INFORMAA
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INFORMAA QUARTERLY

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Federal President's Message

At the time of writing this article, I have just returned from the 12th National Convention of the Association which was held in Melbourne from 18th-21st September 1995. The Convention was both an eventful and stimulating event, and was one which effectively demonstrated the strength of the Association.

This year the Convention was organised by a committee jointly headed by Julie Apps and Rosemary Kaczynski of Melbourne, and they and their committee once again demonstrated that a well led and motivated group of *volunteers* can organise a high profile function. This team was also supported at the Federal level by Ray Holswich and Alan Kavanagh.

Our 12th Convention was the best yet and turned out to be a winner for all members of the Association be they practitioners or vendors. This year the Convention attracted in excess of 570 delegates and 40 Trade stands which by any standard, is an excellent achievement.

The theme of the Convention focussed on "Redefining Records Management" and covered a diverse number of issues which included auditing records, organisational accountability, education, and restructuring and the diversification of records management. The quality of the speakers was good and it once again served to show that records management is a far more complex and demanding subject than one might think.
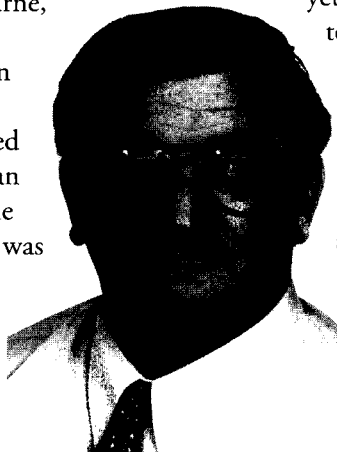
Of special mention was the quality and number of trade displays (the highest number yet), and the display area at Melbourne was perfect for the occasion. It offered vendors an opportunity to show-case their products and the success of the trade display again provided a clear demonstration of the wisdom shown by the Association in encouraging trade support at our Conventions.

The catering and social arrangements were by far the best yet and delegates were treated to an exceptional number of thoroughly planned activities and events. The entertainment provided at the Melbourne Convention showed the same degree of professionalism that was shown for the rest of the Convention planning. Of special note was the Dinner, where delegates and guests were treated to a spectacular night's entertainment.

I can only say that Melbourne will long be remembered for its absolute professionalism and its commitment to excellence.

Prior to the Convention, a two-day meeting was held by Federal Directors. This meeting was held on the preceding Saturday and Sunday. The aim of the meeting was to discuss matters related to the operation and management of the Association and included matters related to finance and the development and implementation of strategies for ensuring that the Association remains at the forefront of records management.

The Federal Directors actively participated in discussions on a number of matters directly related to improving the effectiveness and efficiency of the Association. Some of the changes were administrative but the majority focussed on the implementation of strategies and procedures for strengthening the position of the Association within the records management industry.

The major issues that we looked at included:

• A total revision of the Memorandum and Articles and the Regulations governing the Association.

• The adoption of a Marketing Plan.

• Workshopping the revision of the Status Guidelines.

The revision of our Memorandum and Articles and Regulations is a key initiative and the revision is seen as a means of introducing a new document which will form the platform which will propel the Association into a new era of professional competence and excellence.
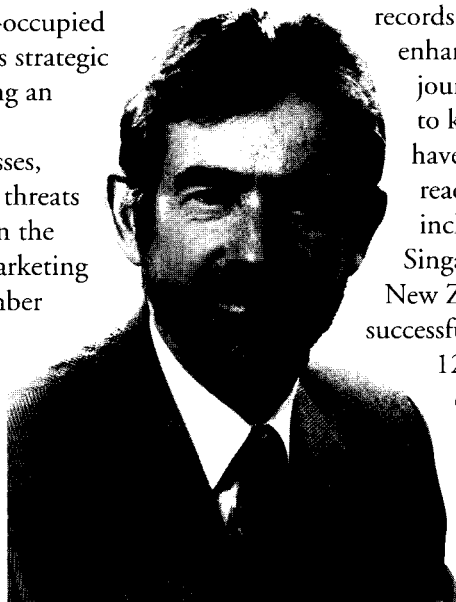
The Marketing Plan is a new incentive and its adoption by the Federal Directors has given the Association an excellent opportunity to produce and implement strategies directed at increasing our market penetration, looking at attracting new clients and improving our position in a niche market.

Lastly, a highly productive review of the Status Guidelines was conducted and this resulted in the revision of many current procedures. The review also established target dates and milestones for the completion and promulgation of this document.

Denis Comber, ARMA
Federal President
October 1995

Editorial

Over the last few years, the RMAA has been pre-occupied with a review of its strategic direction, including an examination of its strengths, weaknesses, opportunities and threats and culminating in the acceptance of a marketing plan at the September 1995 federal council meeting. As an organisation managed by volunteers we have achieved numerous milestones including a new computerised registration and accounting system, a mechanism to establish national competency standards for records managers and the enhancement of this journal. It is gratifying to know that we now have a growing overseas readership that includes UK, Canada, Singapore, Israel and New Zealand. The very successful staging of our 12th national convention in Melbourne highlights the fact that we have established a niche market for our activities, whilst the work achieved by sub-committees working on the draft Australian standard for records management sets the scene for our vision to be recognised as a national authority on the management of recorded information by 1997. In short, the RMAA has proved to be a successful organisation and will continue to flourish based on the dedication of our members and the leadership provided by the federal council. There are now, on the horizon, some interesting initiatives, which may well help to promote and develop your Association and records management in general. Look for details in forthcoming editions.

I understand the Chief Government Information Officer in Canberra is keen to establish a working group on records management systems. At last, it seems, the nexus between IT and records will be appreciated and its importance promoted.

In this edition we are pleased to offer an article on the Canadian experience of FOI and records management by John Bolton from British Columbia. With electronic records being so topical (and likely to be so for some time) it is interesting to explore some of the practicalities as enunciated by the research group from Edith Cowan University in Western Australia. George Smith from our editorial committee gives us his thoughts on the office of the future and finally, Marjorie Dalvean from the Victorian branch gives us some impressions on the convention.

Ken Ridley
Chair Informaa Quarterly
Editorial Committee

Freedom of Information and Protection of Privacy

Legislation Impacts on Records Management

John Bolton, MA, MLS, CRM

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East Africa.

ABSTRACT

Access to information and
protection of privacy are topical
issues in the world of information
management. Proclamation of
legislation dealing with one or both
of these issues can have significant
impact on the work of records
professionals. This article provides
an overview of the impact of the
implementation of freedom of
information and protection of
privacy legislation on the state of
records management in the Province
of British Columbia.

INTRODUCTION

In October of 1993 the Canadian
province of British Columbia
proclaimed its **Freedom of
Information and Protection of
Privacy Act** (FOI). Legislation
which, according to experts, has
been hailed as being among the best
of its kind anywhere in the world. It
is legislation which lives hand-in-
hand with records and information
management. In fact, the legislation
depends and operates on a solid
foundation of records and archival
principles, policies and procedures
which were either adopted or
developed by a central agency
known as the British Columbia
Archives and Records Service
(BCARS). Regardless,
implementation and administration
of this act has in the past, and
continues to have, significant
impacts on records management and
the individuals who are tasked with
records responsibilities.

These individuals include: the FOI
directors, managers and analysts
(DMIPs) directly responsible for
application and administration of
the act; Ministry Records Officers
(MROs), records and forms analysts
who are charged with responsibility
for records and forms management
operations and issues within each
government organisation; BCARS;
the records custodians at the local
office level; and finally the
individual creators of information
and records. For some of these
people, they owe their jobs directly
to the development, implementation
and daily administration of FOI.
All however, have felt its weight and
impact to one degree or another. As
well, all are still, after nineteen
months of operation, learning to
work and live with the legislation.

This paper is a review of records and
information management issues and
concerns that are consequences of
FOI.

FOI AND HOW IT OPERATES

When first proclaimed, FOI covered
only the main provincial
government bodies. These
government bodies, under the
legislation, are called "public
bodies". For each public body the
legislation recognises a "head",
whom it charges with the
responsibility of compliance.
Normally, these public body "heads"
delegate the day-to-day
administration of FOI to a DMIP
and his/her staff. Although, just as
normally, these "heads" take a active

role in authorising the release of information and in the public body's compliance with the act.

One of the Ministers and his/her ministry is charged with the role of reporting on the administration of the legislation on an annual basis. This ministry has formed an Information and Privacy Branch (IPB) and delegated it with the role of providing statistical data gathering, policy and legislation interpretation, and co-ordination services for the administration of some government-wide requests for information. Furthermore, to serve as a final agency of appeal, the legislation delegates an FOI Commissioner. Our first FOI Commissioner is Mr David Flaherty, who is recognised as an expert in the field of access to information and protection of privacy. The Commissioner, like an Ombudsperson, hears appeals to decisions by public bodies regarding FOI requests and passes "Orders". His powers are impressive and include informing the public about the act, authorising the collection of personal information, commissioning research and commenting on access to and collection of information.

