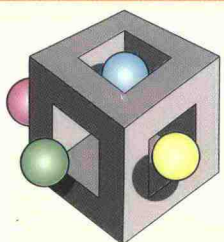


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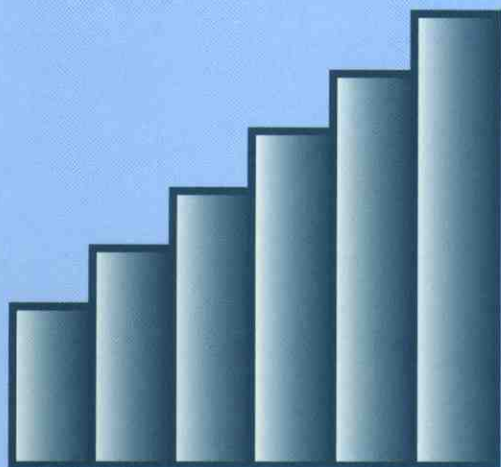
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Volume 15, Number 4, November 1999

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Federal President's Message



Think Nationally - Act Locally

Think nationally - act locally' is the theme I have adopted for my term as Federal President. The Association has matured over the past 30 years from its humble beginnings in Victoria, where a small group of records managers held their inaugural meeting in March 1969, and in June 1969, New South Wales held their inaugural meeting. Queensland started soon after and the Association was incorporated in 1975.

With the Association growing from 69 members in 1969 to nearly 3000 in 1999, we have seen dramatic changes to the industry: from index cards, central registries, typing pools and four-drawer filing cabinets to imaging, email, electronic document management and knowledge management.

As the Association progresses into the new millennium, the way the Association is managed will also change. No longer can we rely solely on volunteers and the goodwill of their organisations. To remain dynamic and to provide the services that you, our members want and have come to expect, the Association needs to employ staff.

The Association employs a secretariat person three part-days per week to assist with the centralised membership; this will need to be increased. Various States employ other people to assist with their secretariat and the organisation of state conferences. With the introduction of GST, the Association will need to employ a person with accounting skills to prepare the required returns and assist the Federal Treasurer in managing the Association's finances.

I am pleased to say that I am part of a Board of Directors that do have a national focus and are also doing great things

at the local branch level. During the year, I will keep you up-to-date on national initiatives as well as new State projects.

National initiatives you would have heard of in the past have included the National Records & Archives Competency Standards. The creation of these Standards was an example of not only how all States worked together, but also how various associations worked together to produce a common standard. The competencies are now being aligned with TAFE courses and training courses will soon be offered.

AS4390 was the work of the IT/21 Committee and was commenced from an initiative by the RMAA. Course recognition at various universities is another area the RMAA is involved in, and will continue to be actively involved in, with the setting up of committees in each State.

New initiatives include:

- standardising the image of the Association for marketing purposes;
- setting up a National Finance Committee, to monitor and improve the way the Association manages its finances;
- National Awards for excellence in the records management profession; and
- enhancing the RMAA web page.

I would like to take this opportunity to thank Ray Holswich for his dedication and leadership as Federal President and Vice President over the last seven years. On behalf of the membership, we wish Ray all the best for the future.

Chris Fripp MRMA, MAICD
Federal President

Editorial



The highlight of this RMAA year has been the very successful and convivial Convention in Darwin. Attendees were informed, educated, and even entertained by very stimulating presentations, and some interesting controversies. Changes in the Federal Executive and Board and in Branch Council leaderships were the subject of much discussion, while presentations of the inaugural awards for excellence at the spectacular Convention dinner, all added to the substance of the occasion. A review of the Convention proceedings is to be included in the February issue of the *INFORMAA Quarterly*.

In this issue, controversy is still being promoted, particularly in the initial article submitted by Paul Macpherson. The subject of appraisal is one that has focused the attention of business management, records managers, and archivists for centuries, often from quite different points of view and supporting different objectives. This article offers an alternative to that often propounded in published theory and structured procedures literature.

With the imminent meeting of the ISO TC46/SC11 in Melbourne to consider, and hopefully approve the SC11 consolidated ISO 15489 draft, it seemed appropriate to inform the readership of the *INFORMAA Quarterly* on the background and processes that have led to this decisive point. Mike Steemson, a member of the Australian delegation to ISO TC46/SC11, a regular contributor to this journal, and our overseas member of the *IQ* Editorial Committee, agreed to provide this summary.

The subject of Electronic Document Management and Electronic Recordkeeping Systems, their selection and implementation processes was well canvassed at the Darwin

Convention. It is demonstrably an issue that is exercising the minds of most records managers, and the advice offered by Jan Murphy in her article on 'Implementing EDM' is both timely and helpful.

There are three reviews in this issue and they encompass a wide variety of activities. First, there is a review of the recently released Second Edition of the British Standard for electronic storage of documents for legal evidence, a subject of some interest and concern for records managers in Australia. Then, there is a review of the 1998 Australian Society of Archivists Inc. Conference, which reflected the growing convergence of the two disciplines, records management and archives administration. And, finally, a report on the Eighth Biennial Meeting of the Pacific Area Branch of the International Council on Archives (PARBICA 8). Again, the close relationship between archives and records is emphasised, as the essential thrust of the meeting was the education and training of recordkeepers, with the concerns of current records control and management being as significant as those of archives.

I would like to congratulate the incoming Federal President, Vice President, members of the Executive and Federal Board, and wish them a productive and rewarding tenure in their respective offices. Finally, on behalf of the Editorial Committee, I hope that all our readers, both at home and overseas, have a very pleasant, safe and bug-free entry into the new millennium.

Anthony Eccleston
National Editor

Letters to the Editor

Dear Editor

I was disappointed at the recent RMAA Convention in Darwin not to be able to put a question to the speaker from the Commonwealth Auditor-General's Office whose delivery of the paper went a little over time. However, by posing the question here, maybe I can draw more than one response.

It has been a little over two years since the then OGIT let the tender for a shared suite of records management solutions for use by Commonwealth Departments and Agencies. I would have expected by now that we should have started hearing success stories instead of reports from Audit Officers of continuing inefficient and ineffective records management systems throughout the Commonwealth Service.

Come on, you Records Managers who are reaping the benefits and improved productivity from these systems on the highly prized Suite, tell us your success stories.

Clive Finter
J.P. (Qual.), B.AppSc.
(Rec Mgt), MRMA

Dear Editor

May I through the *Quarterly*, express a very sincere thanks to our Association for my selection as the recipient of the inaugural RMAA Award for 'Outstanding Contributions to the Records Management Profession'.

Now in my 80th year, this honour is the culmination of forty years of work in an always stimulating profession,

during which I have seen office technology progress from stick pens and pencils, manual typewriters used in large typing pools, carbon paper and ink erasers through to computers, laser photocopiers, digital readers, voice recognition, the Internet and all the gradual improvements that lay between.

It is personally deeply satisfying that I have been able to contribute in my own small way towards this incredible growth in technology, specialising always in trying to achieve discipline in office terminology to achieve effective storage and retrieval of information.

J. Eddis Linton
B.Ec., FRMA, CRM
Hon. Life Member RMAA

Dear Editor

After reading the article, 'Developing a Business Classification Scheme for the Ministry of Premier and Cabinet, Western Australia: A Living Perspective' in *IQ* vol. 15, no. 3, August 1999, I thought that the article may have been more appropriately titled 'The System from Hell'.

Having hopefully gained the readers' attention, I would like to seek the opinions of my peers and users of this system about its practicality and its extent of use in the post implementation environment.

I have always been a believer in the KISS principle, the focus of which is simplicity. This Business Classification Scheme with its 'thesaurus; fully scoped

classification guides; business unit reference and retrieval tools; reference string establishment lists; indexing and retrieval reference string applications and a classification development kit', presents itself to me as everything other than simple.

My 13 years as a practitioner and nearly 5 years as supplier/consultant in constant contact with users, tells me that you are very fortunate if you can sustain even the use of a thesaurus beyond six months after implementation. Anything more than a thesaurus and you can forget it, most users have neither the time nor the patience to drill any further. As for these cleverly devised tools, lists, reference string applications AND development kit listed above, I, and I am sure other readers of *IQ*, would love to hear user testimonies of how useful these aids are proving to be in the real world. (Let the debate begin!)

Clive Finter
J.P. (Qual.), B.AppSc.
(Rec Mgt), MRMA

What Records Should We Keep?

AUTHOR

Paul Macpherson

Paul Macpherson is Director, Accessibility Development in the National Archives of Australia. He has previously worked at the Australian War Memorial, the State Library of Victoria and in private practice as a consultant.

ABSTRACT

Contemporary appraisal analysts, in setting appraisal guidance for Commonwealth archival records, emphasise the transactional, evidential and accountability values of the records, and their depiction of policy development and institutional achievement. This selection can be seen as being at the expense of the records of wider cultural benefit. Little weight is given to the equally legitimate needs of users of post-current records such as historians, genealogists, or hobbyists whose concerns are scholarship, private interest, or fun.

In her acceptance speech at the award of the New South Wales Premier's History Awards for 1999 on 13 September, Janet McCalman argued that

The most important responsibility that government bears for history is the making, preserving and public management of records; records of its activities for the future scrutiny of an open society, and records for the stories of the human lives its agencies touched whether as its employees, its clients, its prisoners, patients, students or voters. These latter records of the interactions between individuals and the state and its agencies are often the only historical records we have of ordinary people.¹

She went on to note, in discussing the destruction of records in order to protect privacy and confidentiality, that 'Paranoia and secrecy are the greatest enemies of history'. She could have added, as potentially an enemy having the same effect to that she was lamenting, records appraisal schemata that encourage the non-retention of the records she has identified as important.

A year earlier, Michael Piggott in his report of the Archives and History Forum at the Australian Historical Association Conference in 1998, noted that historians were asking not that everything should be kept but 'Is the wrong material being kept?'² Do, and should, recordkeepers care about the answer to that question?

Clause 6.4.3 of AS4390.5 requires appraisal analysts to evaluate post-current use of records by stakeholders with legitimate interests in preserving the record longer than the internal users of the organisation. The clause, however, reads like an afterthought:

6.4.3 Evaluating the further uses made of the record after current use of the record has ceased.

The following applies:

- (a) Identify other stakeholders with enforceable or legitimate interests in preserving the record longer than the internal users of the organisation.
- (b) Assess the risks associated with destroying the record once routine, internal, use of the record has finished.
- (c) Assess financial, political, social or other positive gains from maintaining the record after organisational use has been completed.

- (d) Analyse the balance between the costs and non-financial gains of records retention, to decide how long records should be maintained, after organisational needs have been met.³

It is the only clause in the Australian Standard for Records Management which envisions the possibility of records being of any value outside their transactional-evidential-accountability *raison de naissance*. It is totally silent as to guidance on what constitutes 'legitimate interests'. It is the only criterion for determining retention periods which requires the application of a cost-benefit analysis.

Yet in the legislation which governs recordkeeping for Australian governments, the further uses made of the record after current use of the record has ceased are at least as important as the other aspects of recordkeeping. Taking the Commonwealth as an example, Section 5, Part II, s. 2 of the *Archives Act 1983* lists twelve functions for the National Archives including:

- (h) to encourage, facilitate, publicise and sponsor the use of archival material;
- (j) to make Commonwealth records available for public access ...

The Australian Law Reform Commission's recommendations for a new Commonwealth Archives and Records Act include as part of Recommendation 1 that:

The legislation should include an objects clause specifying that its major objectives are to:

- ensure that the Commonwealth administration creates records sufficient to...

- document the history of the Commonwealth and the nation ...

- encourage the greatest possible public use of Commonwealth records as a vital element in the history of the nation.⁴

This current warrant and the recommendations should be interpreted in the light of modern public administration philosophy and current government policy that agencies do not just administer legislation but provide customers with the services they want. The Commonwealth's guidelines on service charters, for example, include:

The Government is committed ... to maximise the benefit to those receiving services ...

A Charter [will include] standards that ... express the agency's commitment to provide services that ... :

- (a) address the customer's needs promptly [and] comprehensively ... ;
- (c) reflect current customer and community values and expectations.⁵

Customers of post-current use records are as entitled as other customers of government services to expect that the providers of the service are committed to addressing their needs comprehensively, are maximising the benefit they receive and are reflecting their expectations. When customers such as Dr McCalman, and her colleagues as reported by Michael Piggott, tell us that those needs and expectations are not being met adequately, we need to listen.

What she and they are asking for is not that we keep more records, but that we keep better records. What they are asking for is a reversal of the situation where we destroy what they want and keep things of no demonstrable long-term interest to anyone.

Users of post-current records in Australia ever access only a minute portion of the country's archival

holdings.⁶ Clearly, most records held forever will never be used even once. Yet at the same time, we destroy things that people have used and want to use again, and we don't take into archival custody material which people tell us they want.

Users who are irritated by this dichotomy, or who are affected by such appraisal or selection policies, think we are at the very least unfeeling rule-bound bureaucrats and probably either deliberately setting out to cause them problems or, and thankfully perhaps more likely, just stupid. We, on the other hand, tend to see those complainers as uninformed and illegitimate, as self-interested and unable to see the bigger and longer-term picture, as lacking our understanding of the nature and purpose of recordkeeping. And there is some truth in all of that.

We do have responsibilities other than to users of post-current records. As AS4390 makes clear, in determining how long records should be maintained, we do need first to consider the uses of the record within its recordkeeping system and its links to other systems. Records are created for business reasons and kept for the conduct of business and as evidence of business transactions. They are retained in recordkeeping systems because of this evidential value and, in the case particularly of government records, for the purposes of accountability of governments to citizens. There is no disagreement that this is the recordkeeper's job to ensure that appropriate records are created and maintained for these purposes.

None of these requirements, however, prevents the retention of records for other purposes. As noted above, because archives have traditionally filled a cultural role, provision is made (as in AS4390.5 clause 6.4.3, for example) for this to continue despite the way it appears to fit so

uneasily with the rest of the Standard. Most record creators keep some records after they have ceased to be of identifiable use. Historically, government archives have kept substantial quantities of such records. But to the major groups of users of these post-current records, they are in large part not the records they want.

If the retention of records for use for other purposes after their current use has ceased is accepted both in theory and in practice, why are the results so often subject to such criticism by the very people for whom the records are being selected? In large part, it is the result of an ideological position by recordkeepers, who despite the reality or the acceptance of it in the theory, do not see users of post-current records as clients. Rather, they are tolerated and patronised. Usually this is unstated and implicit, but not always. Frank Upward, for example, notes rhetorically that:

One can question whether ... a national Archives institution should also serve cultural goals outside the continuum.⁷

Because the cultural goal of providing access to post-current records for historians or genealogists or hobbyists is outside the purview of modern recordkeepers, they perhaps assume that researchers have no right to any expectation in relation to what is to be kept. Appraisal schemata tend to reflect this unstated assumption. In the past, it could be argued that insofar as records were retained to meet the needs of researchers, a marriage of Jenkinsonian dogma about the illegitimacy of selection of records for assumed research value and a prevailing top-down, institutional-centric view of the historical process dominated appraisal philosophy. Records which documented the development of policy and institutional achievement were assumed to be sufficient for future historians. Modern appraisal philosophies based on functional business analysis systematise the

creation and retention of records as authentic and reliable evidence of business activities (the primary purpose of a recordkeeping system after all), but do not give any greater weight to the needs of users of post-current records than the earlier views.

