and reality.

7 Pratchett, T. *Jingo*. Corgi, 1998. An allegorical analysis of the impact of parallel phase spaces on politico-military reality.

8 There is, for example, no mention of S-space in *The Science of Discworld* (Pratchett T, Stewart, I, and Cohen, J. Ebury Press, 1999), incorrectly classified by most bookshops under Sci-Fi / Fantasy but actually a serious work on the philosophy of science, in a style reminiscent of Gaarder's *Sophie's World* (Phoenix, 1995).

9 Nelson, Ted. "A New Home for the Mind?" *Datamation*, March 1989.

10 Pratchett has discussed this, specifically as far as L-space is concerned (*Lords and Ladies* Corgi, 1992, p.55) but has not generalised the concept to S-space.

11 Greene, Brian. *The Elegant Universe*. Vintage, 2000, p.112.

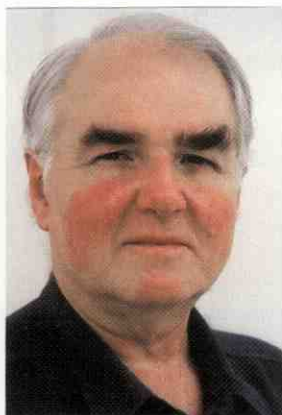
12 In some dimensions, the box could instead contain Schrodinger's cat: see Davies, Paul. *God and the New Physics*, p.114.

13 Greene op cit. Serious dimensionality here folks: if you struggle with four, how about nine, or sixteen, or more?



# HOW 16 QUESTIONS AND AN RM PENSIONER CAN MOVE FOI MOUNTAINS

By Mike Steemson, ARMA



Chris Hurley, who says that retired recordkeepers shouldn't mind offending former friends as the price of doing something useful.

Irritated by increasing Freedom of Information failures, former PRO Victoria and Archives NZ leader Chris Hurley, ARMA has produced a step-by-step guide to actioning FOI demands, and urges retired recordkeepers to champion its use by heading up FOI pressure groups.

Hurley's suggestions came after a NZ Records listserv subscriber drew attention to a newspaper item on missing records of a bridge that had collapsed and killed a man. The Kiwi landowner on whose land the bridge stood had been sued and bankrupted, only to later find proof the bridge was not his – it was the New Zealand Army's!

The listserv subscriber had commented: 'Archives are so often perceived (from the outside) as being peripheral to the "real stuff" of life and it is not every day that we get such a graphic opportunity to demonstrate the critical link between the Archives Act, the accountability of government, and the quality of life of individuals in our (open and democratic) society. How can we use this opportunity?'

Chris Hurley has an answer: "Set up a pressure group", he says. "It would have to be made up of 'us.' The principals in

such cases can't do it. They are focussed on their particular grievances and these are incidental to our professional focus.

"We are interested in the abiding issue of good recordkeeping. We, and a few like-minded folk, would have a continuing motive to pursue various cases whose connecting theme is recordkeeping enforcement - or lack thereof."

## Tasks for the Golden Years

Hurley believes that the pressure group could not include working recordkeepers, because, "The group's work would be likely to embarrass the few prospective employers they have".

He advocates modelling the group on the independent National Security Archive in Washington, DC, and suggests that retired recordkeepers should take the lead in such pressure groups.

"I think retirees could do the work admirably - or at least provide a front for it. Not those resting on their laurels, but ones who didn't mind offending former friends and colleagues as the price of doing something useful in their 'golden' years."

## Resist Obfuscation and Obstruction

Hurley warns: "Expect obfuscation and obstruction. Expect to be hit with search charges." His counter? "Open a fund. I'd subscribe! Keep records of the obfuscation and obstruction - and the fees.

"Don't let them 'transfer' the request to the other department. Appeal the transfer, if they try. Make it plain that each request is aimed at their respective responsibilities and that the information sought is about them - not the other party."

## Pressure Group Campaign Strategies

"Cultivate relations with the media, Hurley suggests. "Find a few sympathetic journo's and keep feeding them with data. Open a web site. Publish replies to your FOI questions to the world.

"In cases where the replies are especially egregious, lodge an appeal. In all cases, keep copies of the replies and maintain them as a publicly available resource. Complain whenever possible to Government ministers, ombudsmen and, where they exist, to anti-corruption bodies.

"Write to auditors suggesting malfeasance and asking why these failures aren't subject to audit attention. In short, make a fuss.

"What evidence of bad practice we have now is mostly anecdotal and undocumented. Campaigns such as this would help establish how well - or ill - our recordkeeping laws are being enforced. Not just in the awful cases, (Cox & Wallace, for example), but in simple, less spectacular cases, the ones that usually get no more than a single airing.

"Such a campaign would neuter the defence that 'the system works in all but a few well-known exceptions'.

"It would have a chance of showing that the system consistently fails to work, if that, indeed, is what is happening, or of vindicating the system if it really is working. It would also provide a useful resource for opposition politicians, investigative journalists, auditors, parliamentary committees and just possibly - dare we hope - to the recordkeeping profession.

"On top of everything else, it would provide a good way for retirees to spend their time ... a thought that, at my time of life, is becoming increasingly relevant."

Chris Hurley's advocacy of FOI pressure groups came before revelations in New Zealand of poor records management and sloppy Official Information Act requests over the Auckland detention of Algerian refugee Ahmed Zaoui on suspicion of Islamic terrorism activities. The Zaoui case makes the Hurley commentary all the more relevant

See Hurley's 16 key FOI Questions on the next page.



**CHRIS HURLEY'S 16 QUESTIONS 'THEY' MUST ANSWER**

When you've been fobbed off by an official agency with the claim that the records you seek no longer exist, Chris Hurley recommends that you lodge a Freedom of Information request with the alleged offender, asking:

1. Were the documents in the report really destroyed and, if so, what was destroyed? Request a list.
  2. Was the destruction documented? Request proof.
  3. Who destroyed the documents? Ask for a name.
  4. Who authorised the destruction? Request another name.
  5. Why were the document destroyed?
  6. Did Archives authorise it? Request proof.
- At the same time, lodge a separate Fol request with the official archives, asking:
7. Do they know if the documents were destroyed as reported and, if so, do they know what was destroyed? Request a list or a description.
  8. Do they know who did it? Request a name.
  9. Do they know who authorised it? Request another name.
  10. Do they have a contact with that agency? Request a name.
  11. Do they know why the records were destroyed?
  12. Did they authorise it? Request proof.
  13. Who asked for it to be authorised? Request a name.
  14. Have they ever authorised any destructions by that agency? Request proof.
  15. Do they have any reports or internal memoranda on the case?
  16. What documents do they have dealing with the possibility of prosecution under the Act and, if there aren't any, request copies of any documents dealing with the possibility of prosecution in any case at any time since the Act was passed."

**Chris Hurley, Biographical Details**

Australian-born Chris Hurley, ARMA, was the Keeper of Public records at PRO Vic in the 1980's. He went on to lead the National Archives of N.Z. through its last troubled years leading to the institution's upgrade to a separate N.Z. Government department and renaming as Archives New Zealand.

His post as acting Chief Archivist was controversially not confirmed and in 2002 he moved back across the Tasman as Information and Archives Specialist, Knowledge Management, for the Commonwealth Bank of Australia in Sydney.

In 2003 he was awarded the Archives and Record Association of New Zealand (ARANZ) Michael Standish Prize for his 2002 essay 'Recordkeeping, Document Destruction, and the Law,' published in the Australian Society of Archivists' journal Archives & Manuscripts.

**THE AUTHOR**

Mike Steemson has been a councillor of the New Zealand Branch of the RMAA since its formation in 2002. A former editor of *IQ*, and currently a member of the magazine's Editorial Committee, he is principal of the information management Caldeson Consultancy based in Wellington, NZ. For more information: [www.caldeson.com](http://www.caldeson.com)

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# SOUTH AFRICAN ARCHIVES ACTIVIST LEADS 'MEANINGFUL CHALLENGE OF POWER AND ITS ABUSE'

By Mike Steemson, ARMA



Verne Harris, Director of the South African History Archives, and self-confessed 'archives subversive'

Australian and New Zealand records management professionals face many challenges, but none to rank with that being confronted by South African archivist Verne Harris, as he takes his latest controversial step in what he calls 'fearless intervention' to recover Truth and Reconciliation Commission records confiscated by the South African intelligence service.

Verne Harris, Director of the South African History Archives (SAHA) at Braamfontein's University of Witwatersrand, who has been in hot water in South Africa for his activities as 'an unrepentant and compulsive deconstructionist' as he describes himself, has just released a commentary entitled 'Linking Ethics, Civic Responsibility and Good Recordkeeping,' in which he defends his stand and accuses his RM colleagues of 'selling out.'

SAHA and its Director, a self-confessed archives subversive and world-renowned for his 'archives for justice' stand, are committed to recording the country's tortured and tortuous past and path back to democracy so that, as Harris puts it, the truths can be "remembered to be forgotten".

Harris has led the pursuit of 34 boxes of Truth and Reconciliation Commission records appropriated from the

Commission by the National Intelligence Agency (NIA) – illegally appropriated in Harris' view.

"Our (SAHA's) High Court action has forced transfer of the records to the National Archives," he says, "and forced the majority of them into the public domain. We are still contesting the 'loss' of one of the files – the NIA must be held accountable – and contesting the refusal of public access to the remainder of the files."

## 'The National Archivist questions our agenda'

The battle has had its price, both for SAHA and its Director. "SAHA has thus far spent R200,000 on the court action," says Harris, "and risks financial disaster by pursuing the matter. This is because the National Archives, mandated by legislation to pursue such matters, is paralysed in the face of power. Meanwhile the National Archivist questions our agenda."

In fact, says Harris, South Africa's National Archivist, Dr Graham Dominy, "has complained in writing both to my board and in the press questioning my and the organisation's ethics."

Such criticism is not new to Harris. "The NIA's appropriation of the records occurred while I was still at the National Archives and, when I publicly denounced the action, I was placed under investigation for misconduct by my employer (the National Archives)."

But Verne Harris is unrepentant. In his commentary, he says, "My organisation is building an 'archives for justice' praxis founded on deconstruction. No one can accuse us of paralysis. Our hallmark is an eschewing of reductionist analysis, an embrace of complexity and a fearless intervention where necessary."

In his own country, Harris, renowned internationally as an exotic archives subversive, considers himself all but a lone voice in this struggle.

"Almost without exception," he says, "our professional associations and national archives sell out when it comes to meaningful challenge of power and its abuse."

Some powerful world voices are coming to the South African's defence, with several leading world archives commentators speaking out against the official South African stance and in support of Harris.

A grateful Harris says, in his now well-known light-hearted way, "In response to your call to make wonderful music together, I say hallelujah and a luta continua – even if it drives us mad, and damages us deeply as individuals. For, one day we will share a beer in the heavens and know that the ends ultimately are to be found in the means."