In the FOI act's development stage it was decided that a three tiered approach be used for implementation. The first tier included all of the provincial ministries such as agriculture, education, environment, health and transportation. As well, tier one included all of the agencies, boards and commissions that were directly funded by the provincial government and for which a Minister had responsibility. It also included a number of crown corporations such as British Columbia Ferry Corporation, British Columbia Hydro and Power, and the Insurance Corporation of British Columbia.

Tier two was proclaimed in November of 1994 when the legislation was extended to cover hospital boards, municipal boards, police boards, school boards and all of the province's community colleges, institutes and universities. A third tier, to cover professional self governing bodies, is expected to be proclaimed in the fall of 1995. Tier three will include such groups as the College of Physicians and Surgeons of British Columbia; College of Teachers and the Law Society of British Columbia.

At this point, no plans exist to expand the scope of the legislation beyond tier three. However, the FOI Commissioner has expressed concerns over such topics as the "Information Highway", and "data matching". Obviously, there are different schools of thought on whether or not an expansion of scope is either necessary or wise. If such a move was made British Columbia would not be the first to do so. For example, the European Community has extended its FOI legislation to the private sector, and to a limited extent, so has the Province of Quebec. As well, the Canadian Standards Association is circulating a draft code on personal privacy. If adopted, this code will act as a standard against which private organisations could be measured with regards to access to and privacy of personal information.

When faced by the administration of a request for records under FOI, our ministry Information and Privacy office usually begins by asking two questions. The first question is, "Does the record exist in the Ministry?" In other words, is the records under our custody and control. If the answer is yes, then we proceed to our second question. If the answer is no, then either the records do not exist or possibly they belong to another public body. The second question is, "Can we release

the record(s) under the limitation of the act?" Since the legislation places a duty on the Ministry to assist the applicant with their request we must be, in exercising our responsibilities, diligent in trying to locate records that answer the applicants' request. We must also quickly obtain those records to review them before a decision can be made regarding their release either in full or in part.

Generally speaking, requested records are easily located within public bodies. However, under FOI we must consider whether another pubic body has a "greater interest" in the records. For example, Ministry "A" may ask that a financial audit be conducted on one of its programs. Often, these audits are conducted by a special audit group from Ministry "B". When the audit is completed a final report is prepared and sent to Ministry "A". Once the audit is completed anyone has the right to request a copy of the final report. Since the information concerns Ministry "A" and they have a copy of the final report it would follow that they would be the source to ask. Under our FOI rules, however, it is Ministry "B" who has the greater interest in the audit report because they did the work. When faced by these situations, the act allows for the transfer of requests between public bodies.

RECORDS MANAGEMENT FOUNDATION FOR FOI

Without a substantial and comprehensive records management program in place the FOI legislation would not be worth the paper it was written on. Records either could not be identified as existing, nor would they be obtainable from their place of storage. We, as records professionals, know that a comprehensive program starts with inventories, analysis, classification, retention scheduling, final disposition including destruction
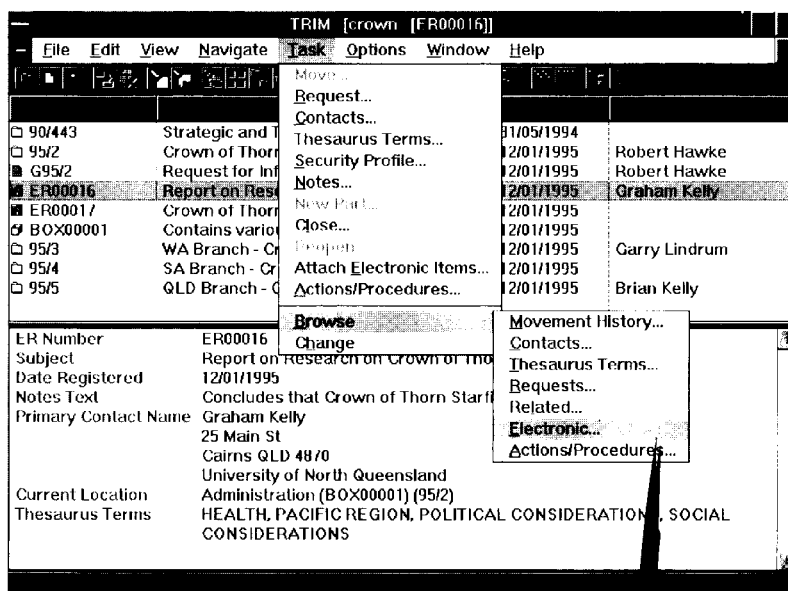
and archiving. A "life cycle" system has to be established to provide a foundation; a foundation upon which other records and information issues and work can be addressed

In the case of British Columbia, our records management foundation is based on two pieces of legislation. These are the Document Disposal Act (DDA) and the Interpretation Act. The Interpretation Act provides us with our definition of a record. It reads, "Record: includes books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by any means whether graphic, electronic, mechanical or otherwise". Then the DDA identifies that records of ministerial offices must not be destroyed without an approved retention schedule. These two documents provide us with the skeleton upon which the rest of our records management system is fleshed out.

To augment the above legislation, our provincial government has a number of "General Management Operating Policies" (GMOP). These policies include, amongst others, a definition of the role of records management, forms management and electronic systems management. As well, they include the designation and role of MROs, in effect, records managers. Although, specific job descriptions, responsibilities, and organisational placement of MROs varies widely across the nineteen government ministries. The GMOP policies provide a common thread amongst MROs through the development of an Inter-Ministry Records Officer Council (MROC). The MROC meets monthly to table common records management issues, to advance training and professional development, and to provide a mechanism for airing concerns

and/or problems between Ministries or across government.

The central agency, BCARS, has responsibility for the DDA and for assisting the MROs. BCARS provides a number of services including facilitating and coordinating the transfer of records to off-site storage, development of general records management policies and procedures to be used by all government offices, and administration of the provincial archives. This agency is also responsible for the development and administration, including monitoring and review, of our government-wide integrated records and archives management system.

FOI IMPACTS ON RECORDS MANAGEMENT

The following are impacts and/or issues and concerns that have direct connection to the FOI legislation and its implementation and administration.

1. With the proclamation of FOI, it was decided that the public should be provided with an index of records typically created and/or collected by the provincial government. Creation and publication of this index, the "British Columbia Directory of Records," required an enormous amount of records work. This included inventories, indexing, data gathering and input into a database, and lots of cooperation and liaison. The current directory of records is a three volume edition which does not even identify each specific record type. Rather it describes, ministry by ministry, branch by branch, the mandates and typical records created and/or collected by these offices. This includes identifying both paper and electronic media. The directory is provided free to all public libraries and is scheduled to be available on the Internet.

2. The FOI legislation provides a timeline for compliance. For each individual FOI application, a 30 calendar day time clock starts ticking on the date the application is received by the public body. According to the government-wide procedures developed for FOI administration, the records are to be identified, located and delivered to the appropriate DMIP for review within 5 days. Meeting this timeline depends on efficient retrieval processes and control measures such as accurate classification, adequate indexing, sound records management policies and procedures, and ongoing training. Without these things, and considering the thousands of FOI applications that the government has handled since proclamation, FOI administration would be an overwhelming problem.

3. Since FOI allows for the transfer of requests it places the onus on DMIPs and their staff to have a good knowledge of the work and records holdings of all other government offices. This knowledge certainly comes with years of experience in government, but it also comes from co-operation and liaison between DMIPs and MROs.

4. Within the British Columbia records management system, we designate an "office of primary responsibility" or OPR for the office, that must take primary responsibility for creation, collection or use of the record/information. Any other office that has and/or maintains a copy of the record/information is designated a non-OPR. Financial records, such as invoices provide an excellent example of this concept. This record may be sent to a program office for review and authorisation. The office may keep a copy in their files as verification of some contract or program activity. We would call this copy and office the non-OPR.

Meanwhile, a copy of the record (invoice) is sent to the financial services branch, or OPR, for final action and payment. In this system the financial services branch is the OPR, based on our financial management policies and procedures.

This issue of OPR and non-OPR offices can create FOI concerns. Often the requester will ask for "all the records relating to a person or topic". It is important that the DMIP identify the OPR office in the hope of collecting the main government records relating to the person and/or topic. It may also be important that the DMIP review and/or collect all other copies of these records from non-OPR offices. Other concerns arise when records are altered in some form such as ancillary notes placed in the borders of a page.

5. The FOI act requires a minimum one year retention period for personal information if that information has been used to make a decision that directly affects an individual. This factor must be considered before any personal information is collected. It impacts on surveys, as well as records storage, maintenance and disposition. Furthermore, the FOI act also implies that operational case files containing personal information be kept no longer than is necessary, and that valueless information be destroyed quickly.

6. Once personal information has been collected that information must be designated a Personal Information Bank (PIB). This requires additional indexing work to be done. As well, these PIBs also require appropriate security measures be applied. In fact, the act states that, **"a public body must protect personal information by making reasonable security arrangements against such risks as**

unauthorised access, collection, use, disclosure or disposal". Accomplishment of this task requires DMIPs and MROs to review current practices within their public bodies, make recommendations about changes and/or improvements, and provide suitable training to staff for them to fully understand the security requirement imposed by FOI. In some instances this requirement has necessitated a rearrangement of records, i.e. from a direct access alphabetical by name arrangement, to an indirect access numerical arrangement with the aid of an index(es).