These views were and still appear to be reinforced by a practical professional disdain for users of post-current records. Unlike disinterested recordkeepers who were custodians of records for future generations, researchers were stereotyped as incapable of taking any view of the importance of records other than a selfish and totally self-interested one and as caring nothing for future generations. The trouble with this argument, of course, is that future generations of researchers are always in the future. The correctness of the appraisal philosophy can never be tested and the complaints of current researchers can forever be dismissed because they are based on the transitory self-interest of the researcher.

An alternative approach is to see the views of current researchers as to what should be retained as valid, and to use information collected from them as an important part of the process for deciding what should be retained for post-current use.

It is important here to reiterate that this argument accepts that records are not created as information sources for post-current users. They are created for business reasons and kept primarily for the conduct of business, and as evidence, and for accountability. They should be retained in an appropriate recordkeeping system for as long as they are required for these purposes.

But eventually only a minute proportion, even of what is currently retained, is used for any of these purposes. What is used, is used as a source of information by public users for scholarship, for private interest, for

fun. And, in our sort of society, these are all equally legitimate uses. When records are primarily used for scholarship, private interest or fun, it makes sense to ensure that records that support these interests are retained, rather than assuming that records which were originally retained for business reasons or for purposes of accountability will also suffice for scholarship, private interest or fun. It makes sense to ask the users what records meet their needs in these areas, what records they want retained to give them the fun they seek.

Again, it is important to state clearly that this is not to argue that records which are retained for business reasons cannot also fulfil these other roles. Indeed, a very large proportion of records retained for business purposes do, of course, have other values and are used for other purposes. Nor is this argument suggesting that appraisal criteria should not identify those records which are the best and most reliable evidence of business activities. Of course they should, and AS4390 and the theory behind it spell out how this should be done.

Rather, this argument asserts that when a record clearly no longer has any business, evidential or accountability purpose (and some records of course will always retain these purposes), its further retention should depend not just on its value as transactional evidence but also, and probably even more so, on its cultural utility. Cultural utility is a transient thing, and decisions made on the advice of current users of records and with the best possible understanding of current cultural values in time will be re-judged against later values. Many records selected in this way will be then found wanting and presumably, will be disposed of. Likewise, it is certain that the destruction of some records now rejected as unimportant will be lamented by later generations. These are not grounds for rejecting the

proposal, as we currently destroy records which we know researchers want to use now. While the proposal will not change this (and nothing could change it except for the *reductio ad absurdum* of keeping everything), it will mitigate its effects for current researchers by ensuring that the best available records which reflect their present values and needs are retained.

We cannot blame past recordkeepers for not guessing the future. We can blame them for trying to guess the future and guessing incorrectly. If they didn't keep what we, retrospectively, wished they had because they guessed wrongly about what they thought we'd wish for (even if those guesses were framed in objective functions-based appraisal criteria), and they did not keep what their contemporary users would have found useful or would have used for fun, then we can blame them because they satisfied no-one and clogged the shelves of our repositories. If they didn't keep what we, retrospectively, wished they had because they instead kept what the people of their time wanted them to keep, then, that is life! And, it tells us both about recordkeeping then and lots about the values of the time.

Endnotes

¹ Quoted by Fiona Burn, email to Aus-Archivists List, 14 September 1999.

² Michael Piggott. 'Useful dialogue'. The Primary Source. Reviews. 14 July 1998. <<http://www.discontents.com.au/primary/reviews/r140798a.htm>> Accessed 15 July 1998.

³ Standards Association of Australia 1996, Australian Standard: *Records Management* (AS4390, Parts 1-6), Standards Australia, Homebush, NSW, AS4390.5, Appraisal and disposal, p. 7.

⁴ Australian Law Reform Commission 1998, *Australia's Federal Record: A Review of Archives Act 1983, Report No 85*, AGPS, Canberra, p. 45.

⁵ Department of Finance and Administration 1997, Competitive Tendering and Contracting Group, *Putting Service First: Principles for developing a service charter*, Mar., <<http://www.ctc.gov.au/publications/charters/principles.htm>> Accessed 10 September 1999.

⁶ For example, in 1997-1998, 0.37% of open period records of enduring value held by the National Archives of Australia were accessed by public researchers. This figure was extrapolated from information in National Archives of Australia and National Archives of Australia Advisory Council *Annual Reports, 1997-1998*, National Archives of Australia, Canberra, 1998, pp. 19, 26.

⁷ Frank Upward 1994, 'In search of the continuum', in *The Records Continuum*, eds Sue McKemmish & Michael Piggott, Ancora Press, Clayton, Vic., p. 126.

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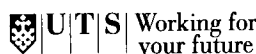
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PC DOCS Fulcrum News.Headlines www.pcdocs.com

Integrated Records & Knowledge Management Strategy Sydney, September

At the IES Electronic Document and Records Management Conference Darren Adams (Managing Director) and Jon Barrett (RM Solutions) of PC DOCS Fulcrum presented attendees with the PC DOCS Fulcrum strategy for using Knowledge Management tools for Records Management applications.

Products will have the ability to:

- Automatically find 'Records' amongst any 'Document Store' by using business rules.
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A new product, **Knowledge Manager Workstation (KMW)** will not only auto-categorize documents, but assist Knowledge Managers with establishing new Thesaurus entries by an analysis of the electronic documents in their organisation.

DOCS RM now has Auto-Rollover Sydney, October

A highlight of the upcoming DOCS RM 3.2 Release is the new 'Rollover' feature, which will automatically Close and Rollover (Create Similar) Files on a periodic basis. Business Rules determine when the Close/Rollover occurs, and how new Files are to be numbered.

This would typically be used on annual or quarterly budget, project or customer files.

Phillips Fox gets Gold Brussels, October

Phillips Fox Australia, recent winner of Kinetic Information's Vision Award, has just won Gold at the 1999 Giga Excellence Awards for Knowledge Management! This was officially announced at the awards ceremony in Brussels on October 13. Fox Trek is a Knowledge Management application with a web front-end.

PC DOCS Fulcrum

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The International Records Management Standard ISO15489: You're gonna need it - so remember it!

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He is a member and former chairman of the Records Management Society of Great Britain. A regular participant in RMAA activities, Michael is a member of the Australian delegation to International Standards Organisation's TC46/SC11.

ABSTRACT

This article describes the steps and processes that have been taken to develop an international standard for records management, based on the Australian Standard AS4390. When it appeared likely that the deliberations may collapse, the decision was taken to break the task into two parts, one a high level standard dealing with broad, guiding principles, and the other a Technical Report to set out a variety of ways of meeting the principles.

It is now expected that after several meetings and consideration of draft documents, the work of the draft standard will be presented for approval in time to meet the November 1999 deadline.

The International Standards Organisation Records Management Standard ISO15489. It's going to mean a lot more to you henceforth, so remember that number. 1-5-4-8-9, or 15-4-89, or 1-54-89.

It was born out of AS4390, Standards Australia's² Records Management Standard,³ itself a brilliant development for information managers of all professional persuasions. In fact, AS4390 very nearly became the ISO⁴ standard without alteration - 4390 with an ISO badge.

It's already had a rough ride. It's been bedevilled and bewildered, chewed up and spat out in Ottawa, Dublin, Koblenz, Washington, Paris, London, Stockholm and Warsaw, chopped into two, and it's still not out of the wood.

But the really good news is that this month (November 1999) its consolidated draft should be complete, approved by all these nations, and could be given the ISO seal of approval within two years - an almost unprecedented swiftness in international standard-making. None of it would have been possible if Australians hadn't taken all the records management bull by the horns and turned it into a living standard that is now used by information managers in many parts of the world as a model for their activities.

Publication of AS4390 on 5 February 1996, was the most exciting and significant event in records management since it emerged as a separate discipline. The Standard gave records managers a set of rules and a code of practice to work by. And not just in Australia.

Very quickly, records managers in Britain, the United States, Europe and New Zealand were data mining the Standard's six parts, stripping out seams of good advice and precedents for use in their own environments.

The Australian Standards authority put AS4390 to an International Standards Organisation committee in 1997 to be fast-tracked into place as a world code, a process sometimes adopted by ISO. The proposal was turned down by only one vote, and a new ISO sub-committee was created to study the project.

The committee is called ISO/TC46/SC11. It's not a difficult name to figure out. TC46 equals Technical Committee number 46, simply the 46th technical committee formed by the Organisation. It deals with information and documentation matters and is chaired by British standards expert Verina Horsnell.⁵ SC11 is the 11th sub-committee of TC46 and deals with archives and records management. It is chaired by Australian David Moldrich,⁶ the leader of the AS4390 committee.

In hindsight, it is just as well that AS4390 was not accepted in its entirety, judging by the argument and disagreement that has beset the ISO processes since then. The Australian applications of the records management principles, the "how do's", don't fit every nation's procedures. In some countries, particularly the mainland European states, the equivalent of "records management" has not evolved. Archivists *are* the records managers. In other nations, there is only small differentiation between archives and records management.

Some nations, including New Zealand, have not taken happily to the Australians' concept of the records "continuum", which considers that a record remains active until it is destroyed, as opposed to the "life-cycle", which differentiates between active and stored documents.

Others found AS4390 weak in some parts. It has little to say about access to records, or information stewardship. New Zealand's Acting Chief Archivist, **Chris Hurley**,⁷ has said that it is a 'bit weak in providing implementable rules' on the making of full and accurate appraisal records.

I see a lack of direction in provision for the legal admissibility of electronically stored records. The authenticity of electronic records has, as yet, rarely been challenged by courts. But it is inevitable that it will be and then, records managers will have to prove that the information they produce has been properly kept throughout its life. If there is no continuing record of compliance with the organisation's archiving and storage policies, judges will disregard or, at least, suspect the evidential value of the challenged record to the detriment of the case.

Keep the guard up

Woe betide us once that happens. When lawyers discover a weakness in any process, they worry away at it, like boxers at an eye cut. Already, we records managers should have our guard up against this. In most cases we have not, and AS4390 says little or nothing to help us.

Incidentally, there *is* help on this thorny legal admissibility problem available from the British Standards Institution⁸ which, in London earlier this year, published a revision of its code of practice on it. It's called *Legal Admissibility and Evidential Weight of Information Stored Electronically*, and is catalogued with another strange number

to remember, PD0008:1999. I'm afraid it costs around \$AU80, but perhaps you will be able to persuade your bosses to pay this amount for legal peace of mind. It would be money well spent if your organisation is ever challenged in court about the evidential integrity of its electronic records. But, I digress.

Yes, AS4390 has weaknesses, and its authors are aware of them. The Standards Australia committee that created AS4390, IT/21 (Information Technology committee number 21), has a proposal to revise the Standard and perhaps make it more prescriptive in its directions ... more "must", less "need to".

It'll be some time before that gets to the printers. IT/21 has been almost completely taken up with work on the ISO15489 draft which must be filed to parent committee TC46 by the end of November or, under the ISO's valuable, new 18-month rule, the work lapses. The rule concentrates the mind wonderfully, but doesn't leave room for much else.

SC11 is working right up to the wire under the most intense pressure, a pressure self-inflicted at its Paris meeting just seven months before the cut-off. After two meetings, in Athens and Washington,⁹ the group had become log-jammed with seemingly intractable differences over some of its "how do" recommendations. The national delegations could not agree standard methodologies.

So, in May, the sub-committee took a bold decision to clear the log jam. It decided to split the project into two parts - a "high level" standard to deal with just broad, guiding principles, about which there is much less disagreement, and a Technical Report, which does not have to follow the tortuous validation and approval processes of an ISO standard and can set out a variety of ways of meeting those principles - a Solomon judgement.

The solution had been proposed by the German group, led by Bundesarchiv executive **Dr Michael Wettengel**, and was grasped with relief by delegates as a way around a problem that threatened to sink the project without trace. The German paper on the draft put the proposition clearly:

In order to achieve a good standard which respects different records management traditions as well as regulations and laws, ISO15489 should become a lean, high level quality standard. The standard should aim at formulating requirements and refrain from prescribing procedures and practices.

It was the solution to all the disputes. The relieved Australian authors backed the Germans wholeheartedly. When the proposal came to a vote within the committee in Paris, there was no dissenting voice.

Now the committee had a huge amount of work to do, separating principle from process, editing out the "how do's" without emasculating the Standard. Chairman David Moldrich split the committee into three groups to get consensus on the divisions. It was a period of intensive discussion. But by day three of the Paris meeting, the job had been done, roughly, and two ad hoc groups had been formed, one to create the new "high level" standard, the other the technical report.

The Paris draft

The standard group was made up largely of the original draft editorial team headed by Australian delegation leader, **Barbara Reed**,¹⁰ an independent records management consultant in Sydney and senior lecturer at Monash University's School of Information Management and Systems.¹¹ Barbara has worked miracles with the document as national groups have got to grips with the new format.

Her draft following the Paris meeting, some 6,200 words long, set out the

standard's scope - guidance for managing records of originating organisations; all elements required to ensure capture and maintenance; guidance on design of records systems, quality control and so on. The draft made the point that the standard does not apply to archives management, a concession to nations which regard records management and archives management as disparate disciplines, but in my view a step backwards.

The standard will, by and large, adopt terms and definitions set out in the long-awaited ISO1527 standard, *Terminology of Information and Documentation*, which was presented to the ISO committee in July and should be published about the same time as ISO15489. It will also consider terms used by the International Council on Archives¹² and may, if necessary, create its own list of additional meanings.

The draft set out in detail records management principles, scope and objectives, and defined and described the 'full and accurate' record as being adequate, complete, meaningful, comprehensive, inviolate, timely and authoritative. It explained what it required to ensure organisational accountability and to maintain corporate memory.

It described the regulatory framework surrounding the recordkeeping environment, but it did not remind records managers of the need to maintain evidence of continued compliance with policies, procedures and regulations with which to re-assure law courts when the need arises. The omission has been recognised by the Australian delegation which will put forward amendments to put this right.

The draft gave considerable space to model policy and responsibility guides, and directions for recordkeeping system design and implementation. It reminded information managers to allow for data and document migration

or conversion and storage protection. It gave extensive advice on record classification schemes, indexing, storage, access and retrieval, and migration principles.

It got around the various national sensitivities about retention/disposal/disposition concerns with a section which it called *Determining how long records are required to be kept*, thereby avoiding use of any of these words. The draft retained the Australian records continuum tenet that disposition can be decided at any time during the record's existence, a point which at least one national group may object to. Finally, the draft outlined training policies, a vital but oft forgotten essential in records management processes.

With the publication of the post-Paris draft, much work still had to be done, but at least the member nations of SC11 could see the light at the end of the barrel, and it wasn't just the glare from the exhaust of another in-coming missile. Barbara Reed and her team are presenting the completed consolidated draft for approval by SC11 at its meeting in Melbourne.