**Contacts:** Verne Harris, Director of the South African History Archives, University of Witwatersrand, PO Box 3179, Braamfontein, 2017 South Africa. Email: [sahav@library.wits.ac.za](mailto:sahav@library.wits.ac.za). SAHA URL: <http://www.wits.ac.za/saha/>

## The Author

Details of Mike Steemson's background appear in this issue of *IQ* with an earlier article from his pen about Fol activist Chris Hurley.



# OPEN LEARNING OFFERS CUSTOMISED APPROACH TO RECORDKEEPING TRAINING

By Philip Taylor, MRMA

Queensland's Open Learning Institute of TAFE is promoting its customised recordkeeping training solutions as the most flexible way for government and business to train their RM personnel in the latest technology and techniques.

Most organisations have systems in place for controlling their records but, historically, the development and maintenance of these systems has been given a low priority.

With recent high profile investigations, corporate collapses and litigation, the need for effective and efficient management of information and records is critical to supporting business activity and meeting legal obligations.

In the future it will be those organisations who are able to manage and develop current and future skills and abilities of their staff who will have the competitive edge in records management.

Queensland's Open Learning Institute of TAFE (OLI) has been one of Australia's leading providers of open learning courses for 60 years, and offers flexible, nationally recognised vocational courses to more than 24,000 learners annually.

The workplace recordkeeping training program developed by the OLI not only aligns with its organisational objectives and the national training package but

also recognises existing staff skills. Using a blend of self-paced and workplace learning, individuals can develop a wide range of skills.

An OLI spokesperson said that irrespective of the policies and systems that organisations have in place, the OLI program represents a quality training investment in staff development. OLI says the program will also contribute to testing the systemic connection between policies, retention schedules and workplace practices.

## The Pluses of a Customised Program

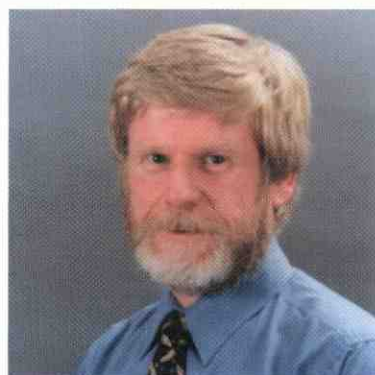
OLI can customise the learning materials for the recordkeeping program to include policies and practices specific to each employer.

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For more information about the Certificate IV in Business (Recordkeeping) and the development of a customised training

program contact Queensland's Open Learning Institute of TAFE on FREECALL 1800 657 387 and ask to speak to a Client Relationship Manager.



## THE AUTHOR

Philip Taylor is the President of the Queensland branch of the RMAA and the Chair of the Queensland Education Committee. He is presently Manager, Records Management Services with the University of Queensland.

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## BUILD YOUR OWN ARCHIVIST IN LEGO

By Mike Steemson, ARMA



Tehutti the Archivist, Lego's salute to the records management industry

Photograph reproduced with permission of Lego Australia Pty Ltd

Tehutti has worked in the Onu-Metru Archives for years, and dreams of finding a treasure that will bring him fame and fortune. But will his dream bring danger to the city of Metru Nui?

So reads the on-line sales pitch for one of the Lego company's newest toys, a 27-piece robot model in its latest 'Bionicle' series.

The toy was discovered by Bristol University archivist Martin Hall who rushed to the UK's Archives-NRA listserve to tell the profession: "The little fellow is, to the best of my knowledge, the first Archivist to ever feature in a child's action figure range."

Martin-Hall exulted: "People, we have arrived."

A UK listserve watcher commented ruefully: "Well, it was only a matter of time after all..."

The little archive-hero is available from the Lego on-line shop, where he is billed as the 'Seeker of lost treasure in Onu-Metru', with a story-line to thrill seven-year-olds-plus:

'In the time before time, Metru Nui, city of legends, faces danger unlike any it has known before. A mysterious and powerful

menace threatens the city, striking from the shadows and then disappearing, leaving rubble in its wake.

'Six Matoran hold the keys to its defeat, but they have disappeared! Worse, one of them has been touched by darkness and plots against all of Metru Nui.

'Tehutti has worked in the Onu-Metru Archives for years, and dreams of finding a treasure that will bring him fame and fortune. But will his dream bring danger to the city of Metru Nui?'

For the fully-initiated, the blurb goes on to advise: 'Includes disk launching action and collectible Kanoka disk.' But only seven-year-olds and their minders will know what that means.

Politically correct thought for the day: Why does Tehutti have to be male?

Tehutti and his Bionicle friends can be accessed at [www.lego.com/eng/bionicle](http://www.lego.com/eng/bionicle)

### THE AUTHOR

Details of Mike Steemson's background appear in this issue of *IQ* with an earlier article from his pen about Fol activist Chris Hurley.

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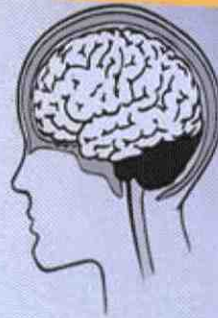
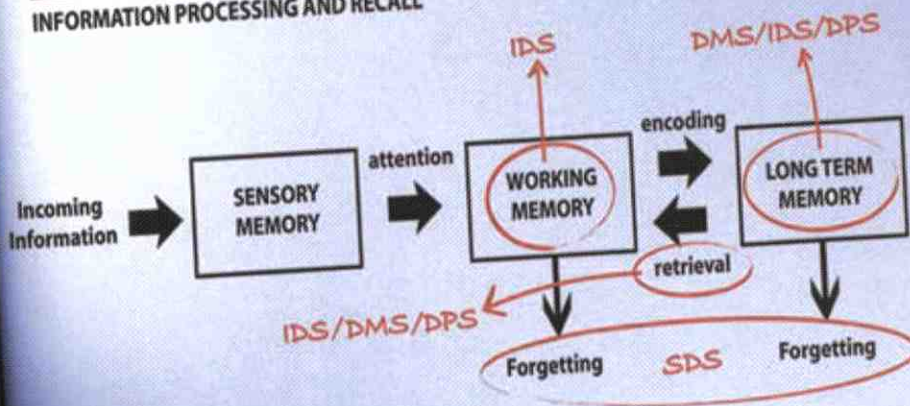


figure 11.a

### INFORMATION PROCESSING AND RECALL



Chapter 11: The Brain and Memory Function | 232



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# RMAA ANNOUNCES NEW AWARD TO RECOGNISE TRADE

Named in honour of one of the RMAA's founding members, the Jim Shepherd Industry Award has been introduced in recognition of services to the records management industry and support of the Records Management Association of Australasia by members of the trade.

The award will be presented at the RMAA International Convention each year, usually held in September, in front of more than 400 of the award recipient's peers and customers. However, to ensure the prestige of the award, which cannot be self-nominated, it will only be presented when a suitable applicant is nominated.

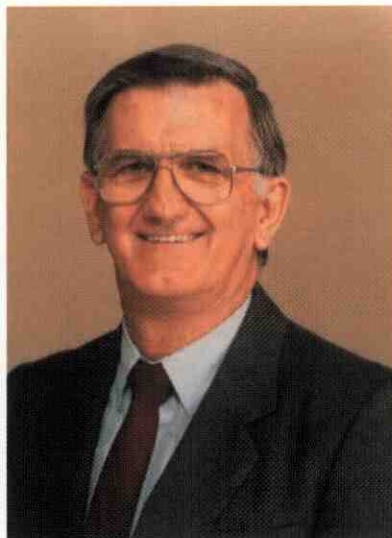
Announcing the award, the Association's National President, Chris Fripp, said: "The RMAA Board felt that it was well overdue that we recognise industry commitment to the RMAA and to the field of records management.

"Their continued support has been an integral part of the success of the RMAA at both branch and National level and this award provides us with an opportunity to recognise and thank them for that support."

More details about the award follow, and are also available on the RMAA website.

## About Jim Shepherd

Jim Shepherd, (pictured above), holds both Professional (Member) and Life status with the RMAA. Before he retired in 1994, Jim was a Director of Administration with



the Brisbane City Council and a key figure in records management in Queensland.

During his 43 year career with Brisbane City, Jim was in charge of their Central Records Branch, from 1966 to 1975, and co-designed their renowned records management system in 1972, which was subsequently computerised under his direction, in 1980.

His has been a lifetime of commitment to the RMAA, including:

Foundation member of RMAA in 1969  
Queensland Foundation President, 1975-1978  
Federal Director, 1975-1994  
Federal Vice President, 1976-1981  
Federal President, 1978-1981  
RMAA Delegate to IRMF, 1978-1981  
RMAA Delegate to AITC, 1989-1992  
Federal Treasurer, 1986-1994.

This service culminated in his being elected a Life Member in 1989.

In 1975, Jim sought and obtained participation in the formation of the Queensland pilot committee, which followed through to the state branch.

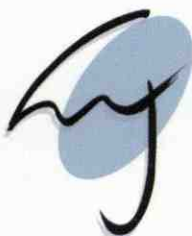
During his Branch Presidency, the Queensland Branch successfully negotiated with the State Education Department in 1976 for the establishment of the Records Management Course at Kangaroo Point TAFE.

Jim undertook the course and was one of the first graduates in 1978, thereafter becoming a part time lecturer for a number of years.

Jim strongly believes that, to give a well balanced Association, committed trade and industry participation is vital, in partnership with our records management professionals.

He considers it a great honour to be asked to put his name to the Association's new award.

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## Jim Shepherd Industry Award

Nominations are invited for this new award, in recognition of services to the records management industry and support of the Records Management Association of Australasia.

It is intended that the award will be presented at the RMAA International Convention each year, usually held in September.

This inaugural year of the award, recipients will be presented with a plaque recognising their achievement, in front of over 400 of their peers and customers at the Convention to be held 12th-15th September in Canberra. In addition, the winning company will be featured in an article about the award in the November 2004 issue of *IQ* and will be given one (1) year's free advertising in the RMAA's online Product Directory in up to three (3) categories.

### Award Criteria

The winning company must demonstrate the following:

- A minimum of seven (7) years continuous sponsorship of the RMAA at both Branch and National level. Sponsorship can be financial or 'in kind'.
- Active involvement/participation in advancing the records management industry.
- Their product or service must be specific to the records/information management industry.
- They must be a Corporate Member of the RMAA.

Applications covering these criteria and demonstrating the company's suitability must be submitted by either an individual member (who does not work for the company) or by a Branch of the RMAA.

The Award will not be presented in a year when, in the opinion of the RMAA, no application meets the all award criteria.