7. The FOI act places a qualifier on the collection of information and has direct impact on forms design and management. Under FOI, the collection of personal information must be authorised by law, collected for the purposes of law enforcement, or must relate directly to a program

or be necessary for a public body to run a program. This requirement has resulted in a general review and updating of public body forms. Only absolutely necessary information is to be collected. As well, when personal information is collected it must be collected directly from the individual for whom it concerns and an explanation for the collection and use of the information must be provided. Generally, forms review has not been a bad thing, but certainly it has resulted in a significant volume of work and cost.

8. Under FOI, normal disposal of records according to approved retention schedules must be suspended when an FOI application request is made for those records. This requirement means that excellent channels of communications must be in place

between DMIPs, MROs, BCARS, and under some circumstances program offices that have been authorised to shred/destroy transitory or other records materials. Furthermore, it requires that the system has policies and procedures in place to accommodate such stoppage.

9. A fundamental purpose of FOI is to make public bodies more open and accountable by providing the public with records on request. To assist in accomplishing this task a directory of records was produced. In addition, public bodies are encouraged to review the records/information they create and/or collect and to identify in a list all the records/information that can be routinely provided without a formal FOI request. Production of such a list requires the help and input of the DMIP, MRO and program staff.

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10. The legislation creates a records creation issue as well. Under FOI, a public body is required to create a record from a machine readable database even if that record would not normally exist.

Beyond these points there are other issues that arise from the implementation and administration of FOI. A big concern is the use of electronic mail. On a network system such as ours the original created e-mail message resides on a mainframe machine and not on a personal computer where it was drafted. This creates an issue with confidentiality and security. As well, we all recognise the fact that once created, an e-mail message may be re-transmitted in whole or part, without the knowledge or consent of the originator, which compounds the issue of confidentiality and security. Another issue is that FOI requesters soon learn that "cc's" in the addressee area of an e-mail may mean that other individuals are collecting information on them, or are in some manner influencing decisions impacting on them. We, as administrators of FOI, have learned that this factor can create a wide spreading web of records. A web which is hard to control, monitor, and in some cases access.

The issue of audit trails has become very topical. These audit trails verify such things as records destruction, records searches, records inventory, records reviewed, and records released. The FOI Commissioner has in one of his orders reprimanded a public body for its poor work in identifying all the records relating to a specific request. This reprimand occurred because the public body kept poor audit trail records of their actions in complying with the FOI request and the legislation.

CONCLUSION

These are not all of the consequences and issues that have impacted records, forms and information management since the proclamation of FOI. They are rather an overview of most of the major impacts. Other issues and concerns arise on a day- to-day basis as we all learn to live and work with this new legislation. Generally speaking, the work and status of records/information management has improved and progressed significantly from the pressures of FOI. Significant monies have been spent on classification and retention scheduling work. Many jobs have been created and filled to handle records and FOI administration and other work. Moreover, the community of professionals dedicated to this work has recognised sizeable benefits. Without a doubt, FOI has made its mark on our work and lives. A mark that is welcome and graciously accepted.

The Office of the Future

by George R Smith ARMA

George has been a member of the SA Branch since 1979 and was granted Associate status in 1981. George represented the Association on the COMTEC committee in 1983-84, coordinating a series of one day seminars. He is currently chair of the branch education sub-committee and a contributing editor to the Informaa Quarterly. He was a federal director for the period 1989-94. George is a distance education student at Curtin University of Technology, studing towards Bachelor of Applied Science (Records Management) degree. He lectures in records management at TAFE part-time.

ABSTRACT

Change, especially technological change, is and will continue to be an important factor in considering the office of the future. Technological change will continue to impact on office design and utilisation in many ways. Today's and tomorrow's hardware, applications and communications facilities will very nearly support the paperless and personless office. However, our cities will continue to be the business and social hub of civilisation because our business people are driven by a social imperative to congregate.

INTRODUCTION

The office of the future is being formed and moulded by a combination

"... of information abundance and increasingly free computation and bandwith" (Karlgoard, 1994: 78).

There is a trend supported by this technological change to reduce the number of office workers on site (both clerical and professional) by means of work sharing and telecommuting. The technology does and will continue to support a significant reduction of reliance on paper records. As time progresses increasing proportions of transactional records will be created and available on line in realtime for the office workers of tomorrow. A natural corollary is that an increasing proportion of the population will have less need to visit the central business district for business purposes.

CHANGE

Change, like growing up and growing old is a fact of life. It is perhaps given more recognition today than it had in the past because change seems to happen more frequently. It is only in the past decade that apprenticeships have waned in popularity as a means of providing a skilled work force in manufacturing (Australian Bureau of Statistics 1984: 207, Australian Bureau of Statistics 1994: 136). This is (at least partly) because of the rapid rate of change in technology and manufacturing techniques. It is now less likely that

an organisation will train apprentices in the traditional sense (i.e. 4 or 5 years paid on the job training combined with day release for formal education).

There has been a major shift in the balance of the Australian paid workforce, particularly noticeable since about 1947, away from manufacturing and tertiary industry into the arena of the "information worker" (Australia, House of Representatives, 1991: 6-7). Further, there is a running together of job components that tends to confuse the way an occupation is described.

The increased use of new technology is blurring the distinction between what used to be well recognised divisions. This blurring is more than the traditional "mechanical engineer" description of a facet of engineering. Today's clerical worker or professional is also likely to have at least a working knowledge of computer applications such as word processing, spreadsheet or database. The traditional secretary has been redeployed away from typing and word processing jobs into the clerical or para professional vocations.

Rapid technological change, especially since the late 1970s has forced significant alterations in the way we do business, and consequently in the administration of the office. The ledger and the register painstakingly maintained in a labour intensive manner have been overtaken by the personal computer based spreadsheet and in many cases the corporate data base. Managers and professionals no longer prepare their correspondence and reports in longhand to be transcribed by the steno secretary or the typing pool. While the paperless office is still a promise for the future, a growing

quantity of records and information is maintained on PC or corporate database with online access available to staff as required. The emphasis is on shared information and delegated authority.

The 'traditional' computer was seen as the domain of the information technology people. Running on a mainframe costing millions, in splendid isolation in its air conditioned rooms, the computer was master. Its servants, the computer systems people acted as a barrier between the machine and staff rather than as facilitators or service providers. The analytical and programming effort to change or introduce new applications was so substantial as to inhibit innovation from a tactical business view. The event of the personal computer in the office changed all that very quickly. The PC and the ubiquitous turnkey application package provided flexibility

for the clerk and knowledge worker. This new freedom provided the impetus for business to look at different ways of using the variety of machines and peripherals in relation to business strategy.

Increased sophistication of PCs and programming languages, coupled with improved methods of communication, added flexibility to the ways they are used. While many large scale business applications run on dumb terminals operating off a corporate database, other organisations operate a network of PCs, some of which may interface with the corporate database. These networks not only deal with operational transactions but also facilitate administration by providing internal communications, word processing and information storage and retrieval services. It is the convergence of telecommunications and the

consequent blurring of function of office machinery that will take us into the office of the future.

TRENDS

Technology in the office does not only apply to office machines and clerical functions. Technological changes have significantly affected office environment control and management; from lighting and air conditioning to furniture and fitout. Energy efficiency in an atmosphere of increasing community awareness of environmental issues is an important element in the corporate strategy for reasons of cost containment and public profile.

As office practice and clerical or communications functions change so will office layout and lighting. We have already seen a trend away from open plan (the typing pool and production line clerical functions) to the semi privacy seen in many new

style work stations. Computer control of air conditioning, lighting and security aspects in office buildings is increasing effectiveness of staff and economy in energy usage.

Flattening of administrative organisational structures and consequent decrease in staff numbers is also affecting accommodation arrangements. The consequent

"... concern with the economical use of space is having an impact on the design and development of new buildings" (National Business Bulletin, July 1993: 47)

focusing a trend towards flexible modular shared offices. This office sharing facilitates part time work and office work time for home workers by providing office accommodation and social/business contact during office hours.

The new office of the future is liable to be purpose designed and built with computer/telecommunications facilities in mind. The preponderance of computer terminals and other office equipment not only impacts on heating/cooling and lighting, but also on underfloor or above ceiling space to accommodate wiring for power and communications.

Despite increasing use of imaging and other electronic records keeping

the paperless office is very slowly emerging. A recent US survey by AIIM suggests that around 95% of business records are still on paper (MacDonald, 1994:41). Even if these figures are slightly misleading for Australia the office of the future will have significantly less accommodation for paper records.

Many governments have recently conducted enquiries and introduced legislation dealing with electronic records (Hilvert, 1995: 25; WA, 1992; SA, 1991; Australia, Department of Finance, 1994 for example). They deal with records and information handling (and hence impact significantly on the business community and office environment) and attempt to come to terms with the trend away from paper records. The US government (especially the Department of Defence) has been trading electronically by Electronic Data Interchange via an electronic records/communications system called CALS (Computer Assisted Logistics System) for some years. The Australian Department of Administrative Services is in the process of introducing an EDI based acquisition system for the Australian Government. Many other Commonwealth government agencies are adopting sophisticated computer systems to facilitate their contact with the business community and are increasingly encouraging their clients to conduct business

electronically (electronic lodgement of tax returns, electronic lodgement of customs clearances for example).