Difficult Technical Report

The Technical Report will, it is hoped, be ready for publication at the same time as the standard. It is being prepared by the second ad hoc group of SC11, headed by Michael Wettengel.

The TR group has a little more time to deal with its complexities. The ISO does not require a technical report to go through the same fine-tooth examination by its technical committee parent. But it's rather more difficult to give a clear idea of what the report will contain. It's still only got its barest bones assembled from sections of the early standard draft discarded with the change to the "high level" format.

However, it is the intention to make it a workbook which managers and staff

of an organisation can use alongside the standard, giving practical assistance on how to implement a recordkeeping system. The report will go into much greater detail on organisational responsibilities, regulatory requirements, processes for making and capturing records, for system function analysis, system design and implementation for hard-copy and electronic records, control systems and procedures including registration and classification.

It will set out methodology for developing a business classification scheme with special attention to language controls, user permissions, referencing, tracking, migration, storage and back-ups. Another chapter will detail appraisal and disposition processes of several varieties. Guidance on the transfer of ownership of records may come with similar variations in recommendation.

The Technical Report group also hopes to include a number of appendices, or annexes, as they get called in ISO-speak. One such appendix already included gives recommendations for the components of a records storage service contract. That's the sort of guidance it is hoped to be able to give on a number of processes that have to work at the edge of the records manager's responsibilities, but on which he or she may need direction.

The Technical Report will contain another invaluable resource: a bibliography of publications from international bodies and institutions. This section will include both hard-copy and on-line sources and will, hopefully, contain a number of references to Australian and New Zealand publications such as AS4390, of course, and allied Australian Standards, to the National Archives of Australia's new Metadata Standard, many of the new State codes and regulations, and the New Zealand National Archives Electronic Records Policy¹³ and Appraisal Standard.¹⁴

Story with happy ending

So, that's the story! It's a story of hard-headed, hard work by individuals all over the world, most of it in personal time.

Most of all, it's a story which will have a happy ending, happy for the world, most of all happy for us records managers. Our jobs and status in industry or government will be all the better for its happening.

Endnotes

- ¹ The Caldeson Consultancy, <www.caldeson.com>.
- ² Standards Australia, <www.standards.org.au>.
- ³ Standards Association of Australia 1996, *Australian Standard: Records Management* (AS4390, Parts 1-6), Standards Australia, Homebush, NSW.
- ⁴ International Standards Organisation, <www.iso.ch>.
- ⁵ Verina Horsnell, email: verina.horsnell@uk.sun.com
- ⁶ David Moldrich, email: david_moldrich@deloitte.com.au
- ⁷ Chris Hurley, email: chris.hurley@dia.govt.nz
- ⁸ British Standards Institution, <www.bsi.org.uk/>.
- ⁹ Athens meeting, 13-15 May 1998; Washington meeting, 16-17 November 1998.
- ¹⁰ Barbara Reed, email: barbara.reed@recordkeeping.com.au

¹¹ Monash School of Information Management and Systems, <www.sims.monash.edu.au/>.

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¹³ National Archives of New Zealand Electronic Records Policy, <www.archives.govt.nz/national_archives/

statutory_regulatory/er_policy/introduction_frame.html>.

¹⁴ National Archives of New Zealand Appraisal Standard, <www.archives.govt.nz/national_archives/statutory_regulatory/standards/appraisal_contents_frame.html>.



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Implementing Electronic Document Management

AUTHOR

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ABSTRACT

Electronic Document Management (EDM) is here to stay and has been shown to improve the way organisations do business, but not many people in organisations recognise it as being something for them. EDM is still in its infancy, and in many cases, it appears to have been implemented by way of Information Technology (IT) impetus rather than management or users requesting EDM.

This article identifies the components required to make EDM work not only for IT specialists but in a whole-of-organisation approach.

of information - electronic indexing and keyword categorisation make finding information faster using links to databases and information storage repositories;

- reduction and less reliance on paper;
- EDM increases users' responsibility for their information, thereby devolving some of the mundane tasks from IT departments - users have more control over where, what and when information is stored;
- organisations working as a unit - talking the same language and using the same information storage repositories;
- better utilisation of software and hardware;
- statistical information is easier to gain and use;
- EDM is a tool for Knowledge Management;
- coordination of information streams;
- better understanding between Information Management specialists and the rest of the organisation;
- recognition of legacy paper systems; and
- disposal of information in a timely manner which complies with legal requirements.

Planning for introduction of EDM - How to get started

Why you want EDM. Don't be sold by Fish-Oil Salespeople who tell you just how great their products are. Identify the main reasons you want EDM, and one of them better not be "cause the program looks good!" One of the main reasons is that people cannot find information quickly. Others are that off-site storage costs are becoming prohibitive, distribution of information across departments is required, and customers may need to access your organisation's information electronically.

Find a sponsor for the project. This has to be a senior member of the management team if not the CEO. Without this support you will not succeed.

Establish a project team of the sponsor, users, IT, records manager, and, if you have the luxury of employing a librarian or archivist, make sure they are on the team. Additionally, it is recommended to add representatives from departments responsible for asset management, disaster management, and structural or office equipment.

Plan a briefing to managers and staff, either as a white paper or a formal presentation to outline your project. This is essential to get the reluctant 'new technology' users or fence-sitters on board. It is also essential so you don't find yourself having to constantly justify your position. Remember, EDM is a very intrusive application and many people will not welcome 'their' information being gathered into the information pool and used or viewed by other departments.

Talk to organisations that have EDM, preferably those in a similar industry to yours. They will often tell you of pitfalls and advantages, and may be very happy to show you the improvements EDM has made to their business.

Read current literature on EDM and attend conferences. Because this is a relatively new way of managing information, there are many changes taking place which are described in a number of reputable journals. Case studies are a great way of finding out how someone else has tackled the problem.

What are the benefits?

The following are suggested as the benefits of implementing EDM:

- improved efficiencies - it will take less time to find information;
- empowering the knowledge of the organisation to all staff - information is more widely spread throughout the organisation and can be captured easily;
- it provides fast and accurate retrieval

Audit your existing electronic systems

- look at where information is stored, how it is stored and what is stored. Look at your network structure with a view to EDM, and ask if it will stand the rigours of the new system. And if not, how it should be changed.

Audit the organisation's functions

- not the organisational structure, but the business of each department. The core business doesn't often change, but the hierarchy of the organisation does.

Audit your paper-based systems.

If you don't have a formal RM system that manages all paper, then use the functional audit to develop one. The functions become the basis of your keyword thesaurus that will become your network directory structure. Your paper information is just as important as your electronic information.

Write a Requirements Document

(Request for Proposal - RFP) for software. A survey or the project group should be used to find out what people want from a new system. Look at what legislation you need to comply with. Establish your core requirements, and value them from essential to desirable. Ask other companies if they have written an RFP for EDM; they may be willing to share their information. The questions in the RFP should be open so you get descriptive information about the product against the questions asked. Some suppliers may not like this as it really pins them down to addressing your real requirements. (Many software suppliers like to demonstrate first.)

Don't underestimate the time it will take to write the RFP. A document that will address all your needs will probably have over 100 questions. Be sure to address the IT as well as the RM and legal questions. EDM needs all these components to function well.

Write the business case study outlining your findings from audits and surveys

and marry them to the need for EDM. This is where you have to show the expected outcomes in terms of cost efficiencies, process management, transfer of workload through automation, etc. Don't forget to show costs for training, hardware, software, loss of time to attend meetings, demonstrations, site visits and evaluation of software. Also, include the cost of consultants, if required, loss of core business activity during installation, and implementation processes. These all have real cash amounts attached. In some cases, there will be no dollar gain but an intangible gain; for instance, in better skilled employees.

Plan for the purchase and installation

Evaluation of the RFP replies. At least two members of the project team will need to review replies, and these members must evaluate *all* the replies. If this methodology is not used, it is possible to have skewed evaluations. Devise a measurement system against which to scale each of the replies. Once all the replies have been scaled, it is time for the project team to play the devil's advocate, and analyse the scaling of evaluations. It is imperative that the group reaches agreement on the top five products.

Demonstrations. Where possible, conduct the demonstrations in your own environment. Often during these sessions it may be necessary to use your existing system for explanation. Questions and scenarios should be created and sent to the demonstrating companies at least a week before the scheduled visit. These will ensure the demonstration stays focused on your requirements, not just the 'space-age' functions the software offers. Ask for software-generated reports that show a particular process that is similar to an existing process you currently use, or one you would like to use. Get each attendee to score the demonstration using questions and scenarios provided to the supplier.

Deciding on the product or consortium. Much of what you have done up to this point has an element of emotion involved. If you are the person wanting the EDM, then you usually have a pressing work situation that you want corrected or created. If you are interested in where technology is developing, you will have different preferences. If you are the RM, you will want the functionality to manage your paper and electronic information.

The final selection will be the most emotive choice, and you may be in conflict with other members of your project team. Software systems today have high graphical interfaces, and software companies will maximise these graphics and workflows in their demonstration packages to grab your interest. Use your core requirements to differentiate between products. You may have to score them again using different measurement criteria. Contact the reference sites and, if you are not satisfied, ask for more. Develop about ten questions ranging from implementation, support, what they like about the product, what they would do differently next time, etc. Make phone contact with the RM and IT departments of the reference sites and ask the same questions of each. You can now decide which sites you would like to visit. The decision can now be made on which product you will use for EDM. Establish a strong working liaison with the supplier. You will need them for the first few months during the implementation program.

Installation, roll-out and training

Installation. Develop a plan for installation and implementation, and ensure it is approved by the highest level of the organisation. Make any changes to the network directory structure prior to purchase and installation. This way, users will be familiar with the new standards prior to having to use a new system. Make sure you plan well in advance for the day or days of installation so it does

not conflict with other computing needs. It is advisable to have established a good relationship with the supplier's installation specialist either by phone or having them present during the installation. It is their responsibility to ensure the product functions well. After all, if you gave them information on your existing system in the RFP, and they sold you the product using it, there should be little to go wrong.

Application. Creating the screens and data entry routines to suit the whole organisation is a test in itself. A lot of time and planning will be required to develop screens, workflows, audit trails, archive processes, search criteria, and standard reports. Your changes to the network directories will have to be tested and tested again to ensure users can identify the methodology behind the save techniques and locations. Take your pilot site and work closely with the users to identify their work practices. Look at ways EDM can help to change and streamline these processes and apply the appropriate workflows and data entry screens. Then, develop reports that meet their needs with a view to being used in other departments. It is expected that this phase will take approximately a month, and possibly longer.

The PR machine. At this point, it will be necessary to revisit your earlier presentation to management and staff. You are about to turn their working world upside down, and those people you thought you had on-side will possibly have gone cold on your project. You are going to take away their security blanket and replace it with a system that not only controls how, what, when and where they save their documents, but you are going to make them learn something new, and you will be told they are just too busy right now. You are going to change how they find information - where previously they saved everything to their C-drive. You are going force them to save to a network drive and, although you will have great security,

they will believe the whole organisation will have access to their information. If you haven't given them enough information and time to be prepared for the training, the concept, and the different way of working, get ready for the roller-coaster ride of your life.

It's time to have another PR presentation. I can't stress enough the importance of keeping users informed of the developments. You will need the assistance of the Human Resources Department and it may be necessary to employ a change management consultant. Your skills in explaining your plan, purpose and expected outcomes will be challenged time and again during this phase. It will be necessary to dedicate your time to being with users at every step of the change. I suggest rolling out to one department at a time. Chose a department that has been most favourable to the change.

How does it affect people?

The following are identified as ways in which people will be affected by EDM.

- It is a move from traditional work practices - comfort zones that people have built over a number of years will be challenged.
- Many senior executives are not computer literate and still rely on personal assistants for all their computing needs.
- There will be an even greater reliance on computers.
- Users will feel a loss of control - people believe their PC is 'theirs', and the way they find information and store information is their domain.
- There may be distrust of people at a lower position on the organisation management structure implementing change and knowing information which up to now was locked in a desk drawer. The idea that the Records Manager has access to every piece of information created is something organisations have difficulty in accepting.

- The feeling of intrusion - key staff will have to know where all the information is located and be able to read it to ensure the EDM works and that backups are effective.
- They will have to learn new skills.
- There may be a perception of a change in the transfer of power from management to IT/RM or from IT to RM.
- Responsibility will now be moved from IT or RM to the users for management of their information from creation to destruction.
- The term 'information management' has been traditionally used for those people working directly in the IT departments. EDM moves information management out of one department to the whole of the organisation. IT professionals may have difficulty accepting this new position.
- People will have to find the time to do the data entry required by EDM and it will be some time after implementation that they will seen any benefit of the additional task.

It is suggested that only about one-half an organisation's employees are actively involved in making improvements to the systems they use. The other half are happy; for example, for someone else to create a new word processing template for them when they need it, or when IT give them a more modern computer. But for the most, many users only utilise a very small portion of software they have on their desktop and are not interested in stretching their boundaries to learn more.

Therefore, when an organisation decides to move to EDM, you can expect staff to be reluctant. You can't just show users why it is good for them. Remember when you were small and asked your Dad, 'Why do I have to?' and he always said, 'Because it's good for you!' That made just as much impact then as it does now, and that impact is often reluctance.

You need to show that the change you are going to implement is going to help them, and will give them more time to get on with their core business. And you have to show that they are a vital part of the change. In other words, you just have to 'butter them up'.

You will spend many hours working with the users so they feel comfortable with the new tasks they have to perform. This is vital to the success of the project. Without the users, there is no EDM, and most certainly no knowledge management.

One area in which I have been successful in gaining acceptance for EDM is in the area of locating information. Two years ago at St Vincent's Private Hospital, there was no organised records management. Now there are ten departments using a very modest electronic records management system. They now have an understanding of what records are, and register them in a simple database. The result is that they can find any record within minutes. Now these people are asking 'how long till the new system is installed?' What a change from two years ago! Before this system was created, it could take them months to find information.

In all the RM positions I have held, I have received urgent requests for a wide variety of information covering long date ranges. In one particular case, 17 categories of information, ranging from

1980 to 1991 was requested and, although poorly stored, it had been audited and registered. We were able to comply with the request within 24 hours much to the delight of the Executive Director. With RM/EDM, it is expected that users can locate specific information in a very short time-frame, no matter how or where it is stored, as long as classification and indexing has been applied, and the information is registered in the EDM software.

Training

It is important to work with users at differing levels of skills and acceptance. Organisational-wide EDM must recognise the skills base of the organisation. Developing a plan for implementation that addresses the varying levels is a challenge. If you wish to deliver your information to every member of staff, then you will need to recognise that a cleaner, for example, may not grasp the new data entry screen as well as the Information Systems Manager. Developing different training packages to meet these needs is essential.

Because EDM allows for integration of different software packages, you may have a situation where the cleaner enters his/her work hours into a Human Resources system and also searches for procedures on cleaning from the same data entry screen. The cleaner does not need to know the whole system but needs simple views. Remember their core business is

cleaning. Conversely, the Information Systems Manager will need statistical information on how the system is running, and where information is being extracted from and by whom. The Manager will also use the HR system to approve leave for his departmental staff and obtain information on the cost of the accrued leave in his department.