Nominations should be forwarded on the appropriate form (available on our website) with supporting documentation to:

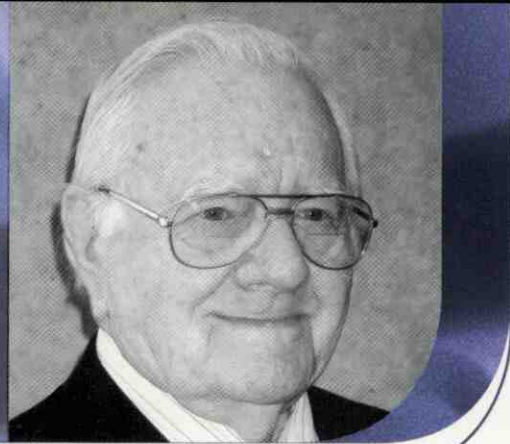
RMAA Awards Committee  
Records Management Association of Australasia  
GPO Box 1059  
Brisbane Qld 4001  
Australia

For more information please see our website: [www.rmaa.com.au](http://www.rmaa.com.au)



**Applications close 1 August, 2004**

# J. Eddis Linton Awards for Excellence in Records Management



The J. Eddis Linton Awards for Excellence in Records Management will again be awarded in 2004. The awards are named after J. Eddis Linton, (pictured above), one of the founders of the RMAA, in recognition of his outstanding contribution to records management and his efforts in establishing the RMAA.

The 'Lintons' recognise excellence in records management in three categories: Outstanding Individual, Outstanding Group, and Student of the Year. To be considered for an award, candidates need to respond to the selection criteria. The criteria for each award focuses on the achievements obtained by the individual, group or student. Only financial members of the RMAA may nominate or be nominated for an award.

## **Outstanding Individual**

Candidates for this award need to be nominated by a peer or colleague and be a professional member of the RMAA. The award is judged on the contributions made to the individual's workplace or to the profession as a whole - for example, the introduction of techniques or systems that improved the quality of records management, productivity and performance, or for outstanding achievement that has enhanced the profile of records management.

## **Outstanding Group**

This award recognises the contribution by a group of at least three people to enhancing records management which has resulted in innovation and best practice and led to improved business performance and efficiency. The award is open to groups, committees (not the RMAA's), vendors, business units or consultants who have achieved excellence in records and information management and created an increase in commitment to records and information management within their organisation.

## **Student of the Year**

To be eligible for this award individuals must achieve no less than a distinction in a recordkeeping course and write a 1000 word personal vision of the future of records management.

All successful winners will be announced and presented with a commemorative plaque at the 2004 RMAA National Convention to be held in Canberra in September 2004. In addition, winners will receive their choice of free 2004 Convention registration worth \$850 or \$850 in travel costs met to attend the 2004 Convention. Please note: In the case of the Group award this prize applies to one representative, not the whole group.

## **Apply now**

Applications for the 2004 J. Eddis Linton Awards are now open. The application form and full details are available on the RMAA web site [www.rmaa.com.au](http://www.rmaa.com.au) at the 'award' page.

Completed nomination forms and supporting documentation should be forwarded to:

RMAA Awards Committee  
Records Management Association of Australasia  
GPO Box 1059  
Brisbane Qld 4001  
Australia



## RMIT DON IS FIRST IAN MACLEAN LAUREATE

Prominent Melbourne business archivist, Bruce Smith, is the inaugural winner of the Ian Maclean Award for 'Research that will benefit the archival profession in Australia'. An archives and records management lecturer at the Royal Melbourne Institute of Technology and former treasurer for the Australian Society of Archivists, he was presented with the award by National Archives of Australia (NAA) Director-General, Ross Gibbs, in March.

The award carries an NAA stipend of \$15,000 for archival research and study. Mr Smith said on receiving the award at the Sydney Records that he hoped his work would improve the base upon which acquisition decisions can be made in business archives, and help identify which types of records should be targeted for collection.

"Business is under-documented in an historical sense and under represented in archives," Mr Smith said, "both in terms of holdings and professional practice.

"Apart from a handful of initiatives, little has happened to promote the identification, collection and use of business archives.

'Thanks to this award, and the ongoing support of the large business archives held by the Australian National University and the University of Melbourne, I hope to redress that situation.'

Mr Smith is a member of the International Council on Archives (ICA) and has also been on the ICA's steering committee of Business and Labour Archives since 2000.

This National Archives award is named in memory of Ian Maclean (1919-2003), the 'father of the NAA', the first Commonwealth Archives Officer, 60 years ago. Maclean was Principal Archivist for the South East Asia Treaty Organization (SEATO) in Bangkok from 1969 until 1974 and later served as a consultant for UNESCO in Africa, Asia and the Pacific.

On his retirement in 1980, Mr Maclean was Principal Archivist at the Archives Authority of NSW. In 1996 he received an Order of Australia for his contribution to the archival profession.

The National Archives created the Ian Maclean Award to provide an individual with a paid opportunity to conduct research to benefit the archival profession

in Australia, and Director-General Gibbs said that Bruce Smith is a first-class choice for the 2004 award.

"He has been a major driver of the website Guide to Australian Business Records," Mr Gibbs said, "and the \$15,000 stipend will allow him to further enhance our knowledge of business archives."



Bruce Smith, right, receives his award from Ross Gibbs

# Notice of RMAA Annual General Meeting

Notice is hereby given that the 29th Annual General Meeting of the Records Management Association of Australasia will be held on Tuesday 14th September 2004. It is to commence at 4:30 pm and will be held at the National Convention Centre, Canberra.

## To all Members

In accordance with the Constitution of the Association, notice is hereby given of the date and time of the Annual General Meeting of the Association. The closing date for acceptance of any motion of business not relating to the ordinary annual business of the Association will be 5.00 p.m. on 24th August 2004.

All items to be sent to Kate Walker, Executive Officer, PO Box 276, St Helens, Tasmania, 7216 or emailed to [kate.walker@rmaa.com.au](mailto:kate.walker@rmaa.com.au)

### Business Proceedings of the Annual General Meeting:

1. To receive a report from the President on the activities of the Company in the preceding year;
2. To receive and consider the duly audited statements of accounts and the report from the Auditors;
3. To appoint the Auditors for the ensuing year;
4. To transact such other business as shall have been included in the notice convening the meeting;
5. To declare the Board members for the ensuing year in accordance with the nominations of persons put forward by each Branch;
6. To elect from the declared Board, the office bearers of the Executive as determined by the Board from time to time;

Kate Walker, MRMA  
Executive Officer

## IN MEMORIAM

### LINDSAY MOY, ARMA

It is with great regret that we advise the passing away of Queensland Branch Council member and the Chair of the Commonwealth Agencies Chapter (Queensland) Lindsay Moy, ARMA, on Friday, 9 April, 2004.

Lindsay will be remembered for his contribution to records management in Queensland, especially his efforts in establishing the Commonwealth Government Agencies Chapter.

Philip Taylor, President, Queensland Branch, RMAA

## IN MEMORIAM

### SIR RUPERT HAMER

MELBOURNE: Sir Rupert Hamer, former Premier of the State of Victoria and a strong supporter of the records management profession, passed away on March 23 at the age of 87.

Sir Rupert, Premier of Victoria from 1972 to 1981, succeeded Sir Henry Bolte as Premier at a time when Victoria was a bastion of Australian conservative politics.

Sir Rupert was described recently by current Victorian Premier Steve Bracks as "a great Victorian and a remarkable Australian." He added that Sir Rupert, one of the state's longest serving premiers, "embodied the principles of democracy in everything he did."

David Moldrich, the RMAA's Victorian Branch President, said that Sir Rupert had

been the Association's patron and one of the records management industry's strongest advocates for many years.

"It could well be argued," said Mr Moldrich of Sir Rupert, "that he was the patron of records management nationally, as it was he that really gave Harry Nunn the impetus in setting up the RMAA in Victoria."

The Victorian branch of the RMAA had previously recognised Sir Rupert's contribution to records management by creating the annual Hamer Awards for industry excellence.

"The members of the RMAA throughout Australia and New Zealand convey our sincerest condolences to the family of Sir Rupert Hamer," said Mr Moldrich.



# NZ's A&R Week: THAT WAS A WEEK AN' AN 'ALF, THAT WAS !



A pair of proud Presidents at NZ's A&R Week: RMAA NZ's Helen Hancox, ARMA, and John Timmins, Archives & Records Association of New Zealand.

Standards, electronic evidence, map keeping, Maori information, Ahmed Zaoui records, archives and records management education, seminars, workshops, get-togethers, open days, and finally, the whiz-bang NZ Recordkeeping Vendor Showcase. It even rated a mention on National Radio. This was New Zealand's super successful Archives and Records Management Week in March.

Archives and Records Week 2004 sponsors, the NZ Branch of the RMAA and the Archives and Records Association of NZ (ARANZ), supported events in Auckland, Upper and Lower Hutt, Wellington, Nelson, Christchurch and Dunedin.

The associations were highly satisfied with the outcomes. NZ RMAA Branch President, Helen Hancox, ARMA, thought the week's impact on the recordkeeping professions had been huge. ARANZ President, Dunedin City Council archivist, John Timmins, congratulated the organisers: "The whole week was a great success."

Additional events were organised by Wellington's Victoria University School of Information Management Studies and the NZ Knowledge Management Network, and the government information officers' GOVIS IM/KM Forum.

High point of the week was the RMAA's Recordkeeping Vendor Showcase 2004 in Wellington's grand old Edwardian Town Hall, where a score of NZ, Australian and world vendors showed off their products in presentations and exhibition stands to almost 200 delegates from all over the country.

Reaction from delegates was enthusiastic. One told the NZ Records listserve: 'It was a much-needed event. What a treat to have a trade fair totally devoted to archives and records.' Another emailed the Showcase Convenor, Michael Steemson, ARMA: 'I just wish it could happen more regularly. In addition to being able to meet and discuss the pros and cons of software with professional colleagues, it is good to be able to see many different products, in one place and under one roof, to compare and to gain better ideas of relative merits of each.'

Vendors were equally happy, commenting that delegates took much more interest in their products than at traditional conference exhibitions - because, as one put it, "They're here to see our stuff, not listen to papers and network with mates they haven't seen all year".

By late morning, one big company salesman told Showcase organisers: "Even if you were to close the event now, we'd still come back next year. We've been doing some great business."

As for a repeat event, Helen Hancox, remarked: "We haven't made any decisions about another Showcase, but after this huge success we'll certainly be looking at the options. It seems to have been appreciated by everyone who went, prospective buyers and sellers alike."

## The Week In Detailed Review

Auckland's curtain raiser for the event was a multi-subject seminar. Convenor and RMAA Auckland Chapter President David Pryde, ARMA, reported: "While records were being broken at 'God's Own'

Eden Park, as South African wickets were skittled and Chris Cairns was celebrating his 200th test, not far away RMAA members and guests heard Archives NZ senior archives analyst Alison Midwinter, ARMA, NZ Branch Secretary, dismantle the workings of the proposed NZ Public Records Bill with the precision of a Shane Warne googly."

David, an Aussie strong on cricketing analogies, continued: "Alison spoke with an obvious 15 years' knowledge and great good humour. Many in her audience thought that she demystified the legislation and that they were looking forward to its introduction. Is there a greater compliment?"

A brief forum discussion on continuing professional development for recordkeepers followed and then lawyers Marc Cropper and Vanessa Henderson from law firm Simpson & Grierson told us 'How the Courts Apply the Rules of Evidence to Electronic Records, and the Issues Faced', a fascinating look at electronic evidence, authentication issues and guidelines for EDM.