TECHNOLOGY

In discussing a vision for office integration eight key terms or effects need to be considered. These are: convenience, reliability, availability, control, quality, flexibility, protection and invisibility. Fitzgerald (1984:28) found significant deficiencies in the available computers, systems and communications of the day. Like today's users he was concerned with what he referred to as the 5 Cs: continuity, compatibility, congeniality, control and cost effectiveness.

Today we discuss office technology in terms of

"the knowledge worker - a multi skilled user of information from a variety of sources available at the desktop..." (Pratt, 1994:3).

Tomorrow, and increasingly in the future that knowledge worker will not be desk bound - either at work or at home. Today's portable or laptop computer, combined with a modem and cellular phone make him or her virtually independent of physical location. We are currently seeing the convergence of computer power and telecommunications channels facilitated by systems compatibility via international standards.

Local area networks, wide area networks and the Internet operating on a variety of means of communication ranging from direct contact via ISDN telephone lines or satellite link are all current means of facilitating access to information or transactional records (Corner, 1989:79). Electronic mail is no longer confined to the corporate network - in reality it has not been so bound for many years for users in the tertiary education field.

THE FUTURE OFFICE

"... computer facilities and communications bandwidth become boundless, people will live anywhere they like while working on the networks with anyone they please...they will flee the cities" (Karlgoard, 1995:76)

This is a very radical view of the future office which addresses many business and social effects of the impact of the new technology. I

have no doubts that many people will "telecommute" from home several days a week. Many current jobs are perfectly suited, from a technological point of view, to be carried out at home or at least away from the traditional office. It is both technically possible and cost effective. It, no doubt, suits some people because of their peculiar circumstance to work from home.

The statistics relating to paper based records, based on quantity in storage rather than quantity currently created, misrepresents the facts about many major organisations' dependency on electronic means for the creation, storage and retrieval of their current transactional records. Evidence legislation is being amended to cater for this move away from traditional paper records and their forensic evidential component (SA, 1991). Many scientific journals are no longer produced in print copy because of the cost for

small print runs and the time delays inherent in distribution.

No doubt part of the rationale for the Internet (and Australia's AARNET) was the urgency for the research and development workforce to communicate ideas and seek feedback and reinforcement from a widely scattered but relatively small community. The library profession has been attempting to come to terms with the bookless library concept for some years. (Browning, 1993:1). While it is conceivable that the research and development type of library users will be well served by the electronic library other users will not be serviced adequately.

Apart from the technical aspects of telecommuting, there is an important social need to be met by face to face contact in the work environment. Despite current capacity and future enhancements in computer power and
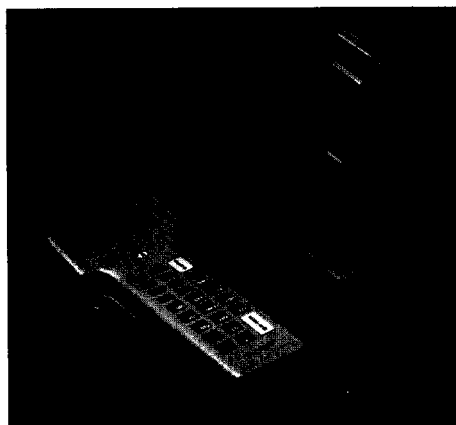
telecommunications, online access to current and historic information, virtual face to face video conferencing, EDI, etc. We will continue to maintain a physical office presence because man is a social animal. The office of the future may be more compact because of a smaller day to day (and changing) occupancy rate, but will still exist to provide the human interaction necessary for innovation and rational conduct of business in what will continue to be an urban society.

CONCLUSION

The office of the future is caught in a technology push/social pull situation. Technology in the form of computer power and sophisticated communications will allow business to operate from a minimal sized office. The organisation still needs a technology hub to house the computer and its staff. This is probably all that is needed in a physical sense. However, not all businesses are office dominated, not everyone is an office worker prepared to isolate themself from fellow workers and the society of human relationships in an organisational atmosphere. The office of the future will be smaller, smarter and have a mix of part time, full time and home workers occupying it on any given day.

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Are your products in the RMAA Product Directory?

The "RMAA Product Directory" is the most comprehensive listing of records management products and services available in Australia.

Product lists are under the headings:

- Bureau Services
- Computer Systems
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- Filing Systems
- Micrographics
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- Reprographics
- Restoration
- Stationery - Filing
- Storage - Secondary
- Storage - Systems
- Training

Inquiries: Rosemary Kaczynski
Tel: (03) 417 3738

The 1995 National Convention in Melbourne

1.

How and What it Was *by Marjorie Dalvean*

The World Congress Centre, Melbourne, was the venue for this year's RMAA National Convention.

At the welcome cocktail party the first thing you noticed was the buzz in the air. There was a high level of anticipation and excitement, an unmistakable atmosphere created by people who were about to participate in three days of action-packed, information-sharing at the highest level people who knew that they were going to enjoy every minute of it.

This was the twelfth National Convention of the RMAA. It was the culmination of the efforts of RMAA members over the past three years. Successive convention

planners have consistently responded to members' expectations in assembling speakers, vendors and social events to present a bigger and better convention each year. The 1995 convention, sponsored by Document Security and Price Waterhouse Urwick, continued that tradition, attracting over 640 participants and over 40 trade stands. This convention drew the largest number of delegates to date, but that doesn't tell the whole story. Many delegates said that they had attended the convention each year for the past several years, travelling from all states of the nation, and this continuing interest is what attests to the value and relevance of the National Convention to RMAA members. One first-time delegate,

who had waited years for his company to finance an interstate trip to Melbourne, remarked, "I'm going to next year's, even if I have to pay myself." Now there's a benchmark for a successful event!

Of course, a convention doesn't just happen. You need a team with vision and determination, consisting of people who are competent practitioners in the field of records management, who understand the needs and expectations of those attending as delegates or vendors. All the elements of the convention the choice of venue; the spacious World Congress Centre; the choice and sequence of leading-edge speakers; the Trade Exhibition; the social events; the gala dinner; the welcome and farewell cocktail

2.

3.

REDEFINING
RECORDS
MANAGEMENT
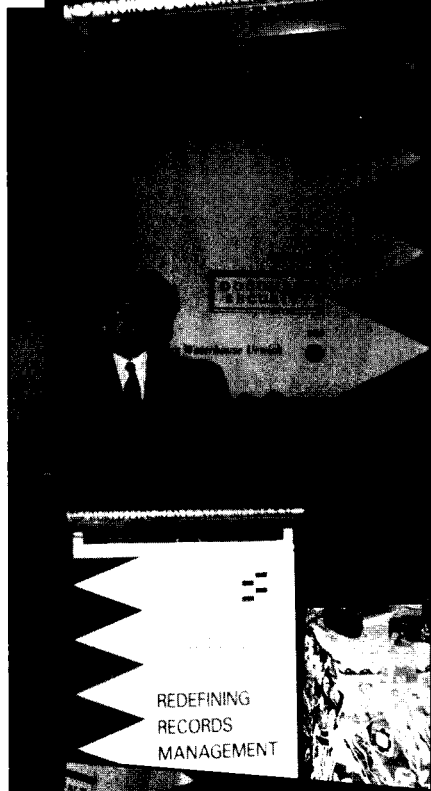
4.

parties came together to induce a lustrous three days: exhilarating, informative, motivational, and somewhat exhausting. Is it any wonder then that delegates return for more each year?

Officially opening the convention, The Honourable Haddon Storey, Victorian Minister for the Arts and Minister for Tertiary Education and Training reaffirmed the need for effective management of records and archives as the core of business activities.

The master of ceremonies, David Moldrich, then welcomed a special guest who resembled a well-known prime minister and who entertained delegates and official guests with his insight and knowledge on a significant range of subjects, including managing records. Professor Ashley Goldsworthy, the keynote speaker, next to speak, remarked that it was a hard act to follow. As Professor of Leadership and Dean of the School of Business at Bond University, Professor Goldsworthy nevertheless accepted the challenge and gave an impressive and thought-provoking address which aptly invoked the theme of the 1995 convention, *Redefining Records Management.*

In discussing the importance of information technology (IT) in managing information "as an essential facet of the business, as an integral part of the business plan and as a strong competitive weapon", he warned that "The 'I' in 'IT' is much more important that the 'T'." In the past, he said, the focus was on the technology instead of the information. The emphasis was on "the sizzle rather than the steak". Discussion further developed concepts of the changing role of information managers in a business environment where public and private businesses demand that

"information has to be integrated into the business decision-making process". Professor Goldsworthy considered these changes to be a major challenge.

"The management of change is a difficult task but one in which information plays a critical role. The effective change manager will be the one who, amongst other things, has effective control of information management."

Professor Goldsworthy's use of the term" information management" as synonymous with "records management" sparked some comments at question time at the conclusion of the presentation. The debate apparently continued to sizzle throughout the convention, to emerge again at the Panel Discussion, an open forum at the close of the proceedings on the last day. Interaction between the speakers and audience, at the end of presentations continued throughout the convention. This was a measure of the relevance of topical papers delivered to a responsive and articulate audience and showed the degree of involvement information workers brought to the profession.