Encourage key employees to become trainers through 'train-the-trainers' programs. Once the initial software training has been undertaken, it is time to develop the EDM concept training. This will be a follow-on from the initial presentations regarding the project. These trainers will need to be able to instruct users on departmental-specific parts of the EDM system. For example, the HR department will have to know how all staff enter their leave forms so they understand how the information workflows operate. The IT and RM departments will have to learn strong reporting and statistical skills, and also to understand how users save and store their data. It will also be necessary to provide information on the archiving process. There is nothing worse than a user who believes their data stays on the system forever and then, finds that their presentation to InfoSmart in 1999 was due for destruction in 2002, and is no longer available.

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What are the tough bits?

The dilemma that many senior executives do not have any PC skills is generally accepted. They do not use email, they do not have access to the Internet, and they do not use the information resources their own organisations rely on for business.

EDM in most environments is instigated by IT. Therefore, their interest is usually in the electronic information, and the paper information is not incorporated.

Document management must include both paper and electronic information at the same time for Knowledge Management to become an integral part of any organisation. By not recognising the value of the paper dependent information, organisations could be open to litigation, be publicly embarrassed, or incur loss of business.

IT and RM must work hand-in-hand on EDM to ensure that the business is protected. It is also necessary because they are both in the information management business and the effective use of this resource should include all elements of the equation.

It is true that there will be a move from paper to electronic media, but it must be remembered that paper stored in a secure and fire-proof repository has a much longer life than any electronic medium. Vital information is primarily contained in paper format and it must be managed. Scanning and storing scanned images is a move in the right direction, but there are hardware issues with the storage capacity requirement of these large files. Scanning everything just to get it in electronic format is not good resource utilisation. Decisions on which medium best suits each record must be made. These issues are cause for current debate in information management circles.

Training and implementation costs will be one of the highest costs associated with EDM. Any new employee will have to be given specific training early after

their commencement for them to be an effective member of the organisation.

The implementation phase will probably be as long as the pre-purchase phase and will require a large input from many staff to ensure the core requirements are met.

There is a large initial cost in purchasing new software and hardware to run EDM, and the cost benefit analysis should reflect the additional financial commitment by the organisation. This is often seen as taking funds away from core business, so the selling of the product to senior management has to be good.

The toughest bit is gaining acceptance by both the organisation and the users. As mentioned before, EDM is intrusive and this basic quality is what makes it so difficult to implement. It is imperative to plan, educate and negotiate with senior management, management and users to determine their needs, their skills base and that the equipment required to run EDM is adequate.

Users need to believe their involvement has been worthwhile. Listening to their needs and questions is essential for successful roll-out. Taking time with people is often the hardest. You have to approach them in an understanding manner so they feel confident and free to let you know what their issues are. Many users will come up with ideas or solutions to problems you have been grappling with, so take time to listen.

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Stephen Renouf

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Stephen Renouf is Knowledge Management Consultant at Delta Electricity, a New South Wales Government Corporation in Sydney. Previously, Stephen was a Records Manager/Information Manager specialising in Local Government change management and systems conversions.

An RMAA Associate since 1986, Stephen was conferred professional status upgrade to Member at the 1999 Annual Convention held recently in Darwin.

A currently serving NSW Branch Councillor, Stephen is a member of the Sydney Year 2000 Annual Convention Organising Committee.

NEW

BSI's 1999 PD0008*: *Better Code for Legal Admissibility: Flawed, but vital to wannabe KM Professionals*

REVIEWER

Michael Steemson

Principal, The Caldeson Consultancy

It's fascinating, it's flawed, it's invaluable, it's infuriating, it's priceless to information managers and its price is dispiriting ... it's the second edition of the British Standard Institution's code for electronic storage of documents for legal evidence, now called PD0008:1999. It was published early this year and already applies in at least one British financial institution. It is essential reading for records, legal and IT managers alike, but woe betides any of them who tries to pick the eyes out of it for a quick up-date.

BSI's new Code, entitled *Legal Admissibility and Evidential Weight of Information Stored Electronically*, - more sensible than the first, 1996 version's *Code of Practice for Legal Admissibility of Information Stored on Electronic Document Management Systems* - takes managers that final step to making any e-store evidence acceptable to a court suspicious of the integrity and reliability of documents put before it. The old Code gives guidance for e-stores using only WORM¹ or non-rewriteable storage media. Now, there's advice on how to make data kept on rewriteable media acceptable to judges, too.

The BSI authors² have made good use of three years' feedback from managers and lawyers who have been applying the old Code. Many of the old inconsistencies have been ironed out. Much of the fine-detail guidance has been removed to a series of 'annexes' at the back of the document, leaving the Code's broad principles more clearly discernible.

Audit trails gaps filled

Gaps in the original advice have been filled, particularly in the section on the creation and management of audit trails. I was on one of the committees that helped create the first edition of PD0008 and I know that this section was the last one dealt with. It showed.

The Code has been internationalised by shifting the details concerning application of specific British laws to an annex. This insistence on British law was a weakness in the earlier edition. We did not realise until after its publication that simply as a reference for good practice, the Code could be applied anywhere in the world. Our body-text descriptions of the application of England's Civil Evidence Act, 1995, for instance, concealed this important point. Now, PD0008:1999 gives advice like: 'Users need ... to identify legislation or other regional, national or international conditions that are relevant.'

It's an improvement that will greatly enhance the Code's value overseas even though the authors, in their Introduction, forget themselves briefly. They still refer to English differences in levels of proof in civil (on the balance of probabilities) and criminal (beyond reasonable doubt) law as if they were universal definitions. No matter ...

The new Code takes greater pains with advice on the creation of an information management policy. On choice of storage media, for instance, it advises that different information 'types', as it calls them for want of a better word, may require different storage media depending on number and importance. WORM media still has a place in the scheme of things.

For the first time, the Code recommends the defining and recording of individual management responsibilities. At the outset of a system, it says, individuals or job functions should be allocated the work of overseeing policy and system updates, approving storage of each information type, and controlling and maintaining compliance with the storage policy. These are all crucial to successful continuity of policy, but I know from bitter personal experience that they are often forgotten or brushed aside in the excitement of establishing new projects.

The Code sets out procedures for an organisation's duty of care, giving much more attention to risk assessment and the impact analysis might have on decisions on storage media types. It enlarges on guidance for workflow systems, pointing out the need for organisations to decide whether snapshots of workflow input need to be stored during a process or just the final result retained. It's a consideration with big impact on storage and data migration specifications.

Those infuriating inconsistencies

Requirements for efficient security are, of course, the major addition to the Code, made necessary by the use of rewriteable e-storage systems. Electronic and digital signatures for data files are recommended, but the Code warns that future technology may make these less acceptable. It advises that data migration provision should include measures for more than just business data. Managers should plan to migrate metadata, index data and audit trails with 'sufficient migration process documentation to allow the integrity of

the data to be established', a challenge for many systems.

The Code's advice on rewriteable storage media reveals one of the infuriating inconsistencies within its insistence that it defines best practice. It goes to some lengths to set out dangers inherent in a rewriteable system - unauthorised tampering, what it calls 'skilled hackers', the 'substantial overhead' of recording file modification, and so on. But it gives small comfort to hard-pressed information managers looking for help with these hazards, beyond the bald directive 5.3(b):

In all cases, regardless of the actual medium or the system environment in which the medium is used, procedures should be implemented to prevent modifications being made to stored information without detection.

That's what old slave masters used to describe as a 'blinding statement of the obvious'. The authors may be assuming that some readers could be starting from scratch but it is doubtful if even complete newcomers to the Code would need their hands held to this extent. By comparison, the question that the statement poses, 'How do I do that?', is left without answer beyond a suggested use of electronic signatures and data storage with 'trusted third parties'.

In fairness, the sub-section does then go on to talk about allocation of staff access levels, system security checks and the use of checksums to validate transfers of data. It recommends the installation of protection software in defence against what it describes as 'malicious software', a useful alternative term for what are often loosely called 'viruses'.

Obviously, the whole Code is largely about system security 'how to'. Different applications certainly can require widely differing solutions to such a simply-expressed problem, but this fact is neither explained nor acknowledged in a sub-section that

otherwise states the obvious. It may be an oversight, but it feels like a cop-out.

The biggest single security factor, the Code makes clear, is the creation of an audit trail, a record of activity within the information storage databases. This section has been extensively revised with much improved guidance on capture, batching and indexing, and new, essential sub-sections on change control, destruction and workflow management. The shortcomings of the old Code's Audit Trail chapter had brought considerable reaction from users and many useful suggestions for improvements.

Audit trail data is separated into two categories, stored information (the business information data) and the system's own operating information. And the Code shows that audit trails themselves need careful designing to ensure the retention of sufficient information to satisfy court challenges. It makes clear that part of the risk management within different organisations includes deciding and recording the audit trail cut-off points, as well as considerations of its security, management and retention.

Unsolved 'original' problem

The new Code still has not come to terms with usage of words like 'original' and 'copy' when referring to electronic files. In its Introduction, the Code carries a sub-section on this subject, without coming to any firm conclusions about what constitutes a copy of an e-data file. The Code's Definitive Annex, itself notable more for its omissions than its content, does not help, either.

And even more dismaying is this Introduction 'Originals and copies' section's claim that: 'The Code recommends procedures for identifying a copy of an original.' The statement rounds off a paragraph warning about the malicious alteration of a file by a 'perpetrator' claiming it to be an

original. The Code calls the disputed file a 'copy' when it is actually just a different 'version'. Such vagueness apart, there's no doubt that a procedure to tell which version was the 'original' would be useful. However, the Introduction gives no clue where this information may be found within the Code.

In fact, it's in Sub-section 4.7 of Section 4: Procedures and Processes, though that reference will be little use to a reader. The sub-section actually gives no useful advice at all. It simply recommends that some sort of procedure for identifying 'a copy' should exist. It supports this unhelpful guidance with another curiously vague note: 'In the event of any dispute, the electronic/digital signature could then be used to demonstrate whether a file is a true copy of the original file.' Its meaning is, probably, clear but it's an odd way to say it.

The Introduction's lack of that cross-reference is a symptom of the one single big fault in the new Code that will, I suspect, irritate other information managers as much as it has irritated me. The one or two other criticisms pale into insignificance beside this flaw.

The only way to deal with the Code is to read it straight through from page 1 to page 107. Forget about the remaining five. They are mostly taken up with the Index. It's machine-generated and quite useless.

Navigation around the Code seeking particular points of guidance is well nigh impossible. Need to know what the Code says about email? Neither the Index nor the Table of Contents gives the faintest clue. In fact, there is important guidance on how to deal with email in sub-section 4.8.2. It recommends that email and EDI messages are treated like any other data files and stored with their date and time of receipt as part of the audit trail. Users would have had to read to page 39 before getting that advice.

Need to know what the Code says about 'document types'? Neither word is listed in the Index or Contents. Actually, the phrase should not be in the Code at all as the preferred phrase is, I'm told, 'information type'. But it's there, on page 60, sub-section 6.1.4 Storage. Information types, incidentally, are defined in Section 2: Information Management Policy, the title of which is in the Contents Table. But the definitions, in sub-section 2.2.2, are not in the Definitions Annex, where they should be, nor is there an Index reference to them.

Finally - one could write columns about this navigation problem - what *does* the Index contain? Just strings of page numbers. The entry for 'Data File' is given 46 page numbers, 'Scanning' has 35, 'Audit trail' 28. No further guidance is given as to what each of these entries concerns.

Data file authentication is mentioned on page 33, but you'd have to search 10 other page references before reaching it. Looking for a reference to externally transmitted data files, including emails? There's that one on page 39, but it's not listed in the Index. Interested to see what the reference listed for page 27 is about? 'Data file' is not mentioned on page 27. What a disaster!

A saving grace may be the possibility of including a proper³ Index in future copies of the excellent Compliance Workbook⁴, the BSI publication that supports the Code with checklists for managers to complete and scan into their system allowing future staff to prove compliance at the time. I sure hope something like this can be done.

Concentrate on evidential weight

All of this is a great pity because it mars what is an invaluable work. Even the new title shows how the content has improved, with its new emphasis on the evidential weight of the stored information rather than its legal

admissibility. The question of admission to a court is now, by and large, something of a side issue. What systems managers can concentrate on nowadays is enhancing the value a judge gives the documents he sees. And by dropping the old title's reference to 'document management systems', the new edition ends any residual misunderstandings over particular application to document image scanning.

There are many other useful features like the list of changes from the 1996 edition, especially valuable to managers whose systems already comply with the older version. There is detailed and extensive explanation of recommended document and image scanning techniques and processes. I would have liked to see more attention paid to indexing recommendations, though.

The annex on the application of British laws, both for England and Scotland, is essential for British users, of course, but can also give guidance to others on which laws to seek out for study and application in their own countries. The original 1996 Code hasn't got a proper Index either, but it has sold 4,000 copies, a best seller by BSI standards. With the new guidance and additional details, the 1999 edition should do better still, even despite its colossal £30 cover price, a more-than-50 per cent mark up on the old Code and several times what it costs to produce.

Despite all my criticism, this is a document that should be read by any record manager who doesn't want to be bumped out of a job by an IT colleague, and by any IT manager who wants to learn how to manage the information as well as the technology. All I ask is that BSI does something about that confounded Index.

The reviewer:

A former chairman of the Records Management Society, Mike Steemson <steemson@xtra.co.nz> chaired the Legal Images Initiative consortium, one of the groups working from 1993 on production of the first, 1996 edition of PD0008. He now leads The Caldeson Consultancy <www.caldeson.com>, an information management advisory company in Wellington, New Zealand.

Endnotes

¹ WORM: Write Once, Read Many times.

² The authors: Rob Allen (Shares Network Services), Bernard Dyer (Information and Document Management Assn.), Ian Galbraith (UKAIIIM), Bill Mayon-White and Roger Peggram (IDMA), Alan Shipman (editor) and Malcolm Smith (Group 5).

³ The Code's definition of 'proper' is good: 'According to agreed procedures'. It's on page 14 in the Introduction's Authenticity sub-section. But it's not in the Definitions Annex. Nor is 'authenticity' in the Index. I ask you ...

⁴ Compliance Workbook, BSI catalogue no. PD0009:1999. Price: £35.00.

* British Standards Institution 1999, *Legal Admissibility and Evidential Weight of Information Stored Electronically*, DISC PD0008:1999, British Standards Institution, London, May. Price £30.00.

Address: British Standards Institution, 389 Chiswick High Road, London W4 4AL. Tel. 0181 996 9001; fax: 0181 996 7001; email: infor@bsi.org.uk; WWW: <http://www.bsi.org.uk/disc>.