Down in the capital, Sydney's recordkeeping guru, Barbara Reed, held the first of her three-city workshops. She was delighted with the turnout to hear her lectures on metadata, records continuum and archives arrangement.

Later, around 200 heard charismatic US knowledge management guru, the inaugural visiting KM scholar for Victoria University's SIMS, Larry Prusack, give a sweeping overview of his subject with statements like "Knowledge is a source of wealth", "Knowledge clumps around groups", "Trust is the great lubricant for knowledge", and "Knowledge needs time and space."

In Dunedin's Hocken Library, Open Polytechnic Information and Library Studies lecturer Lois Roberston launched her ARANZ-backed touring workshop on



NZ's A&R Week, Continued from page 27

education and training opportunities in NZ for archives and records management professionals. Christchurch kicked off quietly with an open event at the NZ Sound Archives.

NZ Branch Vice-President Micky Stevens, ARMA, gathered eight scholars, researchers and curators to address the RMAA's 'Maps and Map Keeping' seminar in Wellington, including Maori lands trust officer Neville Gilmore - "I'm the whitest Maori you've ever seen" - who outlined his GIS satellite techniques in mapping researches into land disputes. He recalled a map keeper's slogan: "Maps are not just pieces of paper, they are lives, songs, stories". The seminar delegates toured the capital's Alexander Turnbull Library map archive with Maps Curator Dave Small.

### The Ahmed Zaoui Records

This major ARANZ lecture was given by two lawyers, Richard McLeod and Deborah Manning, from McLeod and Associates, Auckland, who represented detained Algerian refugee Ahmed Zaoui, speaking publicly about the records controversies surrounding their client's campaign for freedom, (a case mentioned elsewhere in this issue of IQ in an article by Mike Steemson about Chris Hurley and Fol).

The presentation, 'The Ahmed Zaoui Case and the Importance of Records as Instruments of Accountability in the Post-9/11 Climate', crowded a Victoria University 150-seat lecture theatre.

The lawyers revealed obstruction and obfuscation by the NZ Police Force, Special Intelligence Service and Immigration Service in the 16-month battle to clear Mr Zaoui of Islamic terrorism allegations.

It was, said Mr McLeod, "a most exceptional and unusual case about a most unusual and exceptional man" during which sets of Police, security and immigration documents had been destroyed and Freedom of Information applications frustrated.

### Packed Workshops

Another large crowd filled Archives New Zealand's training suite for the workshop 'Managing Information Relating to Maori'. Te Puni Kokiri (Ministry of Maori Development) records manager Kahu McClutchie, Archives NZ archivist Sandra Falconer and NZTV Archives manager Alan Ferris opened the debate with presentations on their efforts and hopes for raising awareness of the cultural challenges from Maori records and historical taonga (treasure).

A flood of questions came from the 70-strong audience, followed by statements, explanations, waiata (song) and at the end, over lunch, a realisation that something new and exciting had begun and must be continued and extended across the country.

Convenor Hinerangi Himiona, Archives NZ's Kaiarahi (Maori Manager), had

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### NZ's A&R Week, Continued from page 28

turned away 30 or more delegates from up country to avoid overcrowding and is planning to run the workshop again in provincial centres.

Elsewhere in the capital, Government information officers were marking A&R Week with a special GOVIS IM/KM forum. Organiser Ros Coote, State Services Commission officer, commented: "Happy users means project success. It's true for any project and especially when you are expected to introduce a new corporate electronic system."

Staff from 11 government agencies, at all different stages of this process, heard the experiences of Archives NZ records manager Matt O'Mara, ARMA, RMAA Branch councillor, at his department. Key success factors included a non-confrontational approach, heaps of emphasis on communication, a tightly focused training plan and database to help him stay on top of project info-overload!

### Recordkeeping Forum 2004

The day before the big Showcase, Archives NZ held an important event for government information managers, its first quarterly Recordkeeping Forum for 2004, on digitisation quality, cost and usability, long term formats. That evening, ARANZ and RMAA seniors met at a special get-together to celebrate the week and become better acquainted. Amongst guests were executives of the NZ Society of Archivists and the Maori library and information workers group, Te Ropu Whakahau.

Another get-together ran in the Sunshine City, Nelson, for 'anyone who works with, uses or is interested in the role of records and archives'. Said convenor Sarah Welland, a lecturer in Information and Library Studies at the Open Polytechnic: "Despite a small hitch - the chosen restaurant was closed! - 12 people managed to find their way to Cafe Affair to meet both familiar and unfamiliar faces and discuss issues ranging from how Nelsonians see the

value of records to the Nelson pay rates. All agreed the evening was worthwhile and were keen to meet again on a semi-regular basis to develop new skills and a helpful network of information and talent."

Throughout the week, while most attention was on the big seminars, smaller events were quietly adding to the public interest, such as the week-long Methodist Church of New Zealand Archives display in Christchurch and the Garden City's Archives NZ exhibition. The city's Anglican Diocesan Archives and Christ's College Museum held a special open days mid-week.

ARANZ Canterbury branch organiser Triona Doocey, reported: "During the week, interested researchers and students talked to Methodist Archives' Marcia, Fred and Rae about the work of the Archives and gained a valuable insight into how religious archives function in the larger church structure."

And NZ A&R Week secured a mention from Dunedin sound archivist and radio personality Jim Sullivan, during his Sunday evening programme Sounds Historical. Thanks, Jim!

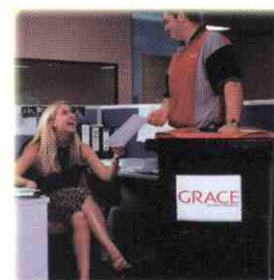
This was a fast and furious week, one that had organisers wondering if it could have been spread over a longer time to make it more available to more people but without spoiling its high-end impact. That's a subject which will receive quite a lot of attention in the next few months.

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# RMAA FORMS AN IT-SIG

By Kemal Hasandedic, MRMA

The RMAA Board at its March, 2004 meeting decided to support the formation of an Information Technology Special Interest Group, or IT-SIG.

The ambit of the IT-SIG is to consider:

1. IT infrastructure (issues and trends) in records, document and imaging management.

2. Review/implementation/issues – trends of Records, Documents and Imaging IT solutions in business.

3. IT as a support tool for the RMAA membership.

The intention is that the SIG will present a paper or exhibit a new product at each RMAA annual conference. The product or paper would be selected by the Group as that having the most interest to the wider RM community.

The SIG will report to the Director in charge of this portfolio. Items of interest can be reported within IQ and sent to the Board for a RMAA perspective or view based on the research and views of the IT-SIG.

## Terms of reference

The IT-SIG is to act under the terms of reference established for the old IT committee:

1. To keep the Association aware of developments in Information Technology that will or are likely to have an impact on or have implications for the work of records managers and/or the Records Management profession.

2. Where required and/or appropriate to prepare reports and/or make recommendations on matters relating to Information Technology developments.

3. To provide advice and disseminate information within the Association on matters relating to Information Technology developments.

4. To develop and foster relations with

other information professionals and professional associations with a view to exchanging information and to develop a knowledge and understanding of the role of Records Management to a wider, related audience

5. As appropriate to provide a representative of the Association in various forums where the interactions between Information Technology and Records Management are being discussed or ought to be discussed.

6. To refer to the Federal Board (through the Committee chair) matters on which the Committee believes the Association should be making representations.

7. To share between committee members their knowledge and expertise in the fields of Records Management and Information Technology.

8. To act as a forum to discuss matters relating to Information Technology and its interaction with Records Management.

9. To act as a forum for discussing and circulating within the Association initiatives and ideas relating to equipping members of the Association in Information Technology by Branches including possibilities of such from outside the Association where considered relevant.

10. To promote the profession of and interests of Records Management within the Information Technology industry.

11. To contribute to the professional development of members of the Association in particular in relation to Information Technology.

12. To identify sources of information on Information Technology including sources of expertise within the Association and/or within related professional associations.

13. To be a source of information on Records Management to the Information Technology profession and industry.

14. Assist in the promotion of best practice recordkeeping utilising Information Technology tools.

15. To develop and maintain a facility on the RMAA Web page to point visitors to interesting and worthwhile documents and/or sites on the Internet relating to Information Technology.

## Constitution

The SIG, formed with the approval of the National Board of the RMAA and in accordance with the Associations Rules, consists of members (and representatives of institutional members) who elect to join.

## Objectives:

(a) To encourage and facilitate contact and discussion amongst members of the RMAA involved with or interested in the management of electronic records and IT issues relevant to records management.

(b) To facilitate and encourage the dissemination of information on developments, achievements and initiatives in the area of electronic records.

(c) To facilitate contact with allied professionals concerned with the management of electronic records.

## Membership:

A SIG member must be a financial RMAA member (or represent a financial institutional member). A financial member may elect to join (or, if an institutional member, may nominate) by so signifying to the Executive Officer.

## Meetings:

The SIG shall hold:

(a) General Meetings. The Executive - it is expected the SIG would elect a spokesperson who would keep the director of this portfolio informed of its operations, views and activities - may convene a General Meeting of all members (and so far as possible shall convene one at least annually to coincide with the RMAA's Annual Conference, with the



RMAA Forms an IT-SIG, Continued from page 30

Sunday as the preferred time) at which the Executive is elected and a report of the SIG's activities will be presented by the Director of SIG's and Chapters. Notice of the time and place of a General Meeting and of the business to be conducted will be sent to all SIG members at least twenty-one days in advance.

(b) Ordinary Meetings. These meetings are expected to be hosted over the e-communities' facility within the RMAA's IMIS program.

The Executive shall convene a General Meeting of the SIG on the motion of any six SIG members by notifying the Executive Officer in writing.

#### Business at Meetings:

Motions at a General Meeting shall be passed if a simple majority of SIG members, present, vote in favour.

#### Executive:

In between General Meetings, the business of the SIG shall be conducted by an Executive comprising a spokesperson. The Executive shall report to each General Meeting on the SIG's activities since the previous General Meeting.

#### Finance:

The Executive may approach the board for financing events in accordance with the normal budget deliberations which should be made in June each year or by an AR in extraordinary circumstances.

An e-communities page on IMIS will be established as soon as the membership is finalised. The SIG will not be monitored and it is proposed that the discussions will be free flowing. It is hoped that vendors and participants will not use the forum to vent criticism of a particular product but more to seek solutions or track down other parties who may have similar problems

with a system and therefore perhaps act in concert to seek enhancements or fixes via a united front.

#### For More Information on the IT-SIG:

Interested parties should contact Kemal Hasandedic,  
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#### THE AUTHOR

Kemal Hasandedic is the RMAA's Director of Standards and Legislation.

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# JOINT ASA/RMAA Competency Framework Committee: Update

By Marian Hoy, MRMA



A year ago, in May 2003, the governing bodies of the Australian Society of Archivists and the Records Management Association of Australasia agreed to form a joint committee to investigate, comment and report on matters relating to the competency standards framework. Committee Chair Marian Hoy provides this update report.