For three days delegates listened to papers presented by information professionals, summoned to the auditorium by the theme from the movie 2001. The music of Richard Strauss suggests challenge, discovery and enlightenment-a theme to carry delegates through the following days of activities.

The Program Committee, well aware of the range of work and enterprises RMAA members were involved with, chose papers that represented all aspects, issues and concerns regarding records management. They gave advice and sounded warnings; they covered theory and practice for all types of organisations- government at all levels, and private enterprise-and

practitioners. Topics included management of change, re-engineering, education and training, legal accountability, implementation of technology, records management standards, the records continuum, threats and opportunities in records management and case studies. All papers were excellent in presentation and content-many drew spontaneous applause in appreciation of the comments and observations made.

Workshops are designed to be interactive. As one participant exclaimed; "They lock you up and make you think". There were two workshops. In *Management of Change in an Electronic Environment,* facilitators guided two groups through a hypothetical situation where staff and management of a large paper-based organisation were facing a change to an electronic environment. Workshop 2, examined the development and effects of the National Training Agenda's competencies standards on records management education and in the workplace.

A convention is often judged by its intellectual content. Guests numbering 450 at the gala dinner (sponsored by Brambles Records Management), tried to remember this as they watched Bridgette Stephens from the South Australian company, Santos, lying at the feet of a manic Hungarian juggler called Pasha (renowned for his clumsiness), as he juggled a very large, very sharp cleaver with his juggling pins. Pasha, with patter and pins, was part of the evening of entertainment that accompanied the food and wine served in a candlelit marquee inside the World Congress Centre. Talk at the tables ranged from life and the universe to records management, but mostly records management. What else would you expect? When sitting next to a person who actually

understands what you do during working hours, the conversation must eventually turn to common interests.

Proceedings included a presentation by co-convention co-ordinator Julie Apps, of a return airline ticket, courtesy of Ansett Australia, to a lucky person randomly chosen from the list of delegates. And the winner was Mary Hooker from the NSW Teachers Federation. The band tuned up, with David Moldrich on keyboard, literally wearing a different hat, and the dancin' and rockin' lasted till midnight.

Large groups attended the Chinese banquet or the theatre restaurant as optional events on the other nights. Some attended both.

Delegates who were questioned, gave the main reasons for attending the convention as: listening to the presentations; networking, and keeping up with the latest services

and technology by visiting the Trade Exhibition.

The Trade Exhibition was a relaxed and friendly place where visitors could explore and take time out to ask questions. Several stands had comfortable chairs for longer chats. There were games and competitions, a mystery trail and giveaways; but, best of all, company representatives at each stand were approachable, friendly and knowledgeable about their products in relation to records management. It was a good idea to have all refreshments and lunch served in the exhibition area. With plenty of space to accommodate delegates and displays, it became a dual-purpose environment with a party atmosphere.

The 1995 Convention Committee decided to continue with a best-stand award, which originated in Adelaide last year. Judges were impressed with the standard and creativity, suitability of design

relative to the area and the friendliness and expertise of the representatives. The prize was awarded to Logical Technologies.

Several hundred visitors from the wider business community attended the exhibition, attracted by an invitation of free entry, through advertising placed in professional journals and newspapers. Inclusion of this wider market was seen as a positive step in introducing the RMAA to those who were, until then, unaware of its existence.

The RMAA appreciates and thanks all sponsors and participants in the exhibition for supporting the convention, and by their presence, supporting the RMAA and records management.

Victorian Branch president, Rosemary Kaczynski, would like to thank everyone who helped and all who attended, for making the convention such a memorable success. Rosemary would also like to wish a similar success to the team in Canberra who are fine-tuning preparations for next year.

The ACT Branch of the Records Management Association of Australia invites you to attend the 1996 RMAA National Convention, *Re-engineering the Electronic Records Future* to be held on 8-11 September at the National Convention Centre, Canberra. The Canberra team promises to present another glittering affair, this time with international speakers and participants. We hope to meet you there.

Registration circulars are available from RMAA Convention, C/- ACTS, GPO Box 2200 Canberra 2601.

A set of the excellent papers presented during the 1995 convention is available from the Secretary RMAA Victorian Branch, GPO Box 2270U Melbourne 3001 at a cost of $50.

Picture Reference

1. *The Auditorium for Plenary Sessions*

2. *Professor Ashley Goldsworthy - Keynote Speaker*

3. *Dr Michael Barrett*

4. *Judith Ellis - Chair of Panel Discussion*

Duties and Responsibilities of the Company Secretary (Public Officer)

The Records Management Association of Australia (RMAA) is a public company limited by guarantee under a section 383 licence of the Corporations Law and, as such, is required to provide the Australian Securities Commission (ASC) with information on the financial circumstances and current directors of the Association.

The following extract from the Corporations Law details of the type of company and reasons for the licence under which the RMAA operates:

Omission of "Limited in names of charitable and other companies.

383 (1) Where the Commission is satisfied that a proposed limited company:

a) is being formed for the purpose of providing recreation or amusement or promoting commerce, industry, art, science, religion, charity, patriotism, pension or superannuation schemes or any other object useful to the community;

b) will apply its profits (if any) or other income in promoting its objects; and

c) will prohibit the payment of any dividend to its members;

the commission may (after requiring, if it thinks fit, the proposal to be advertised in such a manner as it directs either generally or in a particular case), by licence, authorise that the proposed company to be incorporated as a company with limited liability without the addition of the word "Limited" to its name

As a public company the RMAA has the responsibility to provide several organisations with information relating to the directors of the company (ie the members of Federal Council) and our financial position. The Company Secretary is the Associations official contact point for these matters. On the other hand, the Federal Executive Secretary is responsible for the business and administration of the association itself and its activities. The Company Secretary maintains appropriate contact with the ASC,

our Registered Office (RO) and the Australian Taxation Office (ATO) and ensures all forms are completed and lodged at appropriate times.

The Company Secretary is also required, on occasions, to provide official rulings on the Memorandum and Articles, through contacting the ASC or RO as appropriate. These situations are comparatively rare and arise through different circumstances.

Another responsibility of the Company Secretary is to sign the annual Tax Return which is prepared by the Auditor. The Federal Treasurer has the responsibility for actually lodging the tax return with the Australian Taxation Office.

Finally, as part of the administration of the Association, the Company Secretary also maintains a register of assets and one of convention speakers and topics for the Association.

Trevor Little & Co
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Registered Office (RO)

The RO is the RMAA door to the public. As the RMAA is a public company, a copy of the Annual Return, as lodged with the ASC, and the membership register for each Branch as at 30 June of each year are required to be available for

viewing by the public although, to date, this option has not been utilised. Members are entitled to inspect the Statutory Registers without charge. For non-members there is a fee which is set out in the Corporations Regulations.

The RO is currently located with the RMAA auditor -

Trevor Little & Co
6 Harvey Place
MENAI NSW 2234
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Investigating Electronic Recordkeeping in Western Australian Public Sector Agencies

Vicky Wilson
Karen Anderson
Mark Brogan
Dr Arshad Omari
Lorraine Smith

ABSTRACT

*D*uring 1994, the Archives Research Group of the Department of Library and Information Science at Edith Cowan University received a grant to conduct preliminary investigations into electronic recordkeeping practices in Western Australian public sector agencies. The Electronic Recordkeeping Research Group was established in July, 1994. The following is a report on progress as of July 1995. A fuller version of this report is available on request from Vicky Wilson.

Karen Anderson is a lecturer at the Department of Library and Information Science at Edith Cowan University in Perth Western Australia where she is the course coordinator of the Graduate Diploma of Science (Archives Studies). Her research interests include electronic recordkeeping and a doctoral project in linguistics.

Mark Brogan is a lecturer in archives studies at Edith Cowan University. He has developed CD-ROM based courseware for distance education and his active research interests include electronic recordkeeping.

Dr Arshad Omari lectures in multimedia, information technology and computer graphics at Edith Cowan University. His research interests include expert systems, multimedia and applied networking, focussing on the use of the Internet as a means of delivering course materials.

Lorraine Smith is Foundation Records and Archives Manager for Edith Cowan University. She conducts guest lectures in records automation for the University and maintains a particular interest in electronic recordkeeping in public service organisations.

Vicky Wilson is a lecturer at Edith Cowan University where she teaches records management, information science and information services management. Her research interests include electronic recordkeeping and information literacy for distance education students. Vicky is heavily involved in developing distance education courses for records section personnel.

INTRODUCTION

The Electronic Recordkeeping Research Group started its investigations from the premise that there is a need to build in greater levels of accountability into electronic recordkeeping systems in Western Australian public sector agencies.

The electronic document management systems (EDMS) that are being developed to meet the information management needs of the business community provide efficient support for business activity, but they do not address the evidentiary nature of records or the need for accountability, particularly in public sector agencies. To meet the needs of the organisation for efficient and timely information, EDMS are specifically designed to provide data that is non-redundant, timely and reusable. In contrast, an electronic recordkeeping system that has been specifically designed to preserve records for the purposes of evidence and accountability does exactly the opposite (Bearman, 1994 p.2). The dilemma for records managers and archivists is the marriage of these two disparate elements.