Place, Interface and Cyberspace: Archives at the Edge

Australian Society of Archivists Inc. Annual National Conference

Perth, 6-8 August 1998

REVIEWER

Rosemary Lohmann

Services Manager, Records
Administration
Department of the Treasury

Proceedings of the Annual National Conference of the Australian Society of Archivists Inc., held in Perth from 6-8 August 1998 arrived recently and revived memories of three worthwhile days spent considering:

- archives as institutions of social memory and Government accountability;
- diversity of users which may create tensions and conflicts;
- diversity of purposes of archives - continuity and Government accountability roles are comfortable in Australia, but in South Africa, the Archives is taking on an active role for social change;
- custody (again);
- electronic records issues - natural language thesauri, long term storage, electronically documenting collaborative processes and metadata (in her conference summary, Margaret Hedstrom quipped that the ASA motto should be 'We've never metadata we didn't like');
- trust - which is essential and must be maintained through proper management by individuals and technology, and earned from society.

The Conference was opened by The Hon. Daryl Williams, Commonwealth Attorney-General, who spoke first about the Australian Law Reform Commission's review of the Archives Act, noting that the

recommendations would require careful thought and that they were being considered by the Government. He then addressed the legal and policy issues relating to electronic commerce, evidence and copyright, and closed by acknowledging the benefit and public interest in preserving records and the need for 'Governments, businesses, users and technologists' to work together. Interestingly, information management professionals are missing from the list.

Keynote speakers were Margaret Hedstrom, Associate Professor at the School of Information, University of Michigan and Marie Olivier, National Archivist of South Africa. In her paper, 'Interfaces with time', Hedstrom began by addressing the interface between users and computers, the archivist's roles in interface design and assisting user access, and moved to a discussion of the interface between the archives and society. She concluded that past and current appraisal practices were not neutral and were inadequate for the electronic medium, that the records selected for electronic access may be the only collection available to some users, and that archives must be willing to confront their own humanness and biases and to create records of their interpretive acts.

In her paper, 'New societal and technological realities: Challenges for the National Archives of South Africa', Olivier provided a very interesting insight into the operation of the National Archives of South Africa under two political regimes. The Archives is working to redress the feeling that it was previously biased, and that by allowing the destruction of records it functioned as a tacit arm of

the regime. There is now a moratorium on destruction and the Archives is actively looking to fill the gaps in the collection by assisting in inter-Departmental searches and will probably develop an oral collection. The Archives is also assisting the Truth and Reconciliation Commission (TRC) to provide full public access to its records, some of which, such as those relating to violations of human rights and applications for amnesty, are held in one relational database.

Two student papers were presented. Robyn Mackenzie, of the Queensland Police Service, addressed the topic 'Police Officer staff files: In safe custody', presenting a case study of a project to reassess policies in relation to the retention and control of the files in the light of changing technology and business processes. Paul Scifleet of the State Library of New South Wales, also provided a case study in his paper, 'Virtually Utopia: An electronic finding aid to the records of the new Australia Co-operative Settlement Association'. With 15 other papers and 23 authors, space does not allow a summary of each paper. Custody, case studies and responses to records in non-paper media were the consistent themes.

The custody issue was addressed by two theoretical papers, 'To be or not to be custodial?', by Greg O'Shea, National Archives of Australia and Elaine Eccleston, University of Canberra, followed by a facilitated discussion session. No conclusions were reached. Most speakers in the discussion were from archival institutions and favoured the distributed model, despite any doubts about the continuing authenticity of the records. No agency representatives spoke during the discussion.

Authentic records as evidence for accountability were also central to a case study paper, 'Aftermath of a Royal Commission: An opportunity for record keeping change', presented by Lesley Ferguson of the WA Ministry of Premier and Cabinet. The paper provided a case study of the changes made to recordkeeping practices in the City of Wanneroo and drew valuable conclusions. Firstly, that while it is reasonable to expect professional officers to create records appropriate to the situation, often they do not know how and they assume that it is someone else's problem. Secondly, reliance on technology may be misplaced unless it is known to meet recordkeeping requirements and staff know how to use it. In this case, records were microfiched and were not considered a high priority partly because of their small space requirement, but proper recordkeeping standards were not applied to the microfiche and they proved inadequate when records were required for the Royal Commission.

Papers based on experience with non-paper records were presented by Elizabeth Jamieson and Sue Terry of the National Film and Sound Archive, on MAVIS, the Archive's Merged Audio Visual Information System; by Vicki Williamson and Kandy-Jane Henderson both of Curtin University of Technology, on two aspects of the Electronic Research Archive at the John Curtin University of Technology - the development of the concept and its implementation; by Shane Carmody of the National Archives of Australia and Ross Gibbs of the Public Record Office, Victoria on the proposed Aboriginal Records Digitisation Project; and by Gerard Foley of the Library and Information Service of Western Australia on motion pictures as archives.

Responses to electronic records were also a strong theme. Regulation of net transactions and the concepts of ownership, access and evidence were the topics of the paper by

Livia Iacovino from Monash University. In their paper, 'Metadata mania', Sue McKemmish of Monash University and Adrian Cunningham and Dagmar Parer of the National Archives of Australia, reported on research to codify the full range of metadata, classified according to its role in managing records to allow improved system design and interoperability and the development of the Australian Government Locator Service (AGLS). Marion Hoy of the National Archives of Australia and David Roberts of the Archives Authority of New South Wales (now State Records New South Wales) spoke about the development of a natural language thesaurus to interface with agency functional thesauri to help researchers to refine searches in order to improve the searching process and the relevance of results.

In addition, distance education was addressed by Ann Pederson of the University of New South Wales. Karen Anderson and Mark Brogan of Edith Cowan University and Don Boadle spoke about the changing place of archives within universities. Changes in internal management of archives were also addressed by Shauna Hicks and Peter Randle of the Queensland State Archives, while John Roberts of the National Archives of New Zealand reported on the changes to the relationship between the National Archives and agencies since 1991.

With such a broad range of topics covered - from the role of archives in society to technical case studies - the Conference provided quality papers of interest to all practitioners. The papers would be a valuable addition to a professional library. They are available from

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Eighth Pacific Area Branch of the International Council on Archives (PARBICA 8)

Lami, Fiji, 9-13 August 1999

REVIEWER

Pat Jackson

Tarawa, Kiribati

Come to sunny Fiji, the travel brochures beckon. See sun and white coral beaches. Blue skies and blue lagoons. The travel brochures do not tell you about winter in soggy Suva, where PARBICA members saw the sun for half a day, and then we thought we were lucky. Needless to say, those people coming from an Australian winter may have been disappointed at the lack of sun; those of us from the Equator and not as far south as Fiji got to experience a change in temperature, as low as 19 degrees Celsius. Brrrrr.

So, why were archivists gathered in soggy Suva in the middle of a Fijian winter? It was the 8th Biennial meeting of the Pacific Area Branch of the International Council on Archives or for short, PARBICA 8. Representatives came from the following countries: American Samoa, Australia, Cook Islands, Federated States of Micronesia-Yap State, Fiji Islands, Kiribati, Marshall Islands, Nauru, New Zealand, Niue, Palau, Papua New Guinea, Samoa, Solomon Islands, Tonga, Tuvalu, USA - Hawaii, and Vanuatu. Unfortunately, there were no representatives this year from any of the French territories. This is especially disappointing in light that the venue for PARBICA 7 was New Caledonia. The other disappointment was that the representative from the Solomon Islands was forced to leave the Conference after the first day and return to the Solomons, in response to unrest

in her country. To make up for these disappointments, PARBICA 8 delegates were privileged to meet and have the company of Mr Bjorn Lindh from the, National Archives of Sweden and the International Council on Archives.

The theme for PARBICA 8 was *Archival Development for the New Millennium: Planning for the Future*. This broad theme encompassed the topics of education and training needs for archivists and recordkeepers, current issues in archival development in member countries, access regimes, the impact and uses of computer technology in archives, control and management of lands records, the planning, preparation and mounting of small displays and exhibitions and archives' and researchers' needs.

In a departure from previous years, country reports from the member countries were submitted prior to the Conference, and then bound and presented as a unified whole to the representatives at this Conference. This contrasted to previous PARBICA meetings where country delegates read their reports to the Conference. Issues raised from the reports formed the basis of the first day's discussions.

The striking feature of PARBICA 8, was the good mix of practical papers, theoretical papers, working discussions, panel discussions and practical demonstrations. There was something there for everyone and the organisers made an effort to ensure that as many people as possible from the countries represented participated in some way, whether it be in the panel discussion, or in the working sessions.

For me, the irony of development was expressed in the visits to the Fijian Lands Department. One section gave an excellent demonstration of the Geographical Information System (GIS) based Lands Information System. This system is a very sophisticated, up-to-the-minute computer-based database, and lands information system. The atmosphere in this part of the Lands Department was dynamic, keen and positive. Then, we tottered off to where the actual lands records are held, the maps, plans, index cards, survey books, and so on. The contrast in atmosphere was startling. The records upon which the you-beaut GIS system is based are held in the bottom floor of the aging Government building. The lands records felt damp to the touch and smelt musty. The Officer-in-Charge stunned me by suggesting that the damage already suffered by the late nineteenth century maps would be rectified by lamination of all the records. The Officer-in-Charge seemed unsure of why we archivists might find his records and recordkeeping systems interesting. The Lands Information System was slick and up-to-the-minute; the actual records that support the lands system are not as well looked after.

PARBICA also involved visits to the Fiji National Archives and the Fiji Museum. The Fiji National Archives is situated in the heart of Suva in the old Government Printing Office. Therefore, it is close to the government. It is in a building that is starting to show its age, but it is still in reasonably good condition, and has survived previous cyclones. The Fiji National Archives also is the legal deposit for all published works in Fiji.

This means that they have an excellent series of newspapers and published material on all aspects of Fijian life.

Researchers begin their research by examining books and journals in the Archives library and then request to see files that have been cited in other works. The smallness of the archives reading room means that there is a great deal of intimacy between the researchers and the archive staff. The archival systems in operation at the Fiji National Archives are all manual systems. As a child of archival automation, I was impressed by manual systems that had been kept up-to-date, and had not deviated in too much degree from the time that the Archives was established. That has not been my experience in the Republic of Kiribati.

The visit to the Fiji National Archives was too short to get more than just a feel for their collection. The exhibition ran in a logical progression from Fijian pre-colonial contact through to European contact, the influences and experiences of the Indian populations, and the relocated Micronesians of Banaba who now have settled on the Fijian island of Rabi (pronounced *Rambi*).

The other contrast from PARBICA 7 in New Caledonia is that I believe achievable and worthwhile resolutions were passed at the General Meeting. The resolutions included, among other points: issues of professional development; appropriate archival training for the developing countries of the Pacific; the preservation of all archives especially those relating to land and the oral traditions; the need to identify low cost storage options; and the publication of a compendium of Pacific archives legislation. For further details see online

<www.archivenet.gov.au/archives/PARBICA/parbica_main.htm>.

Again, confusion reigned as to why members of PARBICA must be members of the ICA. Hopefully, this

confusion will not happen in the future as Mr Bjorn Lindh, Vice Chair of ICA CAD spelt out the necessity and the benefits of joining both organisations most clearly. As a result of this Conference, and the perceived outcomes of the resolutions, I am confident that attendees at the Conference will now understand the benefits of belonging to the ICA and PARBICA. The matter is now for them to convince those who control the purse strings of what it is that membership of ICA and PARBICA can do for them.

The final day of the Conference also saw the election of the PARBICA Bureau. Setareki Tale from the National Archives of Fiji was elected the President of the Bureau. Tom Sakias from the National Archives of Vanuatu was elected Vice-President. Evelyn Wareham from the National Archives of New Zealand was elected Secretary-General. Kathryn Dan from the National Archives of Australia was elected Treasurer, and John Wright from Hawaii was elected as the PARBICA editor. Congratulations to the new Bureau. I would be remiss if I did not thank the outgoing Secretary-General, Karin Brennan, from the University of New South Wales Archives for all the hard work that she has done for PARBICA. Now Karin can relax and enjoy the Pacific instead of worrying about country papers and statistical reports.

I cannot discuss PARBICA without mentioning the two social functions. On the first night and, as a logical follow on from the day's discussions, Bjorn Lindh on behalf of the International Records Management Trust and the International Council on Archives, hosted a cocktail party. The purpose of this cocktail party was to launch in the Pacific region, a series of training packages on the Management of Public Sector Records. This training package will be made available free of charge to paid-up member countries of the ICA

who are also developing countries. Another reason to join the ICA.

The final social occasion is one that we will not forget. In fact, I know that staff at the Fiji National Archives are still chuckling over it. We were treated to a Fijian buffet dinner at the Floating Restaurant at the Tradewinds Hotel at Lami. Nothing unusual in that, except that it was thundering, stormy, cold and the Floating Restaurant became the Bouncing Restaurant. Several Pacific delegates who one assumed would have their sea legs, ended up eating on dry land. By the end of the night, it was difficult to work out whether the seedy look on delegates' faces was from the amount of wine drunk or cases of seasickness. I know my limitations and joined the landlubbers before dessert.

In closing, PARBICA 8 reaffirmed my belief that Pacific archivists are trying their best to manage under difficult circumstances. In my opinion, this Conference will provide the impetus for closer involvement by the National Archives of Australia and the National Archives of New Zealand with their Pacific neighbours. Closer involvement can only lead to a better understanding by Australia and New Zealand as to the difficulties and the issues involved in the archives (government and non-government), of small developing countries. Closer involvement can only lead to a lessening of the professional isolation that archivists feel in the Pacific and a strengthening of professional ties. My experience in the Pacific has shown me the importance of these ties and these relationships. PARBICA plays an important role in fostering archival development and fostering the friendship of Pacific archivists.

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Ph: (02) 6201 2053; **E-mail:** tam@comserver.canberra.edu.au

http://wasp.canberra.edu.au/uc/hb/handbook/5_comms/comm-Degree-18.html



Course Title: Bachelor of Information Management (Honours)
[Course Code 399AA]

Institution: University of Canberra

Duration: 1 year full-time or part-time equivalent

Modes Available: On-Campus

Contact/More Information:

Peter Clayton

Ph: (02) 6201 5431; **E-mail:** prc@comserver.canberra.edu.au

http://wasp.canberra.edu.au/uc/hb/handbook/5_comms/comm-Degree-17.html



Course Title: Bachelor of Information Technology/Bachelor of Information Management: Library and Information Studies

[Course Code 382AA]

Institution: University of Canberra

Duration: 4 years full-time or part-time equivalent

Modes Available: On-Campus

Contact/More Information:

Trish Milne

Ph: (02) 6201 2053; **E-mail:** tam@comserver.canberra.edu.au

http://wasp.canberra.edu.au/uc/hb/handbook/5_comms/comm-Degree-18.html



Course Title: Graduate Certificate in Records and Archives Management

[Course Code 351AA]

Institution: University of Canberra

Duration: Flexible. Contact the Course administrator for more information

Modes Available: Distance Education or On-Campus

Contact/More Information:

Anthony Eccleston

Ph: (02) 6201 2042 **E-mail:** ale@comserver.canberra.edu.au

http://wasp.canberra.edu.au/uc/hb/handbook/5_comms/comm-Graduate-2.html

Course Title: Graduate Diploma in Library and Information Management
[Course Code 163AA]

Institution: University of Canberra

Duration: 2 semesters or part time equivalent. For Masters, 3 semesters or part time equivalent plus Summer School

Modes Available: On-Campus

Contact/More Information:

Trish Milne

Ph: (02) 6201 2053; **E-mail:** tam@comserver.canberra.edu.au

http://wasp.canberra.edu.au/uc/hb/handbook/5_comms/comm-Graduate-3.html

NORTHERN TERRITORY

No courses are currently available.