The Committee is named the Joint ASA/RMAA Competency Framework Committee. Its terms of reference are to:

- a) Examine competency-based training packages that are being developed or revised; and
- b) Make recommendations to organisations developing training packages on:
  - i. the minimal inclusion of competencies from the recordkeeping set; and
  - ii. additional competencies that could be associated with other training packages, such as electives for qualifications; and general comment on issues that might impact upon the recordkeeping competencies.

Current members of the Committee are: **David Brown** (RMAA, Victoria Branch), **Kate Walker** (Executive Officer, RMAA), **Kevin Knudsen** (ASA, Australian Capital Territory Branch [ACT]), **Liz Irving** (ASA, Victoria Branch), **Marian Hoy** (ASA, ACT Branch) and **Renate Croker** (Education Officer, RMAA, ACT Branch).

## What are competency standards and training packages?

While this report is not seeking to explain these concepts in detail, a few definitions would help set the context.

## Competency standards

'Competencies (also known as unit of competency, units, competency units and sometimes standards) describe the skills and knowledge that is expected to be applied for a person to operate effectively in the workplace. The emphasis is on outcomes: what people are able to do and also with the ability to do this in a range of contexts.' (Australian Government: National Training Information Service, 2004 ).

## Training packages

'Training packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills.

A Training Package describes the skills and knowledge needed to perform effectively in the workplace. They do not prescribe how an individual should be trained. Teachers and trainers develop learning strategies - the "how" - depending on learners' needs, abilities and circumstances.' (Australian Government: Australian National Training Authority, 2004 ).

## Recordkeeping competencies

In 2001, Business Services Training Australia issued a training package relating to recordkeeping. The set of competencies is formally referred to as BSB01 Business Services Training Package (Recordkeeping) (Business Services Training Australia, 2001). An introduction to the training package can be found at the website of Business Services Training Australia at: <http://www.bsitab.org>.

The new set updated the competencies issued in 1997 by Australia's National Finance Industry Training Advisory Body. In the current set, there are 21 competency units of different complexity levels covering a range of activities from

tracking records, maintaining business records, to developing recordkeeping policy.

For more information about competency standards and training packages, see PD kit on the Business Services Training Australia web site at <http://www.bsitab.org/BSTP%201/PD%20Kit.pdf> and more general information at the website of the Australian National Training Authority at: <http://www.anta.gov.au>.

## Activities during 2003

The Joint Committee commented on several draft training packages issued by two organisations, Business Services Training Australia and Public Sector Education Training Australia. For Business Services Training Australia reviews, the draft packages were generally available on websites for about three weeks, so there was never much time to comment and few extensions were granted.

The processes undertaken by the Committee involved:

- Examining units in packages to establish purpose and coverage. For any one package, there could be up to 20 different competencies, each consisting of six to seven pages.
- Examining the mandatory and optional units required for a qualification. Most packages had a Certificate III, Certificate IV, Diploma and Advanced Diploma.
- Recommending the inclusion of recordkeeping units as part of the qualification as either mandatory or optional units. The intention of this approach was to give guidance for qualifications and to promote the importance of recordkeeping within a wide range of occupations. Feedback to date has indicated that the Joint Committee's contribution to the review process has helped those developing training packages understand the context of recordkeeping knowledge and skills.



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Continued from page 32*

• Ensuring that references to archives and records functions, standards or legislation within training packages were consistent, impressing on reviewers the importance of archives and records to all the Business Services related packages.

Packages commented on included the following:

- Knowledge Management
- Quality Systems/Auditor
- Medical Administration
- Risk Management
- Family Business
- Frontline Management
- Occupational Health & Safety

Another package to which the committee devoted some attention was the review of the Public Service Training Package (PSTP). This was initially developed in 1998 by the Public Sector Education and Training Australia (PSETA) for the Australian public sector. It has about 350 individual competency units aggregated into 23 key areas/disciplines and six imported packages. They cover activities such as policy, project management, inspection, leadership, audit, legislation and compliance.

The aims of the PSTP are to facilitate accreditation in workplace training, to help employees achieve recognition of prior learning and to provide a stepping stone to tertiary study. Some units in the Package are tertiary level and could be included in undergraduate degree courses.

As part of the initial stages of a review of the PSTP, an issues paper by PSETA highlighted the absence of any records management related units and recommended that they be included in the next version. It was very fortunate that the review coincided with the establishment of the ASA/RMAA Joint Competency Framework Committee, thereby facilitating an opportunity to explain how recordkeeping could be incorporated into a revised PSTP.

Instead of commenting on each of the units (about 350 in total) or even the 23 key areas/disciplines and six imported key areas/disciplines comprising different levels of the activities listed above, the Committee prepared a table that matched recordkeeping units to the four qualification levels.

General comments emphasised the importance of recordkeeping in all activities of public servants. Recordkeeping competencies that were proposed for the PSTP included:

- Retrieve information from records
- Maintain business records

• Monitor and maintain records in an online environment

• Develop recordkeeping policy

• Document and monitor the record-creating context.

Furthermore, PSETA proposed specialist recordkeeping qualifications for Diploma and Advanced Diploma courses, creating a mixture of recordkeeping and general units with subjects like promoting compliance with government legislation, research and analysis, and the use of complex communication strategies.

#### **PSETA Report**

The final PSETA report, its recommended units and qualifications were on the

authority's website for reference purposes early in 2004 at <http://www.pseta.com.au>.

PSETA submitted the new package to the Australian National Training Authority (ANTA) for endorsement in March 2004.

The Joint Committee was not able to comment on every draft package that was released for comment. Time and availability of members, combined with short deadlines for commenting, remain the key challenges for the Committee.

#### **2004 Activities**

The Joint Committee will:

- Continue to comment on draft packages



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*Competency Framework Committee Update,  
Continued from page 33*

that appear to have a high recordkeeping component.

- Report to governing bodies on activities and issues.
- Assess some of the training and resource documentation that has been published by Business Services Training Australia to support delivery of courses in recordkeeping. These include Facilitator Guides and Learner Guides.

The Australian National Training Authority has scheduled BSB01 Business Training Package (Recordkeeping) for review starting on 30 August, 2004. The Committee will keep its governing bodies up to date on news of the review. When the schedule is released, both governing bodies will need to determine how input to the review will be supported.

The Terms of Reference of the Joint Committee do not give its members a mandate to represent either association for this major review. The Terms focus is on monitoring other packages and promoting general awareness of the recordkeeping competencies. These activities will need to continue alongside any review of the recordkeeping competencies.

#### **Want to know more?**

To learn more about the recordkeeping competency framework or about the activities of the Joint Committee please contact me. The Joint Committee would be grateful for more members to review and comment on draft training packages as they are released, to help assess what references to the recordkeeping competencies should be included.

Members' involvement will facilitate feedback and could increase the exposure of recordkeeping competencies in other training packages. People working in the recordkeeping industry are already using the competency framework to update or

gain qualifications, upgrade professional status and so on as a stepping stone to tertiary level study. The competency framework is one of the paths to becoming a professional. It is important, therefore, that practitioners understand their roles and purpose.

#### **References**

Business Services Training Australia (2001). BSB01: Business Services Training Package. Units of Competency Recordkeeping. South Melbourne, Business Services Training Australia.

National Finance Industry Training Advisory Body (1997). Records and Archives Competency Standards. Canberra, Commonwealth of Australia.

#### **THE AUTHOR**

Marian Hoy, [marianh@naa.gov.au](mailto:marianh@naa.gov.au), has 20 years experience as an archivist with the National Archives of Australia where she is an Assistant Director, Collection Documentation. She is a member of both the Australian Society of Archivists and the Records Management Association of Australasia. Marian holds a Bachelor of Arts (Honours) Degree from the Australian National University, a Post Graduate Diploma in Archive Administration from the University of Wales, and a Master in Educational Leadership degree from the University of Canberra.



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# INDUSTRY NEWS

## Court Row Over Winnie the Pooh Documents

LOS ANGELES: A court case involving the Walt Disney Co, Winnie the Pooh, and a private eye has brought to light the matter of the legal status of discarded documents.

The Associated Press reports that Californian private investigator Tommy Lee Sands testified to a Los Angeles court that he rifled a garbage bin behind the Disney office in Burbank in search of incriminating documentary evidence in relation to a Winnie the Pooh merchandising law suit brought against Disney by his client Steven Slesinger Inc (SSI). And what's more he found what he was looking for!

SSI, owners of the Winnie the Pooh franchise, had brought suit against the giant Disney company accusing it of failing to pay royalties due on the sale of Winnie the Pooh videotapes, DVD's and computer software.

Private detective Sands had been hired by SSI to find documentary proof of the sales that Disney denied. He scouted the garbage bin locations of various Disney buildings around LA, but only the Burbank facility offered access that Tommy Lee considered easy and, he contended, legal. Disney's Burbank bin was located in a public alley and was not locked.

The private detective had taken the precaution of contacting the Los Angeles Police and telling them what he planned to do. He says the police told him that he could search the garbage as long as it wasn't on private property and wasn't locked.

Sands subsequently struck pay dirt, taking garbage bags full of Winnie the Pooh paperwork from the bin. He assured the court he only took material relevant to the long running legal case.

"If it said Winnie the Pooh, it was a relevant document," the PI told the preliminary hearing.

With the material that Sands recovered supporting SSI's case, Disney claims the documents removed from their garbage were confidential and were obtained illegally.

If the judge ultimately decides that SSI has a case, that case is not expected to come to trial before January, 2005.

## Google's Revolutionary Gmail No Joke

LONDON: When the news broke on April 1 many in the British media thought it an April Fool's Day joke, but soon Google was confirming it was genuinely introducing a new email service, Gmail, which will allow its customers to store 500,000 pages of email, free.

Google told the media that after dominating the internet search engine business, and giving the world a new verb, it's now launching into email with a revolutionary service that is entirely without cost to its users. Google said that their Gmail service is 'built on the idea that you should never have to delete mail and should always be able to find the message you want.'

London's *Sunday Times* reported that Gmail will provide users with a massive one gigabyte (1Gb) of free storage – that's the equivalent of half a million email pages – eliminating the need to clean out the email inbox. Gmailers need never delete an email again, with their inbox becoming a vast personal message library.

To illustrate the storage capacity involved, *The Sunday Times* points out that the 20-volume Oxford English Dictionary contains just 21,728 pages – although there is a lot more on an OED page than on the average email page.

Google says the key features of Gmail are 'search, don't sort', 'don't throw anything away', 'keep it all in context', and 'no pop-up ads or banners.'

What this means is that Gmail automatically organises email by topic and allows users to search their messages according to sender and the text and subject lines. And when Gmail shows an email it also displays all the replies to that message, so the user can view the stored mail in context.

"A lot of people have vital information stored in their email," *The Sunday Times* reported Google executive Jonathan Rosenberg saying, a fact every records manager knows all too well.

But, taking Google by surprise, their Gmail announcement generated a storm of negative reaction, creating, as the *London Telegraph* reported, 'all kinds of denunciations from privacy advocates.' This was because Google had said it would retain email messages in its system even after a user had closed their Gmail account.

Meanwhile, *TechNewsWorld* and other IT industry journals were reporting that the Gmail name could soon be the subject of a trademark dispute.