For its preliminary exploration, the Electronic Recordkeeping Research Group surveyed government recordkeeping to develop an overview of:

* The extent of digital recordkeeping in the WA public sector;

* patterns of technology use

* agency awareness of issues in electronic recordkeeping likely to impinge on agency performance and accountability

Utilising the work of Bearman, Cox and the Pittsburgh Project (Bearman, 1993, p. 4; Cox, 1994, p. 25), the Electronic Recordkeeping Research Group identified four independent variables which could be used to test for accountability in WA Public Sector agencies (or indeed any other organisation). These were (Schuler, 1992):-

Policies
Practices
Processes
Philosophies

The functional requirements for recordkeeping and the variables identified above resulted in the following hypothesis:

WA Public Sector agencies that address accountability issues in electronic recordkeeping have appropriate policies, practices, processes and philosophies in place.

THE INITIAL SURVEY

A questionnaire was developed and dispatched in December 6th, 1994. A total of 156 questionnaires were sent to State Public Service agencies identified through the database maintained by the Records Management Office. Of the original questionnaires 80 useable responses were returned representing a response rate of 52%.

THE SURVEY FINDINGS

Policies

A pattern quickly emerged in the responses to questions on matters of policy. Where policies had been formulated, the majority were concerned with the backing up of data from systems and networks. 53 of the 80 agencies said they had policies in place for the retention of data, but none of these documents were supplied to the researchers. Approximately 39 agencies said that they had policies in place for the exchange of data across local and wide area networks and between different agencies, but again no evidence for this was forthcoming.

When responses to practice issues were raised, it became clear that non-recordkeeping technologies such as fax and email are very widely used. The agencies appear to be moving rapidly towards

decentralised information processing. 67% of agencies operated data storage facilities to store and retrieve corporate information. 73% of agencies stated that they exchanged data with other government agencies and 9% said that they exchanged data with non-government organisations, including electronic mail. Most agencies use a variety of "off-the-shelf" and "in-house" software applications to create electronic databases and documents, but only 47% reported using electronic document or electronic records management software to control their records.

THE FOCUS GROUP

The responses were used to assist in formulating the questions for the second stage of the preliminary study, where we invited seven agencies to participate in a focus group session at Edith Cowan University on May 17th 1995.
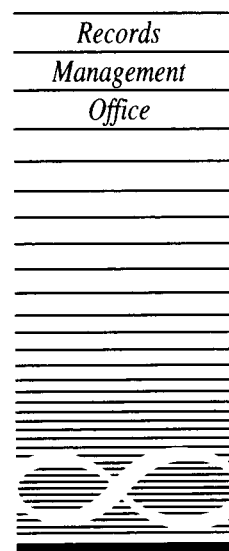
Agencies were invited to send two participants, one with responsibility for managing the IT environment and one with responsibility for managing records. On the day, five agencies were able to attend.

For the first session of the day, the participants were asked to individually consider the following question:

What are the issues which require consideration with respect to data in electronic form?

An attempt was made to organise the identified issues under the data management principles identified by Australian Archives (Smith-Roberts, 1993). At the end of this process, the consensus was that the data management principles were of limited practical value as they were too narrow, concentrated on functional issues and did not incorporate the political/cultural/organisational aspects that the group felt were of paramount importance. These conclusions confirmed the hypothesis of the Pittsburgh researchers that:

"the best way to satisfy functional requirements will depend heavily on an organisation's corporate culture, but the technological capabilities of the archives and its agents will be less critical in satisfying archival requirements than will be the acceptance of archival responsibility by managers throughout the organisation" (Wallace, 1994, p. 3).

The hypothesis was further confirmed by the responses of the group to the second question posed at the focus session. Participants were asked:

What are the critical success factors for managing data in electronic form?

The participants identified twenty-one critical success factors of which thirteen can be associated with issues of organisational culture.

In the second session of the day, the preliminary question to participants was:

What are the barriers and drivers for maintaining data in electronic form in Agencies?

and the second question was:

What are some strategies that can be used to overcome these barriers?

The issues raised by the participants coalesced under the following headings:

Software and Hardware Issues:

The adaptation of legacy mainframe systems to support electronic document management and electronic records management was considered to be a major undertaking. Ad-hoc development policies in some agencies had resulted in unreliable systems that needed major overhauls before any further enhancements could take place.
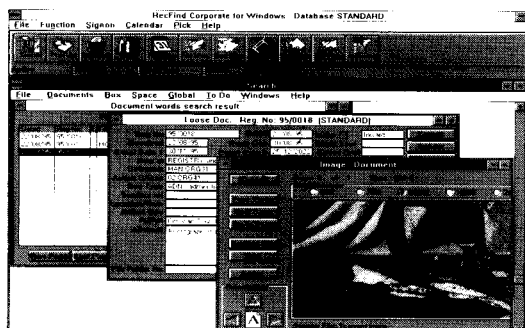
On the other hand, in other agencies the need to upgrade and enhance systems and the move to electronic access and online information was assisting the push for more sophisticated electronic records management techniques. The provision of PCs on every desk and universal network access was also making the implementation of new techniques easier.

Data Management Issues:

Data transfer from mainframe and manual systems to UNIX environments were a problem. One agency admitted that existing systems had no auditing facilities for anything other than financial records. Some agencies have opted for interim solutions to their problems, using parallel paper and electronic systems (Parer and Parrott, 1994, p. 110).

Infrastructure:

Lack of infrastructure to support electronic document management, electronic records management and workflow management was cited as an impediment. One agency that had thoroughly researched the issue estimated that any investment in the necessary infrastructure would be recouped within 2-4 years.

Costs:

Lack of funding and other resources was seen as a major barrier to progress. The cost of developing software, the complexity of the tasks and the amount of time that would be required to implement workable systems were all mentioned.

Core vs Non-Core Functions:

Records management being considered a "non-core" function resulted in low priority being given to projects by most agencies. In agencies where electronic document management was seen as a "core" function, there were few difficulties obtaining support and funding.

Management Support:

The importance of management support was cited by all five agencies. In one, effort had been put into changing the corporate culture and developing a strategic focus on information management. This programme had met with considerable success but there was still resistance to change at lower and middle management levels. Participants stressed the need for support from all levels of management within the organisation if projects were not to be "white-anted".

Communication:

The benefits of functioning partnerships have been highlighted by Davidson and Moscato (1994). Two agencies mentioned the partnership between information technology and records management - in one case as a positive force for change and in the other as an impediment. In the latter there were demarcation disputes between the two groups that appeared to be benefiting neither. Demarcation and lack of communication between functional areas was an issue, where agency officers saw the impetus for change from both information technology and records management staff as interference in their affairs. One agency reported that improvements in service delivery and customer relations on the part of information services staff had meant that the agency officers were more ready to accept advice and direction on information management matters. Participants felt that the development of good industry liaison was a positive factor in improving both paper based and electronic recordkeeping practice.

Staffing:

There was a perception that agencies are suffering from low morale and high staff turnover caused by major restructuring. Inexperienced staff, the resignation or redeployment of key personnel, overwork and excessive use of outside contractors who did not understand the agency's core business were all mentioned as problems.

Education and Training:

Three agencies regarded the education of key decision makers as a priority for implementing change. The general consensus was that all agency officers would need to be educated in the importance of professional recordkeeping. Poor recordkeeping practices, particularly with regard to archiving, were cited as impediments.

While information technology staff had technical expertise, many lacked the managerial and business skills required to influence management. Information systems staff were willing to work on technological solutions for recordkeeping problems if agency officers could articulate what they wanted, but few had any conception of what was needed.

Re-education was required within the information technology sections, with many staff persisting with attitudes learned during the centralised mainframe computing era that were inappropriate to a service culture in a distributed network environment.

Resistance to Change:

Fear of new technology and resistance to change by agency officers were cited as significant factors. Officers were not educated to use the new systems so they preferred the paper based systems they understood.

Legislative Framework:

The importance of getting legislative changes through Parliament so that electronic records management issues would be taken seriously was

stressed and lack of legislation on recordkeeping for all but financial records was a difficulty. These comments support the contention that a warrant for recordkeeping requirements should be established as an impetus for legislative change (Bearman and Others, 1994; Australian Archives, 1995).

Strategic Direction:

Lack of direction and clear cut policies were cited as barriers to implementing change. Corporate strategies for records management were underdeveloped and there were many different projects with conflicting priorities and deadlines. Information technology projects were planned and approved in a devolved and ad-hoc fashion and there was a lack of an overall corporate strategy. Normal practice was one of crisis control and of "bandaid" solutions to immediate problems with reactive rather than pro-active policy.

In contrast, one agency felt that they had already achieved a considerable amount through the implementation of strategic information systems, consistent standards and coherent technical plans.