NEW SOUTH WALES

Course Title: Certificate in Information Technology
(Records Administration)

[Course Code 3611]

Institution: TAFE NSW

Duration: Flexible

Modes Available: Flexible

Contact/More Information:

Jeannine Angilly

Ph: (02) 9217 3976; **E-mail:** tafeic@tafensw.edu.au

<http://www.tafensw.edu.au/welcome.htm>

Course Title: Graduate Diploma in Commerce
(Archives and Records)

[Course Code 5391]

Institution: University of New South Wales

Duration: 1 year full time or part time equivalent

Modes Available: On-Campus

Contact/More Information:

<http://www.publications.unsw.edu.au/handbooks/commerce/course/c5391-2.htm#archivesrecordsmanagement>

Course Title: Records Management Skills
(TAFE Statement)

Institution: TAFE NSW

Duration: Flexible

Modes Available: Flexible

Contact/More Information:

Jeannine Angilly

Ph: (02) 9217 3976; **E-mail:** tafeic@tafensw.edu.au

<http://www.tafensw.edu.au/welcome.htm>

Course Title: Diploma of Information Technology
(Records Administration)

[Course Code 3616]

Institution: TAFE NSW

Duration: Flexible

Modes Available: On-Campus

Contact/More Information:

Jeannine Angilly

Ph: (02) 9217 3976; **E-mail:** tafeic@tafensw.edu.au

<http://www.tafensw.edu.au/welcome.htm>

Course Title: Statement of Attainment in Records
Management Skills

Institution: TAFE NSW

Duration: Flexible

Modes Available: On-Campus (Metropolitan Sydney and
Country Areas)

Contact/More Information:

Jeannine Angilly

Ph: (02) 9217 3976; **E-mail:** tafeic@tafensw.edu.au

<http://www.tafensw.edu.au/welcome.htm>

Course Title: Master of Archives Administration (By Research)
[Course Code 2985]

Institution: University of New South Wales

Duration: Flexible

Modes Available: On-Campus & Distance Education

Contact/More Information:

<http://www.publications.unsw.edu.au/handbooks/commerce/course/c2985.htm>

Course Title: Master of Information Management
(Archives and Records) (By coursework)
[Course Code 8923]

Institution: University of New South Wales

Duration: Flexible

Modes Available: On-Campus

Contact/More Information:

Ph: (02) 9385 3450 **Fax:** (02) 9385 3430

E-mail: r.locke@unsw.edu.au

<http://www.publications.unsw.edu.au/handbooks/commerce/course/c8923.htm#archivesrecordsmanagement>

QUEENSLAND

Course Title: Certificate in Records Management

Institution: Southbank TAFE

Duration: 2-3 years part time

Modes available: On-Campus

NOTE - The course is currently under review and will not be offered after 31/12/99.

SOUTH AUSTRALIA

Course Title: Bachelor of Arts
(Library and Information Management)
[has some records management subjects]
[Course Code MBLM]

Institution: University of South Australia

Duration: 3 years full time or part time equivalent

Modes Available: On-Campus

Contact/More Information:

Ph: (08) 8302 4479

<http://www.unisa.edu.au/courses/ug99/soc/LibInfo.htm>

Course Title: Graduate Diploma in Information Studies
(Corporate Information and Records
Management)
[Course Code MGIN]

Institution: University of South Australia

Duration: 1 year full time or part time equivalent

Modes Available: On-Campus and Distance Education

Contact/More Information:

Sue Myburgh

Ph: (08) 8302 4421

[http://www.unisa.edu.au/courses/pg99/soc/InStud\(LIM\).htm](http://www.unisa.edu.au/courses/pg99/soc/InStud(LIM).htm)

TASMANIA

Course Title: 5139 Certificate of Records Management
Institution: TAFE Tasmania
Duration: Approximately 2 years part-time
Modes Available: On Campus, Recognition Current Skills
Contact/More Information:
 Di Strong
Ph: (03) 6233 7376
<http://www.tafe.tas.edu.au>

VICTORIA

Course Title: Graduate Diploma in Information Management (Archives and Records)
Institution: Royal Melbourne Institute of Technology (RMIT)
Duration: 1 year full time or 2 years part time
Modes Available: On-Campus (full time) & Distance Education (part time)
Contact/More Information:
Ph: (03) 9925 5969 **Fax:** (03) 9925 5850
E-mail: rim@rmit.edu.au
<http://www.bf.rmit.edu.au/im>

Course Title: Master of Information Management and Systems (MIMS) (Record Keeping Stream) Incorporating the new Graduate Certificate in Information Management & Systems and Graduate Diploma in Information Management & Systems
Institution: Monash University
Duration: 1.5 years full time or part time equivalent
Modes Available: On-Campus and Distance Education
Contact/More Information:
Ph: (03) 9905 2959 **Fax:** (03) 9905 2952
Email: seclar@sims.monash.edu.au
<http://www.sims.monash.edu.au>

WESTERN AUSTRALIA

Course Title: Associate Degree of Science (Library Technology) (Records Management electives are available) **[Course Code 439]**
Institution: Edith Cowan University
Duration: 2 years full time or equivalent part time
Modes Available: On-Campus and Distance Education
Contact/More Information:
http://www.cowan.edu.au/acserv/handbook/ug/chs/scis/associate_degree_of_science.html



Course Title: Bachelor of Applied Science (Records Management) **[Course code 18-182]**
Institution: Curtin University
Duration: 3 years full time or equivalent part time (with extra full time year or part time equivalent for honours). Advanced standing available for prior learning such as TAFE diplomas.

Modes Available: On-Campus and Distance Education

Contact/More Information:

Ph: (08) 9266 7215; **E-mail:** Info@biblio.curtin.edu.au or Margaret@biblio.curtin.edu.au
<http://www.curtin.edu.au/curtin/dept/sils/cinfo/masters.htm>

Notes: Has strong information technology stream (minor or major). Also available as part of a 4 year double degree, e.g. with information technology - Bachelor of Applied Science (Records Management), Bachelor of Commerce (Information Systems) Double Degree [Course code 18-379]

Course Title: Bachelor of Arts (Media and Information) **[Course code CUAK 3128]**

Institution: Curtin University

Duration: 3 years full time or equivalent part time (with extra full time year or part time equivalent for honours). Advanced standing available for prior learning such as TAFE diplomas.

Modes Available: On-Campus and Distance Education

Contact/More Information:

Ph: (08) 9266 7215; **E-mail:** Info@biblio.curtin.edu.au or Margaret@biblio.curtin.edu.au
<http://www.curtin.edu.au/curtin/dept/sils/cinfo/masters.htm>

Course Title: Executive Certificate in Records Management **[Course Code 866]**

Institution: Edith Cowan University

Duration: Flexible

Modes Available: Distance Education

Contact/More Information:

http://www.cowan.edu.au/acserv/hbook99/pg/chs/cis/ec_records_management.html

Course Title: Graduate Certificate in Records Management **[Course Code 707]**

Institution: Edith Cowan University

Duration: Flexible

Modes Available: Distance Education

Contact/More Information:

http://www.cowan.edu.au/acserv/hbook99/pg/chs/cis/gc_records_management.html

Course Title: Graduate Certificate in Records Management
[Course Code 18-249]

Institution: Curtin University

Duration: Flexible 1 semester full-time or equivalent part-time

Modes Available: On-Campus and Distance Education

Contact/More Information:

Ph: (08) 9266 7215; **E-mail:** Info@biblio.curtin.edu.au or Margaret@biblio.curtin.edu.au
<http://www.curtin.edu.au/curtin/dept/sils/cinfo/masters.htm>



Course Title: Graduate Diploma
(Records Management and Archives)
[Course code 18-873]

Institution: Curtin University

Duration: 1 year full time or equivalent part time

Modes Available: On-Campus and Distance Education

Contact/More Information:

Ph: (08) 9266 7215; **E-mail:** Info@biblio.curtin.edu.au or Margaret@biblio.curtin.edu.au
<http://www.curtin.edu.au/curtin/dept/sils/cinfo/masters.htm>

Course Title: Master of Applied Science
(Information Management)
[Course code 18-943]

Institution: Curtin University

Duration: 2 years full time or part time equivalent
[Please note that from 2000 the period will be reduced to 18 months]

Modes Available: On-Campus and Distance Education

Contact/More Information:

Ph: (08) 9266 7215; **E-mail:** Info@biblio.curtin.edu.au or Margaret@biblio.curtin.edu.au
<http://www.curtin.edu.au/curtin/dept/sils/cinfo/masters.htm>



Course Title: University Certificate in Public Sector
Records Management

Institution: Edith Cowan University

Duration: Flexible

Modes Available: Distance Education (is also available for purchase as in-house training program)

SHORT COURSES

State Records NSW offers a comprehensive program of short courses on a range of records management subjects. Go to <http://www.records.nsw.gov.au/> for more information on current calendar of events (from the main home page follow the links NSW Public Sector >> Training and Education).

The University of NSW Continuing Education program offers a range of short courses and workshops in the archives and records fields. These courses and workshops are held at the Kensington Campus and at other locations in Sydney, often with industry partners.

Contact/More Information:

Ph: (02) 9385 3589 or (02) 9385 3592

E-mail: m.henninger@unsw.edu.au or l.e.pace@unsw.edu.au

State Records Office of Western Australia also offers a program of short courses on a range of records management subjects.

Contact/More Information:

Ph: 08 9427 3370

Archives Office of Tasmania offers a program of short courses on a range of records management subjects.

Contact/More Information:

Ph: 03 6249 9016

E-mail: Archives.Tasmania@central.tased.edu.au

<http://www.tased.edu.au/archives>

Curtin University also offers a continuing education program.

Contact/More Information:

Ph: (08) 9266 7215; **E-mail:** Info@biblio.curtin.edu.au or Margaret@biblio.curtin.edu.au

<http://www.curtin.edu.au/curtin/dept/sils/cinfo/masters.htm>

**Tina Howard ARMA
Education Coordinator**

CompuTechnics Pty Ltd

Microsoft Backs CompuTechnics' Objective

Microsoft and CompuTechnics have formed a strategic alliance to promote Knowledge Management solutions based on the Microsoft BackOffice platform and CompuTechnics' Objective Information Management Solution.

Microsoft regards CompuTechnics as one of the leading solution providers in the Knowledge Management market and will be jointly working on key customer opportunities for the Objective solution based on Microsoft BackOffice technology. Microsoft will also make a strategic contribution to CompuTechnics' globalisation program.

Microsoft and CompuTechnics will share technology development plans to ensure that the Objective solution leverages full

advantage of current and future Microsoft technology. CompuTechnics is committed to a continued investment in delivering world-leading knowledge management solutions based on Microsoft technologies.

CompuTechnics' Objective Information Management product suite integrates with Microsoft BackOffice technology including MS Windows NT Server, MS SQL Server, MS Exchange Server and MS IIS Server.

The Objective Information Management product suite integrates electronic document management, records management, workflow, web content management, knowledge navigation and e-commerce supply chain integration.

CompuTechnics flagship product is Objective, an information management enterprise suite sold globally.

Objective is one of four solutions on the Federal Government's OGIT (Office of Government Information Technology) panel for information management technology and the only single product solution.

CompuTechnics Objective customers include Transfield, ResMed, Delta Electricity, Australia Post, Aboriginal and Torres Strait Islanders Commission, P&O Ports, Clyde Engineering, Federal Attorney General, Department of Transport and Regional Services, Department of Environment and Heritage, Department of Defence and Bantter Enterprises.

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CompuTechnics Background Information

Founded in 1987, CompuTechnics is a leading global innovator in Information Management. Information Management encompasses Document Management, Records Management, Workflow, Web Content Management, Knowledge Management, Intranet and Corporate Portals.

For further information, please contact:

Brad van Niekerk

Bird & Hill Public Relations
Ph 02-9954 0555
brad@birdhillpr.com

Tony Walls

Director
CompuTechnics
Ph 02-9955 2288
Tony.Walls@CompuTechnics.com.au

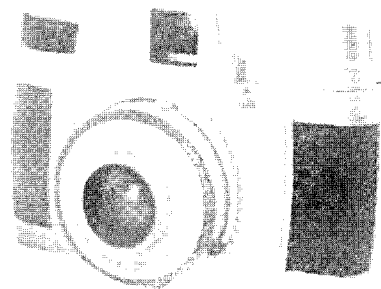
INFORMAA *Snapshots*

Position Vacant

Records Assistant
Reserve Bank of Australia

Inquiries:

Melissa
02 9551 9642



RMAA Notes

INAUGURAL 1999 RMAA EXCELLENCE AWARDS

In early 1999, the Federal Board of the Records Management Association of Australia (RMAA), decided to initiate awards for excellence throughout Australia. Three separate award categories were created:

- Outstanding Group Contribution to the Records Management Profession
- Outstanding Individual Contribution to the Records Management Profession
- Student of the Year Award

In the Awards' inaugural year, nominations were received for both the Outstanding Group and Individual Contributions to the Records Management Profession. The evaluation committee was delighted with the quality and calibre of the nominations received.

The presentation of the awards took place during the 1999 RMAA National Convention. Held under the stars, at the Darwin Casino, the night was a great success.

The winner of the Outstanding Group Contribution to Records Management was the Tasmanian Department of Infrastructure, Energy and Resources, Transport Division. Tony Eccleston accepted the award on behalf of the Department. The citation read:

In line with the Tasmanian Government directive to use advanced telecommunication and information technology to improve the delivery of government services, The Department of Infrastructure has undertaken a Corporate Information Management Project. The project encompassed records management, library service, electronic information and other information holdings.

The scope of the project included an inventory of information resources, the development of a new Corporate Information culture, with the associated development of ownership, policies and procedures, with an emphasis on organisational change.

The award for Outstanding Individual Contribution was divided into two separate awards, Outstanding Individual Contribution, and an award for Outstanding Lifetime Contribution. The winner of the Outstanding Individual Contribution to the Records Management Profession award was Mr Chris Fripp.

The citation read:

Chris has been involved with the RMAA at Local, State and Federal levels for over ten years. During this period Chris has held many positions including President NSW Branch, President NSW Local Government Chapter, Federal Director, Federal Treasurer, Federal Secretary and Company Secretary. Chris has been responsible for the development of an active network of records professionals throughout NSW local government. His achievements in the area of technology and implementation of electronic records solutions have inspired many.

Chris's dedication to the education of records personnel is evidenced by his contribution in both the organisation and delivery of workshops and seminars both within NSW and other states.

The winner of the Outstanding Lifetime Contribution to the Records Management Profession Award was Mr J Eddis Linton.