Just how significantly Gmail will change the face of records management is still very much an unknown. Even Google itself is treading warily, describing Gmail as 'an experiment in a new kind of webmail.'

Gmail users can sign up for the service today, but some cynics suggest that Gmail is as yet unperfected and that Google is merely trying to talk up the company's attractiveness to investors prior to listing on the stock exchange, as it is predicted to do later this year.

Those cynics might find support in Google's statement on its own website about the state of play with its email innovation: 'Gmail is still in preview mode as we test it to work out the kinks. So for now, it is not generally available.'



## Mystery of the Two Towers Solved

CANBERRA: After confusion caused by a report in a computer industry journal, Tower Software has been at pains to point out that it has not been bought out and is still in private hands.

The confusion arose out of the announcement that the quite separate company Tower Technology has been purchased by Vignette. Tower Software and Tower Technology are two separate and unrelated companies.

Martin Harwood, Managing Director of Tower Software, has assured *IQ* that his company is still privately held by its original founders and backers and is fully independent.

Tower Software, a leading ECM company delivering EDRMS, markets its internationally accredited TRIM Context solution via operations in the Asia/Pacific, North America, UK and Europe.

## BigPond Closes Port to SPAM

MELBOURNE: Australia's largest email provider, Telstra's BigPond, has closed its Port 25 in the first of a series of anti-spam measures.

In announcing the closure, BigPond admitted to its customers, 'Around 60% of all email on BigPond is Spam, and we're committed to stamping it out, so that you can enjoy a faster, cleaner email system.'

With its spam filter service failing to keep out much of the unsolicited email, BigPond said that it was launching new anti-spam initiatives.

'The first step is the closure of Port 25 on 13th April, 2004.' BigPond said that although some businesses had used Port 25 to run their email systems, spammers had also used it to send spam disguised as normal emails.

BigPond offered Port 25 customers affected by the closure the opportunity to switch to one of two Static IP services.

The closure comes on the back of new Australian Government regulations which went into force on April 10. Those regulations impose fines of up to AUD1.1 million for sending unsolicited emails, for not providing an unsubscribe facility, and for failing to identify the sender - as anecdotal evidence suggests that some email users are turning to other means of communication and document transmission because their email in-boxes are clogged with spam.

## Four Government Agencies Take the Objective Approach New Zealand's LTSA on a New EDRMS Road

WELLINGTON: The Land Transport Safety Authority of New Zealand has awarded Objective Corporation a contract to supply a 600-user Electronic Document and Records Management System.

The LTSA, which employs 600 staff in 10 offices around New Zealand, works closely with other agencies including New Zealand Police, Transit New Zealand, the Ministry of Transport, the Accident Compensation Corporation, the Road Safety Trust, and local authorities.

The Authority's responsibilities range from road accident/incident investigation to driver, operator, and vehicle licensing.

Commenting on the contract, Noel Lee, LTSA's Corporate Services Manager, said, "Objective's easy-to-learn and easy-to-use interface will ensure rapid user uptake and acceptance of the solution.

"With record-keeping functionality embedded into the Objective solution, the burden of complying with legislation and statutory requirements will be greatly reduced."

The LTSA becomes Objective Corporation's third major client in New Zealand after the Ministry of Social Development and Archives New Zealand.

## Government Solicitor Delivers Verdict on Objective

CANBERRA: The Australian Government Solicitor, legal provider to Australian Government departments and agencies, has awarded Objective Corporation a contract to deliver EDRMS to its 750 staff in every Australian capital city.

The AGS, an independent, fully commercial government business enterprise, is one of Australia's largest legal firms, employing 360 lawyers.

Noela L'Estrange, AGS Director, Legal Practice Support, commented that the new Objective solution, which will store all electronic documents and manage and track physical information, will provide the point of access for searching for any relevant existing information and precedents.

"The EDRMS will underpin AGS' knowledge management strategy," Ms L'Estrange said.

## DLG Adopts New Enterprise-Wide Solution

SYDNEY: The New South Wales Department of Local Government (DLG) has chosen Objective Corporation to supply its new document and records management solution.

The DLG's new enterprise-wide solution is designed to improve user access while at the same time tightening information security. It will include document version control, automated approval and sign-off, and managed document publishing.

The DLG's solution will have the added benefit of aiding the management of



KPI's - key performance indicators - for individuals, teams, and business units.

### South Australian Govt Gets Into the Act

ADELAIDE: Completing Objective Corporation's recent quartet of government contract wins, the South Australian Department of Treasury and Finance (DTF) has selected the company to provide its new EDRMS.

The DTF's new 600-user solution will be a major component of the Department's reform of its records management practices. The DTF researches, authors, reviews and publishes documents covering the budget process, the drafting of legislation, management of the public sector superannuation scheme, and business support to the State Treasurer.

Commenting on the contract, DTF's General Manager Corporate Services, Rick Persse, said, "We are required to comply with standards and legislation such as the State Records Act 1997, the Freedom of Information Act 1991 and the Electronic Transactions Act 2000.

"As the use of electronic documents in government business practice becomes pervasive, the DTF required a solution that would allow it to increase the scope of records management to include all types of information, such as electronic documents and emails."

### APPOINTMENTS

#### Greg O'Shea Back on the Records Bandwagon

CANBERRA : One of Australia's loftiest information workers, Greg O'Shea, is back in the recordkeeping game.

Greg, (pictured above), has joined the Australian Department of Foreign Affairs and Trade (DFAT) in Canberra, taking up the post of Director of Corporate Records with the



Information Resources Branch of the Public Diplomacy, Consular and Passports Division.

For the past four years he had worked in application development and IT infrastructure roles with the Department of Communications, IT and the Arts and the Department of Finance.

He told IQ: "I'm looking forward to a new challenge in modernising the Department's approaches to information management and recordkeeping across its local and international responsibilities."

Greg says he is glad to be back in the records community after dealing with the "slings and arrows" of IT outsourcing in the Federal Government.

"I'm not sorry to have left the 'reality' of the IT world. In fact, those years were very revealing. I realised that they know very little about the I part of the function, and, I often thought, not a huge amount about the T!"

#### Dutch Honorary Professor for SIMS

MELBOURNE: Carol Jackway reports that Internationally renowned archivist and scholar Professor Eric Ketelaar, LL.D., LL.M., has been appointed an honorary professor at Monash University's School of Information Management and Systems (SIMS).

Professor Ketelaar, Professor of Archivistics (Archival Science) with the

Department of Media Studies at the University of Amsterdam, was General State Archivist (National Archivist) of the Netherlands from 1989 to 1997. From 1997 to 2001 he was part-time Inspector General of the State Archives Service of the Netherlands and subsequently General Counsel to the National Archivist.

He has held academic positions with the University of Leiden and the Dutch Archives School. In 2000-2001, he was Netherlands Visiting Professor at the University of Michigan.

The French Government has appointed Professor Ketelaar a *Chevalier de l'Ordre d'Arts et des Lettres*, and in 2003 Queen Beatrix of Holland made him an Officer of the Order of Oranje-Nassau.

Professor Sue McKemmish, Head of SIMS, hailed Professor Ketelaar's Monash appointment as a coup for Monash University, saying that his work "has been influential in defining the profession and the discipline."

From mid 2004 Professor Keelaar will spend time on the Monash campus at Caulfield East each year for research projects and teaching.



Professor Eric Ketelaar



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## 21<sup>st</sup> International RMAA Convention

12<sup>th</sup> – 15<sup>th</sup> September 2004

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## FROM CONCEPT TO REALITY

### SECTION H Concurrent Sessions and Workshops

Code (Office use only)	Type	Stream	Topic	Speaker	Please tick attendance preferences
<b>Tuesday 14<sup>th</sup> September 2004 - Day 2 Concurrent Sessions – 11.00 – 11.45 am</b>					
2/CS 1	Concurrent		Law and Management Issues in Record Management: Recent Developments	<i>Dr Eugene Clarke and Arthur Hoyle</i>	
2/CS 2	Concurrent	Business Focus	Legal Issues – Businesses Facing Litigation	<i>Daniel Marquet</i>	
2/CS 3	Concurrent	Standards & Practices	Records Management and its importance to strategic information architecture	<i>Janine Douglas</i>	
2/CS 4	Concurrent	The Human Factor	Knowledge Management - A shift in thinking!	<i>Shawn Callahan</i>	
<b>Tuesday 14<sup>th</sup> September 2004 - Day 2 Workshops and Concurrent Sessions – 01.30 – 03.00 pm</b>					
2/WS1	Workshop	Business Focus	Drawing the line between an organisational incident or issue and a corporate crisis. What are the pitfalls of getting it wrong, and what are the benefits of getting it right?	<i>Warren Orlandi</i>	
2/WS2	Workshop	Standards and Practices	Engaging the business and driving a successful content management implementation	<i>James Robertson</i>	
2/WS3	Workshop	The Human Factor	Tracing your family history, where to start!	<i>Heraldry &amp; Genealogy Society of ACT</i>	
2/CS5	Concurrent	Objective Corporation - Case Study	Pilot Project IDMS ACT Planning and Implementation Planning and Land Authority	<i>Robert Gotts</i>	
2/CS6	Concurrent	Tower Software - Case Study	Transgrid Case Study Electronic Content Management System	<i>Ken Carroll</i>	
2/CS7	Concurrent	Case Study	Formal Concept and Informal Reality – A case study in organisational knowledge	<i>Tracey Dalitz</i>	
2/CS8	Concurrent		The Marketing Gee Whizz factor - RMAA The Sleeping Giant	<i>Ms Susie Elelman</i>	
<b>Tuesday 14<sup>th</sup> September 2004 - Day 2 The Trade Experience – 03.30 – 04.30 pm</b>					
2/TE1	Trade Experience		ENSURING THE SECURITY, INTEGRITY & ACCURACY OF INFORMATION	<i>Decipha</i>	
2/TE2	Trade Experience		SECURITY OF RECORDS AND EMAIL	<i>DocBanq</i>	
2/TE3	Trade Experience		PROTECTION IN THE MAIL ROOM	<i>Powdersafe</i>	
2/TE4	Trade Experience		TAMING THE INFORMATION BEAST THROUGH PROCESS MANAGEMENT	<i>Fuji Xerox</i>	
<b>Wednesday 15<sup>th</sup> September 2004 - Day 3 Concurrent Sessions – 11.00 – 11.45 am</b>					
3/CS1	Concurrent	Business Focus	Stakeholder Engagement in Archives and Records - Work in Progress	<i>Judith Ellis</i>	
3/CS2	Concurrent	Standards & Practices	Biometrics - Enhancing airline security through facial recognition	<i>Alistair Tegart</i>	
3/CS3	Concurrent	The Human Factor	What, If Anything, Is Records Management?	<i>Chris Hurley</i>	
<b>Wednesday 15<sup>th</sup> September 2004 - Day 3 Concurrent Sessions – 02.15 – 03.00 pm</b>					
3/CS4	Concurrent	Business Focus – AusAID Case Study	The Fiji Experience	<i>Lesley Boye &amp; Feroz Hussein</i>	
3/CS5	Concurrent	Standards & Practices	From Common Practice to Best Practice	<i>Colleen McEwen</i>	
3/CS6	Concurrent	The Human Factor	Personal Competencies for Records Managers	<i>Lynn Williams</i>	

# RMAA REPORTS

## VIC



Attendees enjoying themselves at the Victorian State Seminar, Ballarat, in March

As reported in the last issue of *IQ*, the Victorian Branch is now well on the way to having one of the best years for some time.