Strategies for Change:

The best approach was felt to be the production of an integrated information management system - in essence an information "map" of the organisation. This view supports the contention of Parer and Parrott (1994, p. 114) that agencies require a coherent information management strategy if progress is to be made. The agency that had managed to develop a strategic information management focus had a clearly defined records management action plan that incorporated elements of electronic document management and could form a basis for future

developments. The project management approach was felt to be an effective means of achieving progress. Lack of staff, unsympathetic management and outdated technology precluded further action for some agencies. They also felt that they needed to increase the skills of their records and information technology staff so that they could present the business case more effectively.

PHASE II

The analysis of the focus group session and the presentation of the findings at the conference held by Edith Cowan University in July, 1995: Ariadne's Thread: Document Management in the 1990's concluded the first phase of this project. For phase II, we intend to seek funding to enable us to work with one or two agencies and with a software house to develop a pilot study that implements some or all of the electronic records management principles in a real life setting and that builds on the work done by the Pittsburgh project and by others working in this field in Canada (Macdonald, 1993, p. 138; Duranti, 1995, p.1.)

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NEW FACES

Informaa needs your help to report on the new faces that are emerging in the Records Management Industry.

In the next edition of Informaa there will be a new section that reports on new people in new positions or people with new ideas. If you or anyone you know has recently changed positions or developed a new idea for records management, Informaa would like to know about it.

All you need to do is send us a photograph and fifty words and we will consider it for printing in Informaa.

Deadline for copy and photos 11th January 1996

Please send copy and photos to:

Marketing Advisers for Professionals
Cnr Scott Street & Parnell Place
NEWCASTLE NSW 2300
Tel: (049) 29 7766 Fax: (049) 29 7827

Branch Reports

WA BRANCH REPORT

The Branch AGM was held on Tuesday 18th July 1995 and while attendance numbers were disappointing, those who did attend thoroughly enjoyed the presentation by Jo Bryson of the State Govern-ment Information Technology Unit. At the completion of the formal procedures, a number of members adjourned to a local restaurant for refreshments.

Approximately 70 people attended the Branch sponsored colloquium on "Outsourcing Records Management" held on Tuesday 5th September 1995. Speakers were Professor Leslie Marchant, Associate Professor Paddy O'Brien of the UWA and Lance McMahon of the Business School, Curtin University of Technology. Following these presentations a lively panel discussion was held with panel members Ken Ridley, Marita Keenan, Alan Beatie and the speakers taking questions from the

floor. It was pleasing to see so many members taking an interest in the debate on outsourcing and voicing their opinion on this controversial issue.

A large contingent of WA members attended the convention in Melbourne in September. Congratulations are extended to the Victorian Branch for hosting of a successful event.

Norma Easthope ARMA
Secretary WA Branch

QUEENSLAND REPORT

The Queensland Branch commenced a new initiative in August with the launch of a monthly seminar series. The seminars are designed to introduce a range of basic records management issues. It is hoped that organisations will use the seminars as part of their staff training responsibilities. The series commenced with the topic

'What Can I Throw Out!". The seminar attracted a large audience and canvassed many of the issues involved with this important topic.

Topics for the coming months include Assessing Storage Requirements, Disaster Planning and Vital Records and Issues in Imaging. The Branch is videotaping each seminar to allow members, especially in remote locations and unable to attend activities, access to

the information presented at the seminars. The videos are simple but hopefully will facilitate communication. They can be purchased for $20 (including postage and packaging) from the Branch Secretary.

Philip Taylor MRMA
Vice President
Education and Professional
Development

Branch Reports

ACT BRANCH REPORT

The ACT Branch held its Annual General Meeting on Tuesday 11 July 1995, at Pilgrim House, City Church, Canberra. The incoming Branch Council for 1995/96 includes the following members:

President
Julie Lenson ARMA

Vice President/Chairman 1996 Convention Committee
Arthur Langford-Smith ARMA

Honary Secretary
Jewel Gilbert ARMA

Honary Treasurer
Thomas Kaufhold ARMA

Assistant Treasurer
Ross Thompson ARMA

Registrar
Kathy Heaps ARMA

Education Officer
Zara Struik ARMA

Newsletter Editor
Lesley Boy'e ARMA

Federal Directors
Julie Lenson ARMA
Kate McCarthy ARMA

Councillors and Assistants
Elaine Eccleston BAFIBS ARMA
Robert Barnett ARMA
Bill Gibb ARMA
Alex Lang ARMA
Margaret Kenna
Allan Dalling ARMA
Cathy Coppie
Veronica Pumpa.

Our July seminar (Document Publishing With Lotus Notes) and our August seminar held in conjunction with the Optical Technology Special Interest Group (Australia's Most Modern Medical Records Imaging System) were informative and well attended by our members. As a follow up to the August seminar the Woden Valley Hospital have offered to conduct on site demonstrations of their imaging system to interested parties.

In November the ACT Branch will be conducting a seminar covering GMB Records and Information Management Solutions newly released product DocFind for windows.

On Friday 29th September, the Branch President will be presenting the ACT Branch RMAA Annual Student Award for the most

outstanding performance in formal studies in Information and Records Management at the University of Canberra. The student award this year will be presented to Coral Bartlett and on behalf of the Branch I would like to offer Coral our congratulations.

In March the Branch presented a very successful seminar on "Storage Media and the Law" and we still have available for sale papers covering this seminar. They will be available in paper form and on disk for $30.00. If you would like a copy of these papers please send a cheque or your Credit Card details to

The Secretary
ACT Branch RMAA
PO Box E330
Queen Victoria Terrace ACT 2600

Julie Lenson ARMA
ACT Branch President

Branch Reports

TASMANIAN REPORT

The first meeting of Branch Council following the AGM saw a new Secretary, Tina Howard, elected. The chairmanship of several committees changed hands with Pat Harris taking over Publicity and myself taking over Membership. Dennis Wheeler bravely volunteered to be responsible for the Local Informaa and Bill Taylor was appointed as the Branch's Archivist. Three new Branch Councillors, David Banks, Judy Prokopiec and Dot Prior were welcomed to their first meeting.

The Branch is now actively working on implementation of its strategic action plan to ensure that this year's goals are met and that the best possible service is provided to members. As part of our plan we are seeking articles for inclusion in both the national and local Informaas from our members and are offering a literary award for the best article of the year. We hope to have this award sponsored.

Planning is well underway for our annual education program with suggestions for courses being invited from members. The calendar will appear in our next local Informaa. As well as formal training courses the Branch has a program of free to member sessions planned, beginning with a demonstration on the wonders of the Internet by Peter Barnett, Manager Networks & User Support with the Department of Community & Health Services.

Christmas is just around the corner and with that in mind a venue has been booked for the Branch Christmas event on 8 December. The publicity Committee is full of ideas, so we look forward to another spectacular.

All in all our new Branch year has got off to a flying start and if we can all maintain our momentum it could be our most active year to date.

**Trish Wichmann ARMA
Branch President**

Branch Reports

NSW BRANCH REPORT

The Branch is working towards the establishment of a number of clearly defined objectives which will enable it to implement a number of key activities this year. We are currently in the final stages of planning and some of our major activities are targeted at:

Marketing Strategy

The Branch is looking forward to implementing the strategies outlined in the Marketing Plan that was approved at the Federal Directors meeting of September 1995. Accordingly, the Branch will be directing a major portion of its energies towards increasing:

- our membership base
- our involvement of members in Association activities

- the awareness of non-members of the services we provide

Special Projects

The Special Projects Committee has been busy planning the new agenda for 1995/96. As in the past year, we hope to follow the same program format (it has been very successful) but add workshops to the agenda. Seminar and meeting dates will be advertised in our next newsletter.

Technology and Industry Standards

Once again technology and industry standards will continue to play an important part in the development and growth of the Association. The revised Standards for Records Management are due out later this year and all members will be urged to obtain a copy of the document.

Denis Comber ARMA
President

Branch Reports

VICTORIAN BRANCH REPORT

The 1995 Convention was a great success. Around 600 delegates were treated to a stimulating, sometimes controversial, array of speakers, an entertainment extravaganza and a comprehensive trade display. A further two hundred day visitors added to the flurry of activity.

Judging from the positive feedback from delegates and trade representatives alike, the tireless effort of the convention Committee was well rewarded.

The trade area buzzed with the sound of our colleagues busily networking and visiting the forty one stands for demonstrations of the latest equipment, systems and services. It was pleasing to see the number of visitors, both local and interstate, who called into the RMAA stand and who took away membership application forms.

The speakers included our Prime Minister, Mr Paul Keating (also known as Simon Hill) who welcomed delegates and shared his experience of working in the records industry, (as the manager of a rock band) with us.

Professor Ashley Goldsworthy, the keynote speaker, kept us all on the edge of our seats with a controversial speech which sparked off many questions and comments on the subject of information management and records management. I know that many delegates left the conference room inspired to take up the challenges raised.

Of course, no conference is a success without a social event. The conference dinner can only be best described as an extravaganza. Delegates and their friends wined and dined with a sumptuous meal. The floor show included clowns, a juggling comedian, singers and a great band. I still can't get over how much a certain band member looked strikingly like David Moldrich, our eloquent Master of Ceremonies! Bridgette Stephen impressed us all with her composure as knives were juggled inches above her head. Neil Granland, Julie Apps, Denis Comber and Rosemary Kaczynski, looked like they were born to rock as back up singers for "Mustang Sally". Much more gossip will be reported in the Victorian Branch Informaa, so stay tuned!