J Eddis Linton

For over fifty years Eddis has been a major participant in the field of Records Management. Early in Eddis's career, he formulated ideas about the need to manage business needs in an organized way. He has developed and implemented these ideas including Keyword filing systems, inactive records storage and micrographic programs. Eddis has published, consulted widely and been heavily involved in education and mentoring programs. Eddis was a founding member of the RMAA. Eddis has a deep and continuing commitment to spreading the gospel about all aspects of Records and Information Management.

The Records Management Association of Australia congratulates the Award recipients and looks forward to a competitive award program in 2000.

HONOUR FOR EX-STATE ARCHIVIST - MARGARET MEDCALF

We are pleased to report that Margaret Medcalf, former State Archivist and Principal Librarian of the Battye Library from 1971 to 1989, has received an Order of Australia Medal: General Division in the Queen's Birthday Honours (June 1999).

Margaret's career started in 1955 when she was appointed to the Archives Branch of the Public Library of Western Australia. From 1971 she served in the dual role of State Archivist and Principal Librarian of the J.S. Battye Library of West Australian History with the Library and Information Service of WA until her retirement in 1989. In 1991, she was made a Fellow of the Library Board.

During her professional career, Margaret has been involved in many organisations, including President of the Archives Section of the Library Association of Australia (1972-73); inaugural convener of the Perth Branch of the Australian Society of Archivists (1981-85); President of the Australian Library and Information Association (WA Branch) in 1982, founding member in 1982 and, in 1988-89, President of the WA Branch of the Records Management Association of Australia. Margaret served as a member of the WA Heritage Committee (1980-91) and was appointed by the WA Government to the Government House Foundation (1987 through to the mid-1990's).

In recognition of her service and distinguished contribution to librarianship, archives, records management and bibliography, Margaret has received the following awards: Fellowship of the Australian Library and Information Association, 1986; Honorary Life Member of the Australian Society of Archivists, 1989; Honorary Life Member of the Oral History Association (WA Branch); Honorary Associateship of the WA Museum for her contribution to the Museum's Maritime Archaeology Advisory Committee and, in 1995, she was appointed a Fellow of the Royal Western Australian Historical Society Inc.

The year Margaret retired from the Library and Information Service of WA, she was elected to the positions of President, and Chairman of Council, of the Royal WA Historical Society Inc. (1989 to 1991), followed by a further three years as Chairman of Council for that Society.

Margaret is a charter member, and has over 26 years involvement with, the Perth Club of Zonta International, a worldwide community service organisation of executives in

business and the professions. In Paris last year, she was appointed Chairman: Archives and History for Zonta International 1998-2000, serving a worldwide membership of over 36,000 executives advancing the status of women.

The State Records Office of WA would like to congratulate Margaret on her Order of Australia Medal, and wish her continued success.



Margaret Medcalf

A NEW NAME, A NEW FACE

The WA Minister for the Arts, the Hon. Peter Foss, opened the new State Records Office at a ceremony on 7 April 1999 in the Alexander Library Building. The ceremony was well attended by invited guests and dignitaries, who stayed after the formal speeches for socialising in a specially set-up marquee area.

The new Search Room is located on the Ground Floor of the Alexander Library Building, and is accessible via the James St Mall entrance and through the State Reference Library. The Search Room itself is far more spacious than its previous incarnation on the Fourth Floor, and can comfortably accommodate up to 40 researchers at any one time. Government archives on microfilm and microfiche have also been relocated to a designated microforms viewing area near the Enquiries Desk and reference staff are on hand to assist users of this area when the need arises.

State Records Office staff are now located in new offices on the Mezzanine Floor overlooking the Search Room, but contact details remain the same as prior to the move.

During the opening ceremony, Minister Foss also officially conferred a change of name upon the Public Records Office of WA to the State Records Office of WA.

RAY HOLSWICH ARMA - LIFE MEMBERSHIP

At the National Convention in September 1999, the Records Management Association of Australia was proud to present Life Membership to Mr Raymond John Holswich in appreciation of his tireless and dedicated contribution to the Association and to the industry as a whole.

Mr Holswich's long involvement with the Association has included the following positions:

1976 to 1981	Member of the Queensland Branch of RMAA, including the holding of an office bearer's position of Membership Registrar	1998
1986	Elected to the Inaugural Northern Territory Branch Council	
1987 to date	Federal Director representing the Northern Territory	
1989 to 1991	RMAA; representative to IRMC (International Records Management Council), and elected as IRMC Vice President Australia and Oceania	1999
1989 to 1996	Northern Territory Branch President	
1990 to 1991	Federal Vice President, RMAA	
1991 to 1994	Federal President, RMAA	
1994 to 1996	Federal Vice President, RMAA	
Sept 1996 to date	Federal President, RMAA	

In addition, Mr Holswich was a key player in the establishment of the Records and Archives National Competency Standards, and is the chairperson of that Committee.

Mr Holswich's long employment and contribution to the industry has included employment with the following organisations:

1963 to 1976	Commonwealth Public Service
1977 to 1981	Queensland Government, where he was employed with the former Queensland Electricity Generating Board; initially, in the Records Section, and in the longer term, in the Organisational Consultancy Branch
1981	Northern Territory Public Service as Records Manager with the Department of Mines and Energy
1989	Northern Territory University as Records Manager

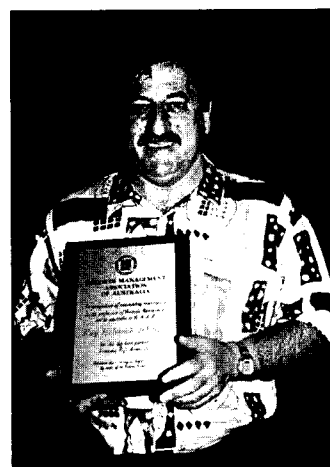
He also coordinated the International Short Courses on Records Management, conducted by the University's Extension Services Branch. The courses are open to sponsored delegates and other interested employees from organisations, both private and public sectors, in the Asia/Pacific Regions under AusAid sponsored programs

During 1998, he completed writing the Twelve Guidelines associated with the Records Management policies written for the Northern Territory Government Whole-of-Government approach to Records Management and being managed by the Northern Territory Archives Service

Manager, Pickfords Records Management, Canberra

In awarding Life Membership to Mr Holswich, the Association recognises Ray's outstanding contribution to both the Association and industry.

Congratulations, Ray, and thank you!



Ray Holswich

Coordinator Reports

MARKETING

This last quarter has seen further expansion of the RMAA Web page. The RMAA Product Directory is now available on-line. This means that we can now provide a comprehensive list of product and service providers, not only to our members, but to any organisation looking for records management expertise.

The Tasmanian Branch has now established their own web pages on the site, and Tasmanian members can access their Informaa Newsletter, together with information about local events and the Tasmanian Local Government Chapter.

In a meeting of State Marketing coordinators held during the Darwin Convention, the National Marketing Plan for 1999-2000 was reviewed, and input from the States was sought. Actions to be undertaken during the year include the

continued development and promotion of the RMAA web site; increased cross participation with other bodies in our industry; and increased promotional activities to raise the profile of the RMAA in other industry groups.

In undertaking the latter, the RMAA took a stand at the recent Facilities Management Exhibition in Sydney. NSW members visited many of the exhibitors to promote the benefits of RMAA membership, with considerable success. We will also be taking promotion of the RMAA at various related conferences throughout the year.

Don't forget to visit the RMAA Web site for information on events, products and services, Branch activities, membership, and links to other records and information management sites.

Conni Christensen ARMA

MEMBERSHIP AND STATUS REPORT

It was encouraging to receive a number of applications for upgrade to professional status. This year three applications were received and accepted to Member status and two applications were received and accepted to Fellow status.

To upgrade to **Member status**, the applicant must have considerable industry experience in a management position, as well as contributing to the development of the profession through innovation, training or promotion.

As the applications were of a very high standard, it was my honour this year, not only to recommend the applicants to the Board, but also to give them out in my first role as Federal President.

Congratulations to:

Stephen Renouf MRMA (NSW)

Kerrie Monzo MRMA (NSW)

Anne Cornish MRMA (VIC)

To upgrade to **Fellow status**, the applicant must have extensive industry experience in a management position, as well as showing leadership in the profession by advanced contributions to records management through lectures and articles and the submission of original research work.

Once again, the applications were of a very high standard, and it was my honour, not only to recommend the applicants to the Board, but also to give them out in my first role as Federal President. It should be noted that prior to these applications, there were only four Fellows in the Association. It was great to add two more Fellows, but also, the following two ladies are the first female Fellows.

Congratulations to:

Julie Apps FRMA (VIC)

Margaret Pember FRMA (WA)

If you wish to apply for upgrade and are not sure what is required, I encourage you to contact your State Membership Coordinator in the first place, or if you wish, you can contact me. New guidelines were adopted last year, where if you have undertaken formal records management studies, the amount of time for work experience has been decreased dramatically.

The Association's Membership Administrative Assistant is now a job share position. Cathy O'Brien and Sharon Hamon will be pleased to hear from you. You can contact them on our free call number **1800 242 611**. As from Monday 20 September 1999, the hours for the Membership Services will be: 8.30 a.m. to 12.30 p.m. and 1.30 p.m. to 5.00 p.m. (EST), Monday to Friday.

Chris Fripp MRMA, MAICD

EDUCATION REPORT

Following the AGM held in Darwin during the National Convention in August 1999, I was elected as the Federal Education Coordinator. I look forward to working with the respective Branch Education Coordinators and continuing the important work of this position. On behalf of the Board, I would like to thank Dennis Wheeler for his contribution to the Association, in particular to the Education Committee over his long term as Federal Coordinator.

Federal Education Committee Meeting

The Committee held its annual meeting in Darwin during the National Convention. Again, the main topic of conversation was Course Recognition. Although the recognition process was seen as a highly desirable activity by institutions, practitioners and employers alike, it was still experiencing a few teething problems. The Board has reviewed the administrative process with a view to reducing the time taken in the recognition process; that is, from application, through assessment, reporting, Federal Council decision, and ultimately, advising the institution of the result.

Competency Standards and Training Packages

A meeting was held on 10 September 1999 with the Business Services Training ITAB (BST) to discuss the priorities for development work within the BST Training Package. BST recognise the need for endorsed standards, such as the Records Management and Archives Competency Standards, to be incorporated into training packages as soon as possible. A project has been initiated to review and enhance the Records and Archives Competency Standards and to align the Standards to the Australian Qualifications Framework. It is anticipated that the revised standards will sit within the larger Business Services Training Package.

National Course Listing

A project to provide an accurate listing of all courses on offer across Australia in Records Management has been undertaken in recent months. A list of courses is included in this edition of the *Informaa Quarterly*. Those courses that have been granted RMAA Course Recognition status are highlighted accordingly. This list is also available on the RMAA website <<http://www.rmaa.com.au/>>.

SPIRT Recordkeeping Metadata Project

The Monash University-led research project, SPIRT Recordkeeping Metadata Project, in which the RMAA has assisted with funding, was established with the main objective being to develop a framework for standardising sets of recordkeeping metadata that can be attributed to records from their point of creation. The conceptual frame of reference for the development of the set is the records continuum model. The project is into its second year and for full details please check the website at <<http://www.sims.monash.edu.au/rcrg/>>.

Tina Howard ARMA

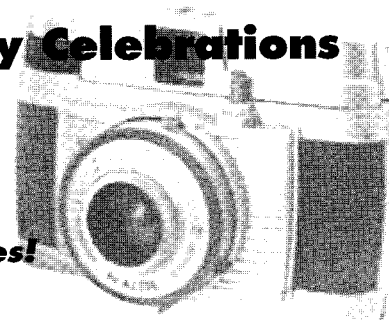
INFORMAA *Snapshots*

RMAA Christmas Party & 30th Birthday Celebrations

Date: Tuesday, 7th December 1999
Time: 6.30 - 11.30pm
Venue: South Steyne Floating Restaurant, Darling Harbour
Cost: \$40 per head

Fun Night of Food, Drink & Prizes!

Bookings: Sue Frost (02) 9698 8888



Branch Reports

WESTERN AUSTRALIA

The Branch held another successful breakfast meeting with 80 attendees at the Matilda Bay restaurant who heard a limited version of the paper given by Ken Ridley at the RMAA National Convention in Darwin, 'Professional integrity or integrating professionals'. Margaret Pember and I provided a run down on the successful Darwin Convention proceedings and some of the papers given.

The Western Australian State Records Bill 1998 has been temporarily withdrawn from the Parliamentary notice papers. We are advised that the Bill was withdrawn for the inclusion of Amendments, of which we have some detail. The appointment of the three Commissions as outlined in the previous version, is to be revised and we look forward to seeing the new version to check on all of the new amendments.

The Midnight Shredding Company of Victoria has created some interest here in the West with the current legislation under discussion. The newspaper reports on 'The alleged shredding of Victorian Government records' and Jeff Kennett's shredding exercise, are a matter of interest and concern as we had our own culling exercise in the past with little or no legal action being taken against the parties concerned. Congratulations go to the RMAA National Executive who deserve praise in the issuing of a joint ASA/RMAA press release in response to these newspaper reports.

The Western Australian Listserv is up and running, much to our delight. Many thanks to Vicky Wilson and the Edith Cowan University and its IT section for accommodating us on their www site. Some indepth discussion over the last few weeks on the listserv regarding Records Management educational matters shows a healthy membership interest in the profession.

The mentoring group held another successful meeting at Edith Cowan University Mt Lawley Campus on Wednesday evening 22 September. I was unable to attend but am informed the evening was a great success. The venue has been changed to the CBD with the next meeting scheduled for 26 October at the Library and Information Service of WA, 4th floor, at 5.30 p.m. This venue is close to parking, trains and buses. **Getting A Job**, is the area of discussion with Josette Mathers and Marita Keenan, the persons organising the evening.

Congratulations are also appropriate for our WA Vice President, Margaret Pember with her Status Upgrade from Associate (ARMA) to Fellow (FRMA) which was announced at the Darwin Convention dinner. Congratulations, Margaret.

A contingent of 17 Western Australians braved the 32 degree dry northern temperatures while Perth was wet and freezing, to attend the Darwin National Convention. Much was learned and good fellowship was enjoyed.

Thought of the Month:

Definition: KEEPER. n. 1. one who keeps, guards, or watches ... 6. a person in charge of something valuable, as the custodian of a museum, zoo, or any section thereof. 7. something that keeps, or serves to guard, hold in place, retain, etc. (*Macquarie Dictionary* 1987, 2nd rev. edn, Macquarie Library, Macquarie University, NSW, p. 953).

Question? Are we Recordkeepers or Record Managers? Is the Australian Standard AS4390 correct or not?

Laurie Varendorff ARMA

TASMANIA

Tasmania now has a Web page on the RMAA site and is using this to promote the Branch and associated activities including the Local Government Chapter.

At the request of members, the Branch is currently running a series of free seminars on Managing Teams. The first one was held last month and was well attended and received. Christmas functions for both Hobart and Launceston have been arranged for early December.

Tasmanian numbers were low in Darwin but those who attended the National Convention enjoyed the sessions and associated activities. Representatives from Tasmania attended the National meetings and have reported back to local members.