Following on from the success of the International Convention at the Crown Casino, we have just had a fantastic State Seminar in Ballarat, on March 16, 2004. The seminar was run as a joint event with the Victorian ASA Branch, with sponsorship for the event coming from both the City of Ballarat and Records Solutions.

The title of the seminar was 'Strategies for making Records and Archives more relevant (i.e.. prevalent)'. The event featured eight prominent speakers from the industry, with a surprise, special guest appearance from Erik the Archive Box of Melbourne University fame.



Erik fraternising with David Moldrich, FRMA

We started this event with a dinner at the Craig's Hotel on the Monday evening, March 15. Twenty people attended the dinner and it really was a fun night...chatting about the industry and more importantly, things other than the industry. It was great to network with friends and get to know them a little better. There were even a couple of people who drove up from Melbourne just to attend the networking dinner. Great effort guys!!!

On the Tuesday, in excess of 75 people attended. We had a full day of presentations covering a range of topics that aimed to make both the Records Management function and staff more relevant and prevalent in relation to the organisations that they work for.

Of note, was Jeanette Inglis' presentation, 'Upgrading your Records Management Software – What a Bigger!' This presentation gave a valuable (warts and all) overview about what to look out for when contemplating the implementation of a new version/release or replacing your existing software solution. And then there was Debbie Prout's – 'Forget Technology, Forget Workflow, the Key Element is YOU (People)', and also Ricky Tuck's 'Appraising records: for whom?'

I guess what I am saying is that all the presentations were well above par. Well done to all presenters. I think I would classify this as a most memorable event. Watch out for more to come...

I would like to take this opportunity to thank all who helped make this event possible, in particular Amanda Menzel and her team at City of Ballarat. We really could not have done it without them.

For you information, copies of all the presentations are available on the RMAA web-site in the Member's Only area. Happy reading!!

The Local Government Chapter continues to grow from strength to strength, and it was one of the prime reasons for holding the State Seminar at a regional location. The Chapter had a meeting at The City of Greater Dandenong in February 2004 and more than 30 people responded.

Not to be resting on our laurels, we are now heavily into ARM Week preparations (24-28 May), and, without giving too much away, I think this one promises to be one of the best that





Catherine Nicholls and Jon-Paul Williams of Melbourne University keeping Erik company at Ballarat

## ACT

The ACT Branch is in countdown mode to the RMAA 21st International Convention to be held in Canberra September 12–15, 2004. The Convention Committee has been working tirelessly to finalise the program for the Convention. There is a very ambitious program being put together for delegates, with a range of speakers locally, nationally and internationally.

The program is continuing the journey from the 2003 Melbourne Convention with the theme 'From Concept to Reality' and under this theme are streams of interest focusing on Business, Standards and Practices and the Human Factor. Please register early (by June 30) to gain a considerable discount and ensure your place as a delegate.

In February the ACT members enjoyed a breakfast presentation at the Hyatt Hotel hosted and coordinated by Fuji Xerox. Approximately 80 members enjoyed the presentation by David Moldrich on the latest developments and updates on the work of ISO 15489 and related Standards Committees and where the Standards are at, in business practice today.

Victoria has put forward. Definitely set aside some of your time to be involved and attend some of the ARM week functions. Stay tuned to the RMAA web-site and to emails that we will be sending you.

Finally, may I encourage each and every one of you to become more involved in the industry. The RMAA is not only the Branch Council or the National Board. It is you, and we would love to see you come along and be part of the industry in any capacity that you believe you can help ..... and besides that, it's a lot of fun and laughs.

David Moldrich, FRMA  
Victorian Branch President

In March, the ACT Branch played host to the National Board while they were in Canberra for their Board meeting. It was a great opportunity for our Branch Council to meet the Board members over dinner and discuss RMAA issues and activities.

At the end of April the ACT was due to host its Annual Dinner for members, with a great presentation on marketing the profession. Successful media personality and journalist Suzie Elelman was scheduled to give a prelude to the Canberra Convention on some of the charisma and marketing style she can engender from her vast experience and expertise.

The Branch is busy planning Archives and Records Week for late May. Some of the activities planned include the digitization launch at NAA, meet the ACT Territory Records Advisory Council, and a site visit to the Department of Education, Science and Training to view the latest updates on recordkeeping.

Veronica Pumpa, ARMA  
ACT Branch President

## QLD

2004 got off to a wonderful start with our March breakfast function attracting 80 hungry participants. Eddis Linton Award winner for 2003, Anne Cornish, spoke about 'The Pitfalls with EDRMS Implementation.'

The 2004 professional development program has started with presentations on 'Understanding EDRMS,' followed in April by Determining Recordkeeping Requirements for an Organisation, and, in May, 'Change Management.'

The 2004 State Conference will be held in late May to coincide with Records Management Week. Full details in the next Queensland Branch newsletter and on the RMAA web site.

The Queensland Open Learning Institute of TAFE (OLI) is offering the Certificate in Business IV (Recordkeeping) from 2004. (See the feature article on OLI in this issue.) The course is able to be

undertaken by distance education. This is exciting news, and the Queensland Branch is pleased to be a strong supporter of the course.

On Branch Council there have been some changes. Long serving members Julie Apps and Brett Clark have both resigned. New Branch Councillors have come on board - Steve Renouf and Tiffany McKenzie.

The Local Government Chapter held a meeting in February at Maroochy Shire Council. A tour and information session were organised. The Queensland State Government Chapter also has had a meeting to plan activities for 2004.

**Philip Taylor, MRMA**  
Queensland Branch President

## NSW

2004 is proving an exciting year. Already we have held an exciting seminar with Fuji Xerox and, by the time this report appears in *IQ* we will have held our April member's meeting on the general theme of ethics in records management with Chris Hurley and Greg Brace. Work is well underway on our Vendors Expo held during Archives and Records Management week. More information is available via the web page. Our Branch Council is concerned about a move away from the Association's focus on records and our professional competence area with the RMAA moving to a more information-based theme for the RMAA. We have enjoyed excellent relations with the local Australian Society of Archivists Branch in developing a week of interest with records and archives.

We look forward to announcing the Peter A Smith Award during ARM Week. On 26 March the National Archives announced the winner of the Ian McLean Award. It is of interest to records managers as the recipient (Bruce Smith) is looking at how to develop business archives within Australia, an area not too well developed to date.

In late February I was in Melbourne chairing and giving the opening address at the 10th IIR Electronic Document and Records Management conference. This was about the sixth of

these the RMAA and I have been involved with and after a move to Melbourne three years ago they are considering returning to Sydney in 2005. Our connection began in Conni Christensen's time as Federal Marketing Director when she and I agreed there was a need to push the role of the RMAA in these conferences and between us pushed the RMAA onto their program. Certainly with IIR we not only promote but also are heavily involved in developing the program.

In late March I spoke at a dinner in Newcastle for the Hunter Chapter of the Australian Association of Practice Managers on records, privacy and security. They have requested me to speak on similar themes to a seminar in Sydney in late April.

I trust 2004 is good to you and our paths may well cross somewhere, sometime.

**Geoff Smith ARMA AIMM**  
Branch President NSW

## NT

The Northern Territory branch is preparing for Archives and Records Management (ARM) Week, organising activities. These will include a visit to the NT Archives Repository, lunch-time workshops and a social gathering.

We are looking forward to meeting the Federal Board in June. My thanks and appreciation go to our small but hard working committee for their ongoing commitment.

**Pat Parry-Jones, ARMA**  
Northern Territory Branch President



## SA

*It seems that no sooner has one report been written than the next one is due, and even though we have a reasonably active branch in SA it is at times difficult to know what to report on.*

The highlight in the last quarter was a free networking lunch held on Friday, April 2, which the SA Branch held for its members at the Police Club in Adelaide. Not surprisingly it was well attended with over 50 members taking time out of their busy day to enjoy a pleasant meal and a rare opportunity to share knowledge with their peers.

We have noticed a slow increase in member attendance over the past year and were thrilled with the numbers this event received.

SA events for ARM Week include a seminar with Dale Murphy from Information Enterprises Australia, (who wrote the Australian Retention Manual), discussing legal issues regarding non-government entities keeping adequate records and retaining them appropriately.

Another ARM Week event is our second Status Upgrade Workshop. Held for the first time in last year's ARM Week, it saw four new professional members of the RMAA. We hope to have similar results this year.

Barbara Reed from The Recordkeeping Institute will be in Adelaide May 19-21 to hold three different seminars on records management, 'Introduction to the Records Continuum', 'Arrangement and Description', and 'De-mystifying Recordkeeping Metadata'. While these seminars were not organised by the RMAA they do provide a great opportunity for our members to improve their skills and knowledge.

On July 14 the SA Branch will be holding its AGM, immediately followed by a dinner to thank the 2003/2004 Branch Council, welcome the 2004/2005 Branch Council, and catch up with the members who attend. It would be great to see some new faces among all the regulars.

**Kristen Keley, ARMA**  
South Australia Branch President

## TAS

*It's always frustrating when you come to the due date for branch report material for the next edition of the InfoRMAA Quarterly. Why? Because you always feel as if you are reporting on old news by the time the publication comes out.*

I know this cannot be helped, but sometimes things that you plan and write on just don't come to fruition. I guess what would be really useful is a crystal ball that could help you see what is going to happen over the next three months to ensure up to date and accurate information is given.

So, as I don't have a crystal ball, in this report I'm just going to report on our events calendar; nothing too much can go wrong here.

The Branch has been very active and we have been holding events nearly every six weeks. With Tasmania being such a 'remote' area, member benefits are hard to achieve and with the increase in membership fees the branch felt that we would offer more local events, thus increasing benefits to our members.

Topics have ranged from standards and best practice to case studies and have been well received by both members and non members. We have even managed to recruit new members

through our events, which is a big bonus.

For the next 12 months we are planning a session every month – so we plan to be extremely busy.

We are also busy upgrading members to Associate (and Member) status, as we have so many who are able to upgrade but haven't had the time. So we've decided to take out the big stick and get people motivated.

ARM Week of course is going to be exciting. I will report on how that went next time; (gives me a starting point).

Of course, members are requested to contact anyone on Branch Council to suggest areas in which a presentation could be undertaken.

Just a reminder that branch elections will be coming up and we are always on the lookout for new blood.

**Kate Walker, MRMA**  
Tasmania Branch President

## NZ

A&R Week, March 2004.

Wow! We had a wonderful Archives and Records Week, which culminated in the NZ Record Recordkeeping Vendor Showcase. Around 20 vendors from NZ and Australia showed off their products to 200 delegates at the event, which was sponsored and organised exclusively by the NZ Branch and was the first of its kind in the country.

There was lots of positive feedback and already vendors are asking when the next showcase will be. They liked the fact that the event was focused entirely on them and their products. Salesmen's unsolicited praise came back to us in comments like:

"It was fantastic to meet so many from across the board – vendors, consultants, clients, etc, and gratifying to get the feedback we did."

And: "This is exactly the sort of event we were hoping for. And in addition everything ran smoothly! Thank you for inviting us, and we hope to be in Wellington next year for the second edition."

As well as: "(It) was a good opportunity for us to get some more exposure to both central and local government records people, and we thought the show was very successful. Thank for creating this opportunity. Great job!"

Delegates were just as enthusiastic. One emailed us: 'It was a much needed event and what a treat to have a trade fair totally devoted to archives and records.'

Another wrote: 'It was a fantastic affair, very well attended, and the vendors I've spoken to have been unanimously thrilled with the response and the opportunities it provided them.'

Unsurprisingly, after all that, we're pretty much determined to do it again next year.

We were joined in the A&R Week by our sister organisation, the Archives and Records Association of New Zealand, which was great. (See the detailed report on the NZ A&R Week in the RMAA NEWS section of this issue.)

### Organising the Council

We have decided to hold full Council meetings quarterly and executive meetings on the months in between. This follows the National Board's model, and it is our intention to have more focused meetings.

### Electronic Transactions Act Seminar

Hamilton was the venue for a March repeat of the NZ Electronic Transactions Act (ETA) seminar previously held in Wellington. The four speakers, Andrew McCallum, (Ministry of Development), Adam Stapleton, (Archives NZ), Deidre Wogan, ARMA, (consultant and NZ Branch Councillor), and Jean Calvaney, (Environment Waikato), took different focuses from explaining the ETA to looking at its records management implications.

The NZ Branch and Environment Waikato sponsored the seminar. Delegates came from as far as Rotorua and Whakatane, providing a great opportunity for networking and for promoting the RMAA.

### Congratulations

NZ Branch Councillor Gillian Ratcliffe, ARMA, has gained a records management degree from the Curtin University of Technology, Perth, WA, after six years' part-time distance study. Her new qualification is a Bachelor of Applied Science degree in Records Management. The branch congratulated her at a recent monthly lunchtime meeting. Well done, Gillian!

**Helen Hancox, ARMA**  
New Zealand Branch President

## WA

No report received



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# ASK IQ

This new occasional column, *ASK IQ*, is designed to provide answers to questions – about the RMAA, about the records management industry generally, and about *IQ* magazine. If you have a question, whether you're a member of the RMAA or not, send it to the *IQ* email or postal address below.

To lead off this first *ASK IQ*, here are several frequently asked questions received by the RMAA and *IQ*.

**Q:** Where on the net do you go for Records Management information?

**A:** The RMAA Website, [www.rmaa.com.au](http://www.rmaa.com.au)

Members and non members will find information on every aspect of Records Management, from RMAA recognised education courses to seminar papers, to vendors and suppliers of records management products and services.

Use the Product Directory to access suppliers of records management products and services - and their websites via direct links.

Check upcoming Events and register on-line, request membership information, read our organisation policy and aims for the development of the professional, or just browse!

**Q:** How do I log onto the RMAA site's Members Only section?

**A:** If you're a member, use your Membership Number – it's on the bottom, right-hand

corner of your membership card - as your login, and your surname as your password. If your surname contains 5 or less digits, use the numerical 0 to bring the total number of digits to six, i.e. Smith0,Tan000

**Q:** How do I know I'm into Members Only?

**A:** You have successfully logged in if you can see your name and membership number on the upper-left hand side of the screen.

**Q:** What if I'm refused access?

**A:** If you're refused entry, please check that your login and password were entered correctly. If login is still refused, please contact our Brisbane office on 1800 242 611 or email [admin@rmaa.com.au](mailto:admin@rmaa.com.au) for further assistance.

**Q:** So, what do I do at the RMAA site?

**A:** Lots! Using the links at the top and to the left of the page, you can navigate around a portal of information designed to inform, assist and advise our members.

Try 'Information Resources' for seminar papers, technology reports, newsletters, annual reports and much more! Or register for a forum under 'Communities'.

Members can book into, and securely pay for, upcoming events, update their personal details and access links to other professional associations based in Australasia and the world!

**Q:** Can I change my RMAA website password?

**A:** Yes. To do this, log into the Members Only section. On the left-hand side of the page, under your name and membership number, you'll see the link 'Change Password'. Enter the new password and click 'Submit' and your password will be instantly personalised.

**Q:** Can non members contribute to *IQ* magazine?

**A:** Yes. All records management related contributions are considered, no matter who submits them. Records management related news items from business and government are always welcome.

Each issue is themed, and articles and discussion papers which fit the theme of an upcoming issue stand a good chance of acceptance. For example, the theme of the August 2004 issue is Professional Development, while the November 2004 issue will focus on September's RMAA conference in Canberra.

However, if a decision has to be made between an article submitted by an RMAA member and a non member, *IQ's* Editor will invariably choose that of a member.

Send your *ASK IQ* questions to:  
Post: *ASK IQ*, PO Box 317, Potts Point  
NSW 2011 Australia  
Email: [editor.iq@rmaa.com.au](mailto:editor.iq@rmaa.com.au)

## COMING UP IN THE AUGUST ISSUE OF *IQ*...

- SPOTLIGHT ON PROFESSIONAL DEVELOPMENT
- ELECTRONIC PUBLISHING: Has the Revolution Run off the Rails? An exclusive *IQ* international interview
- CAPITAL CAPERS: A Preview of the RMAA's 2004 Canberra Conference
- AND MUCH MORE...

Professional Development articles, case studies and discussion paper submissions are welcome. All reader contributions to the August 2004 issue of *InfoRMAA Quarterly* magazine including news items must reach the Editor by July 1.



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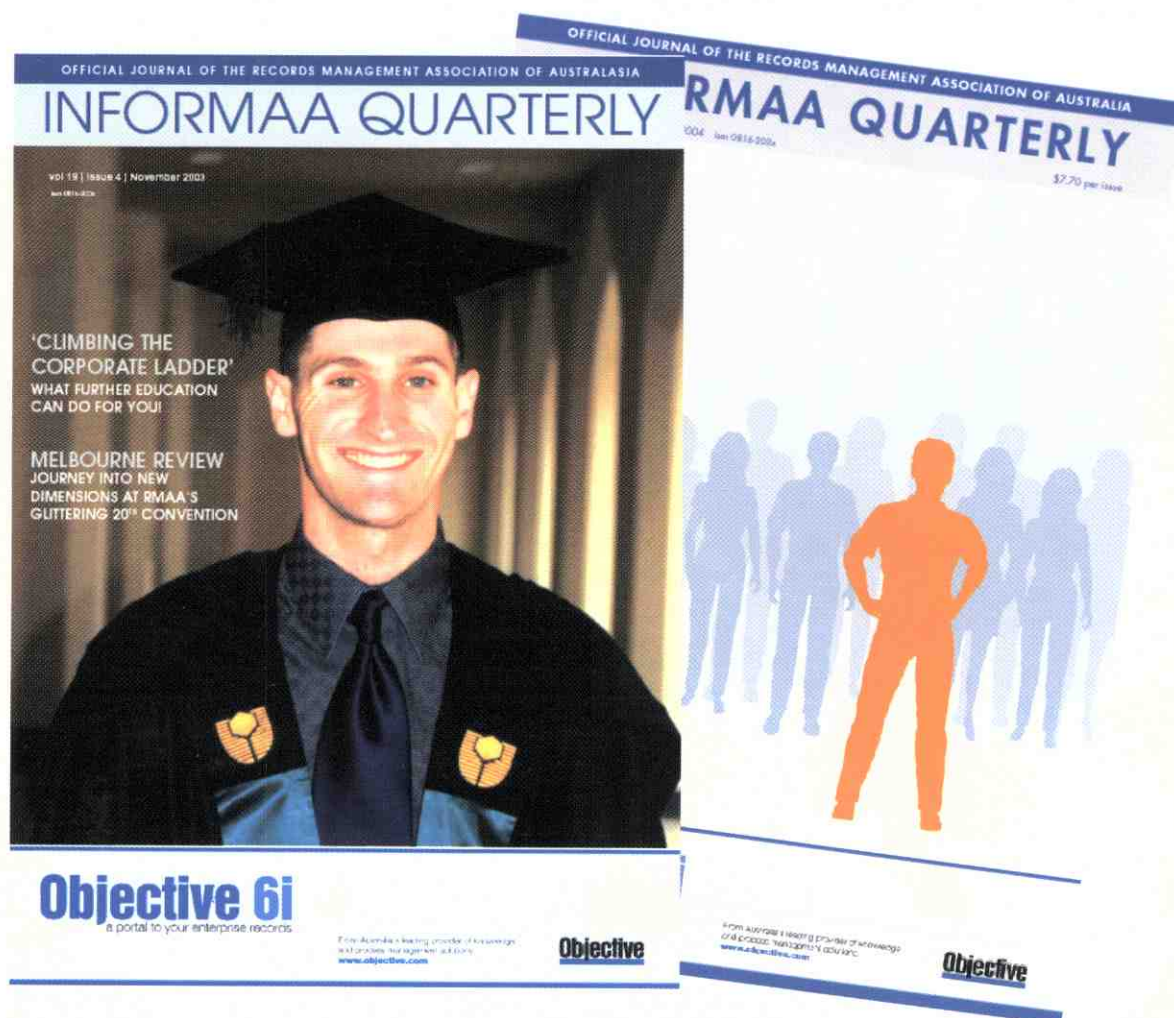


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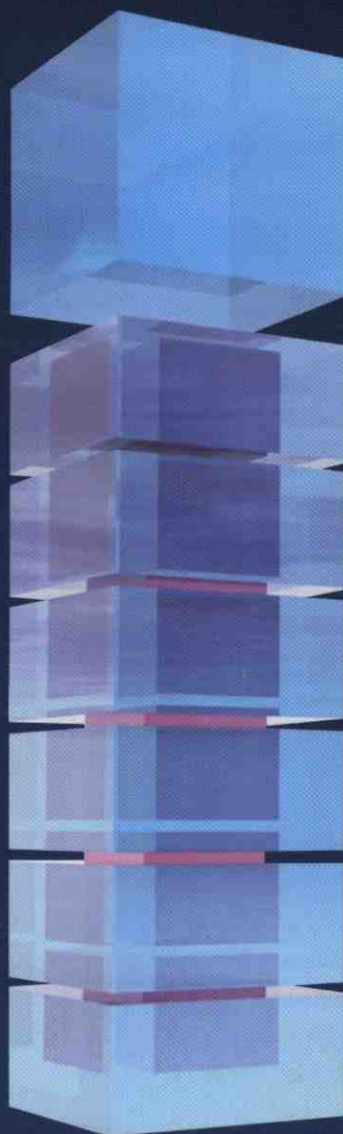
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