H J Saunders ARMA

AUSTRALIAN CAPITAL TERRITORY

As I start my term of ACT Branch President, I would like to take this opportunity to thank our former Branch President Julie Lenson for her tireless efforts and initiatives that contributed to the ongoing success of the ACT Branch over the last seven years. Many thanks Julie, from all of us on Branch Council. Julie is still actively involved in the ACT Branch as Vice-President.

On Tuesday 23 July 1999, the ACT Branch held its Annual General Meeting. Following the meeting Jill Caldwell from National Archives of Australia presented a paper on the current developments in the Records Management Standard AS4390. Jill forms part of a Committee conducting a review and preparing the Standard as an International Records Management Standard. Our thanks to Jill for her very informative presentation.

There were ninety-one attendees from the ACT at the National Convention in Darwin from the 29 August - 1 September 1999, the theme of which was *Who's Territory?* So, from one Territory to another, many thanks for a great Convention. It was an opportunity to renew friendships with members from other States, and make many new

acquaintances, building on that all important network. Thank you all for making a tremendous effort. Please pass on my personal thanks to your management/bosses for supporting you and giving you the opportunity for your professional development and personal growth. We are now all looking forward to the National Convention in Sydney, December 2000.

I would like to welcome two new Councillors to Branch Council. Jan Fisher, formerly from South Australia, and Ray Holswich formerly of the Northern Territory have transferred to the ACT Branch. Both have been active on the Federal Board, and in particular, Ray, as former Federal President.

As the year draws to a close and we enter the new millennium, I would like to take this opportunity to wish all ACT members and Branch a Happy Festive Season, remember the spirit of Christmas, enjoy, drive safely, and I look forward to seeing you in 2000.

Stephanie M Ciempka ARMA

QUEENSLAND

The seminar series, 'Building a Records System' continues to progress, with a minimum of 55 attendees attending each session. If you wish to attend future sessions, details of the seminars program can be found on the Queensland Branch web page <<http://www.rmaa.com.au/>>.

A State Government Chapter has been formed in Queensland and the Queensland Branch wishes the chapter well and supports their activities. A report from the Chapter appears below.

Queensland now has two chapters operating a Local and State Government.

The submission made to the Queensland Government regarding the new archives legislation, has resulted in the Public Records Bill 1999, being submitted to State Cabinet in the recent month. It is now hoped that the Public Records Bill will proceed to Parliament.

Queensland State Government Chapter Report

Over the past two months, Records Managers from 18 Queensland Government agencies have established a State Government Chapter of the RMAA.

The Chapter aims to highlight the strategic importance of best practice records management; supporting both the effectiveness and accountability of all government agency business activity and encouraging the appropriate and secure flow of recorded information between government agencies.

The Chapter will promote free, equal, and open exchange of records management ideas and information between Queensland State Government agencies and identify, establish and maintain national policies and standards in records management.

Newly elected Chapter President, Greg Ouglitchinin of Queensland Health, said he firmly believed 'that it is only through the formation of a group such as this that the status and professionalism of Records Management in the Queensland State Government will be progressed.'

Other agencies represented on the Chapter Executive include Equity and Fair Trading (Darren Quinn, Vice President), Queensland Police Service (Lyndal Hunter, Secretary and Terry Gurr, Assistant Secretary), Queensland Treasury (Matt Cranitch, Treasurer), Tourism Sport & Racing (Robyn May, Delegate to Branch Council).

Three sub-committees have been formed to address:

1. establishing a public record office and standardising records management across state government - policies, guidelines, standards and procedures;
2. implementing electronic document management and electronic records management; and
3. establishing standards for records secondary storage.

Record managers from all State Government agencies are invited to join the Chapter and to participate in the work of sub-committees.

Those interested in the activities of the Chapter should contact:

Terry Gurr (Assistant Secretary)
Queensland Police Service
Email: qpsadmin@bit.net.au
Phone: (07) 3364 6967

QUEENSLAND cont

RMAA Queensland State Government Chapter Council

RMAA Queensland State Government Chapter Executive



Standing:

Mary Brehaut (Premier & Cabinet), Matt Cranich Treasurer (Treasury), Ann Chase (Minerals & Energy), Darren Quinn Vice President (Equity & Fair Trading), Sally Algate (Education Queensland), Chris Larsen (Building Services Authority), Lyndal Hunter Secretary (Queensland Police Service), Greg Ouglitchinin President (Queensland Health), Irene Thompson (Queensland Health).

Matt Cranich Treasurer (Treasury), Darren Quinn Vice President (Equity & Fair Trading), Robyn May Chapter Delegate (Tourism Sport & Racing), Lyndal Hunter Secretary (Queensland Police Service), Greg Ouglitchinin President (Queensland Health) and Terry Gurr Assistant Secretary (Queensland Police Service).

Seated:

Russel Fraser (Queensland Transport), Glynis Irwin (Employment Training & Industrial Relations), Terry Gurr Assistant Secretary (Queensland Police Service), Robyn May Chapter Delegate (Tourism Sport & Racing) and John Carty (Queensland Rail).

Michael Hangan MRMA

SOUTH AUSTRALIA

Overall, it has been quiet in the South Australian branch over the past two to three months. It seems especially so after the flurry of activity in the first half of the year, however, the calm is merely an illusion. Plans are in motion for a demonstration morning with a well-known software distributor in October/November, a full day seminar is planned for February 2000 and of course, the traditional SA Branch Christmas Lunch in December, an event designed purely for networking.

The SA State Government Chapter held a very successful Workshop on Practical Electronic Records Management in August, run by Judith Ellis. It was attended by approximately 80 people and was well received.

Kristen Green ARMA

VICTORIA

During the month of November, the Victoria Branch and the Australian Society of Archivists Inc. are hosting the Archives and Records Management Week (ARM Week) to be held in Melbourne between 8 and 12 November. As previously mentioned, the International IT/21 Delegation involved in the development of the International Standard (ISO46) will be visiting Melbourne as part of their official duties. A committee, headed by Anne Cornish, was established to finalise the arrangements and to promote the week-long festivities, in particular, the one-day Seminar and Career Day scheduled for 12 November. Members, like associations and educational institutions were all invited to take part in the Seminar and Career Day, including a Yarra boat cruise; a great opportunity to meet the international delegates. Registration forms and programs were circulated during September and October and published on the Web.

The Sir Rupert Hamer Records Management Awards for 1999 will officially kick off ARM Week at a formal gathering on 9 November. The Awards are an initiative of the Public Record Office of Victoria, first held in 1998 for recognition of excellence and outstanding achievement in Records Management practices within the public sector. Once again, the Branch is proud to be the major sponsor of the event. The winner(s) will be presented with an official plaque by Mrs Lorraine Elliot, MLA, Parliamentary Secretary to the Premier for the Arts. Nominations closed on 24 September.

A review of ARM Week, including the winners of the Awards, will appear in the next edition of the *INFORMAA Quarterly*. In the meantime, good luck to all nominees!

Another exciting outcome this quarter was the successful resurrection of the Local Government Chapter, made possible by Ruth Edge, Moreland City Council, who accepted the role of Representative. The position has been vacant for the past two years - congratulations, Ruth! The first meeting of the Committee took place on 17 September to discuss the future direction and the purpose of the Chapter. The outcomes identified by the Committee are to invite members to partake in Chapter meetings, seek endorsement by Chief Executive Officers, adopt a round-the-table style of discussion, arrange speakers on topical issues, and adopt a more collective approach to sharing information. A meeting for all Local Government members is scheduled for 26 October. Ruth, thank you again for giving up your valuable time to coordinate the Local Government activities and to improve current service levels.

The Victoria Branch also recognises the level of commitment shown by Anne Cornish and Julie Apps, which is reflective of their recent upgrades in professional status. Anne was awarded 'Member' status and Julie 'Fellow' status. It is worth noting that Julie is the first female to be awarded 'Fellow' status. Congratulations to you both!

Sandra Pickett ARMA

NEW SOUTH WALES

At the end of June, our Branch Annual General Meeting was held and we thank those who attended. It followed a most interesting session from David Roberts on what has been happening at State Records since he addressed us nearly twelve months ago. In the course of the meeting, Eddis Linton pointed out that within a week of our AGM, the Branch would be celebrating its 30th Anniversary. After the AGM, the newly voted Council met to elect office holders with myself being re-elected to Branch President, Mary Hooker as Vice-President, David Lilley as Secretary and Chris Fripp, Treasurer.

We started the year with just two vacancies on Council with Tony Newton of State Records joining us, and both Ann Hampson and Greg Brace choosing not to nominate. Since then, Joy Siller has come back on Council and Glen Morgan of Workcover and previously the Department of Fair Trading, has joined. We now have a full Council for the first time that I have been a member of Council.

Our next members' meeting is on Corruption and Fraud on 12 October, with a speaker from the Independent Commission Against Corruption (ICAC). In November, we will be holding an industry showcase. We have set 7 December as the time of our Branch Christmas Party on the South Steyne, a former Sydney Harbour ferry now docked at Darling Harbour. If you want more details on this, then please ask.

The Branch continues its involvement with TAFE in NSW with the State Records Office. We have been assisting them in developing new courses in records management and will help promote them.

We continue planning for the 2000 Convention (which will be held in December). Work on drafting a program is at a fairly advanced stage and we are working on securing sponsors. A draft program was given out at the Darwin Convention. I should also take this opportunity to congratulate the Darwin organising committee for producing an excellent Convention. Darwin is a beautiful city and those who attended found it a very worthwhile experience, I'm sure.

I should also record the special award for lifetime contribution to records management to J Eddis Linton. The presentation announcement read as follows:

In the category of individual excellence, the panel has decided to include a special award. In recognition of the long and illustrious contribution to the profession, both within Australia and internationally, I would like to invite Eddis Linton to come forward to accept a special award for outstanding lifetime contribution.

For over 50 years, Eddis has been a major player in the field of records management. In his early records career, he formulated ideas about the need to manage business needs in an organised way and has developed and implemented these ideas including Keyword filing systems, inactive records storage and micrographic programs. He has published, consulted widely, been heavily involved in education and mentoring and was a founding member of the RMAA. Eddis has a deep and continuing commitment to spreading the gospel about all aspects of records and information management.

As Eddis was unable to attend, I had the honour of accepting it on his behalf. It will be presented to him publicly in the near future.

The Local Government Chapter continues to flourish under Chris Fripp and other very dedicated people.

Congratulations to Chris Fripp on being presented with an award for his Outstanding individual contribution to the records and information profession. We congratulate Chris too, on his election to Federal President.

My thanks again to my fellow Councillors who help make the work easier. Also, my thanks to the membership and other interested people who by their involvement continue to encourage and enthuse the Council. This new year is shaping as a very busy one with our regular activities and as we accelerate towards the National Convention in December 2000.

Geoff Smith ARMA

NORTHERN TERRITORY

Many, many thanks go to the 322 delegates who attended the 16th National Convention of the Association here at the end of August/early September. When the Convention was previously held in Darwin in 1991, we attracted only 170 delegates so the increase in numbers was very encouraging for both Darwin and the RMAA.

Events seemed to go very smoothly and many visitors to the Top End not only heard some great presentations but also took advantage of the legendary Territory hospitality, not to mention a climate which, at the time, was considerably warmer than anywhere else in this Great Southern Land.

A big thanks goes to Dr Ross Wilkinson of CSIRO/VERS who, during the panel session on the last day of proceedings, proffered, in answer to the theme of the Convention, Records Management - Whose Territory?, the statement "...it's users' territory". With a PC on virtually every desk (or a virtual desk on every PC!), this could be extended to say that records management is everybody's territory these days.

Speaking of proceedings, a thousand apologies go to those people who expected to take a copy of the Convention proceedings home with them at the end of the event. These will be distributed to all delegates during November (so by the time you read this, you may well have received your copy - if you attended the Darwin Convention, that is...!).

Some things you probably didn't know about the Convention (and, apart from the NSW crew who'll be running the show next year, probably don't want to know about, anyway...): the Convention Convener, a certain life-member of the Association (but who I won't name) decided to fly the coup and moved from Darwin to Canberra six months out from the start of the Convention - not a big problem as he still managed to maintain his usual iron-fisted control of events 3,500 kilometres away; the Convention Secretariat in Darwin sold up to a Melbourne-based company just three months out from the start, but this turned out to be a major blessing for us as they were quite superb in their ability to get things organised - most untropical, you might say...!

At times, there were only two of us on deck here in Darwin to look after all those things that can (and usually do!) go wrong in organising such an event, but it all worked out well in the end. It's fun in retrospect, and the feedback we've been receiving has been quite positive; well worth the effort. Sincere best wishes go to Geoff and his team in Sydney as they move up a gear or two in preparation for the 17th National Convention down there in December next year. We hope we've given you a hard act to follow, or at least raised the standard for the Association a little.

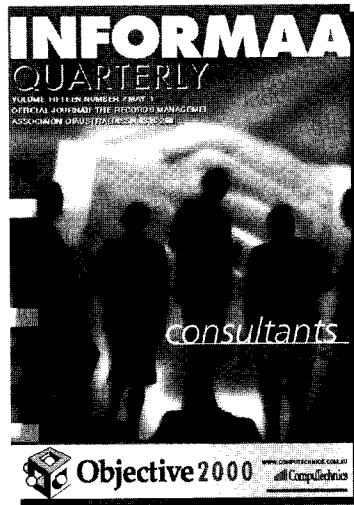
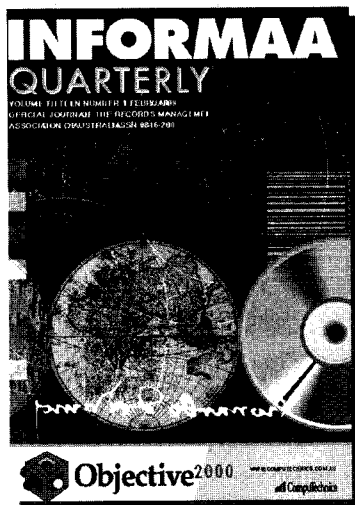
Barry Garside ARMA





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INFORMAA QUARTERLY

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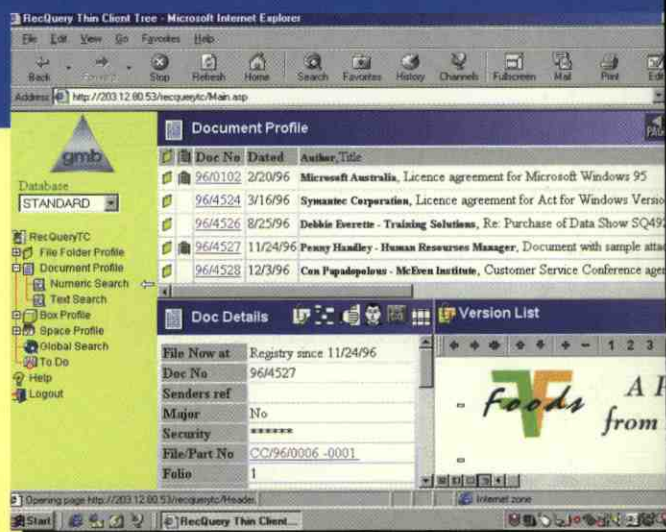
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