Thank you to everyone who made this such a great event.

The Victorian Branch held its Annual General Meeting in July once again at the Australian Archives, Burwood. Two presentations were given, one by Ted Gale of World Competitive Software of AUSinfo and another by Barry Taylor of Brambles Records Management.

The new Branch Council for Victoria includes:

President
Rosemary Kaczynski MRMA

Vice President/Federal Director
Judith Ellis MRMA

Secretary
Keryn Smart ARMA

Assistant Secretary
Tom Curtain ARMA

Treasurer
Russ James ARMA

Registrar/Federal Director
Julie Apps MRMA

Editor Informaa
Marjorie Dalvean ARMA

Chairman Education Committee
Chris Hurley ARMA

Chairman Status Committee
Peter White ARMA

Functions Co-ordinator
Garry Edgecumbe ARMA

Councillor
Betty Powell ARMA

Councillor
David Moldrich MRMA

Councillor
Anne Cornish ARMA

Local Government Representative/President Local Government Chapter
John Sim ARMA

Secretary Local Government Chapter
Roz Johnston ARMA

Our Publications continue to sell like hot cakes.

* The Local Government Training Manual is available for $150.00

* The new edition of the Product handbook is just $10.00

* State seminar papers for $10.00

If you wish to purchase any of these publications, please send your payment, accompanied by your name and address details to Secretary, RMAA Victorian Branch, GPO Box 2270U, Melbourne, 3001.

Keryn Smart ARMA
State Secretary

Australian Company Releases Windows Thesaurus Management Software

Systematics Information Systems Pty Limited (a company with over 12 years experience in the records management and library industry) and Metadigm Technology Pty Limited (a software development house) have released **Hierarch**, a Windows thesaurus management package designed to take the drudgery out of creating thesauruses, controlled subject lists, lists of file titles, etc.

"We are very excited with our first foray into software development after spending so long in the industry selling other companies software. We could see a need for a good thesaurus management package, particularly in the Windows environment, but until now no such software has been available" said Mr Anthony Meggitt, Managing Director of Systematics.

Hierarch is designed to make life easier for anyone who needs to create, search or publish thesauruses.

Creating:

The Hierarch Thesaurus Manager uses the latest Windows technology to improve your productivity and take the drudgery out of thesaurus construction by automating the tasks humans find difficult and tedious. You are able to concentrate on the intellectual effort required to construct the thesaurus without having to worry about duplicates, reciprocal relationships or improper cross references.

Searching:

Hierarch makes use of the Windows GUI interface to allow users to easily browse the thesaurus' relational links to find the required term.

Publishing:

Hierarch provides the ideal environment to electronically publish your thesaurus and provide added value for your customers.

Features of the package include:

- Versions for records managers and librarians

- Fast Data Entry - As terms are entered reciprocal entries are created automatically

- Integrity Checking - **Hierarch** checks for existing terms, circular references, improper cross references.

- Easy Searching - Users can browse using the easy to use Windows interface

- Printed Output - Output in ISO 2788 standard format

- Unlimited Links - Unlimited relational links between terms may be assigned

- Scope notes of unlimited size

- Flexibility - User defined terminology, configuration choices, unlimited or user limited numbers of levels

- Record Import - Records may be imported from existing files

Mr Colin McMullen of Brisbane City Council has been using a beta test version of Hierarch. "We have used the Hierarch thesaurus manager for 10 months during its beta test phase to create a records management thesaurus for Brisbane Transport. Hierarch makes managing the thesaurus creation process easy with its ability to cross reference and link terms. We are more than satisfied with the product and the service from Systematics" he said.

Priced at $750.00 **Hierarch** is a useful addition to the Records Manager or Librarian's tools of trade.

For more information contact:

Graham Whittall
Systematics Information Systems Pty Limited

Suite 302
4 Help Street
CHATSWOOD NSW 2067
Tel: (02) 411 3255
Fax: (02) 412 2639
Email: systematics@slim.gov.au

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Systematics Information Systems Pty Limited

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Fax: (06) 251 3386
Email: sis_act@ilanet.slnsw.gov.au

Image Profile - By Informatica

Hanly Moir Pathology in NSW recently made steps to ensure its business is using the most up to date business practices by installing an Australian-developed advanced image processing solution.

Hanly Moir installed Informatica's Image ProFile to improve their customer service by streamlining their workflow and thereby minimising the amount of physical paper handling required.

The system provides the pathology lab with the ability to quickly access their patient referrals that are central to the company's business processes.

The benefits have proven to be considerable and widespread. The scanned documents are readily accessible to lab users who can easily cross reference for additional information such as the referring doctor's initial request.

In addition, the solution allows the lab to locate and print patient documentation immediately and to provide instant billing confirmation and customer service information.

According to Dr Alan Lloyd, pathologist at Hanly Moir, "We process approximately 2000 patient samples per day to conduct a wide range of pathology tests requested by referring doctors.

"Every patient sample is accompanied by a request form which is written in the doctor's handwriting. Multiple departments within our organisation typically need to refer to that original request form throughout the testing procedure for that sample.

"We had a clear choice - either we had to continue to photocopy request forms, have a central filing area or image it.

"We have significantly improved our turnaround times due to a combination of factors, one of which is imaging.

"Before introducing imaging technology we performed a detailed cost justification analysis. All the heads of departments were asked to estimate how many hours it would save them a week. As a result of this process microbiology was chosen as the test site and the system now operates in four departments.

"Microbiology estimated that they would save 38 hours a week - just in one department. This equated to a full time equivalent staff member.

"The system has made it very convenient to call up a set of results on the screen to access the original request.

"As a result the doctor receiving the results can be assured that the information on the request form is available to all pathology departments. This clearly improves the quality and accuracy of the service including the ability to solve telephone enquiries quickly.

"We have been looking at imaging technology for the past two years before deciding on the Informatica solution. In the past we found the cost too high. However, Informatica proved to have the most cost-effective solution on the market.

"Imaging solutions mean the scientists no longer have to waste their time chasing paper. Although the technology does require a little bit more effort up front to scan the forms in, they were being photocopied in the past in any event. This labour component is further offset by a considerable saving in the photocopying and microfilming costs.

"The people who are doing the upfront scanning are clerical staff not highly trained scientists. This means tasks are carried out by the most appropriate staff in the most cost- effective manner.

"We now file the request forms in batches of 50 rather than individually which has saved about three hours a day. It is only a matter of time before the National Association of Testing Authorities (NATA) and the Health Insurance Commission (HIC) accept scanned images at which stage we will eliminate filing altogether.

"Another very important gain has been the increase in the security of our test results. It stands to reason that it is very important for imaging systems to be failsafe. Within the context of a pathology laboratory this becomes of paramount importance. Informatica's imaging system has enabled us to eliminate human error.

"An additional security enhancing feature is the system's ability to tally the amount of documents scanned through with those that have been registered as scanned successfully.

"This is a very important security feature for pathology labs because if for example, forms were scanned

and the scanner accidentally grabbed two instead of one, the operator has no way of knowing this has occurred. This can lead to missed and misplaced request forms - which would seriously detract from our efficiency and accuracy.

Image ProFile has the ability to grow with the needs of the business. It is an open system and allows for changes in the number of users and database package used, as well as a sound migration path to complete document management and

Pictured from left: Andrew Sinclair, System Administrator and Dr Alan Lloyd, pathologist of Hanly Moir Pathology.

workflow management systems in the future.

In the case of Hanly Moir, the solution is a 25-user multi-user imaging system based on a Novell LAN. The clients are 486 PCs running DOS and Windows with integration provided to their mainframe based records through terminal emulation and DDE. The database resides on the network as do the TIFF image files while the imaging software runs locally on each PC. The server a Pentium with 64 MB Ram. This arrangement gives a response time of under one second.

According to Andrew Sinclair,

Hanly Moir's System Administrator, the lab's imaging system backs itself up continuously. It is running on one 9Gb HDD mirrored to another 9Gb HDD disk drive in case either of them fails.

"We have two scanners - one is 40 page/minute and the other a 10 page/minute scanner and we backup to tape nightly, then weekly and monthly.

"After a certain period of time the images do not need to be viewed. They are archived to optical disk - via a standalone multifunction drive and archived by date. The database maintains a register of archived images. If there is a request the system indicates which optical platter to load, to display the image," Mr Sinclair said.

In addition to scanning test request forms, Hanly Moir also scans in Medicare vouchers making the accounting processing very efficient and quick. In the future they may include other paper processes such as personnel files and office documents.

Informatica is an Australian software organisation that specialises in image processing and has been providing sophisticated imaging solution since 1989. The company supplies its clients with customised and packaged software to provide total productivity solutions.

Informatica has partnership relationships with Computron Software and Wang.

For further information contact:

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Sales and Marketing Consultant,
Informatica
Ph: 02 552 3334

Records Management Office Releases New Thesaurus

The Records Management Office, part of the Archives Authority of New South Wales, has released a new records management thesaurus of general terms. *Keyword AAA* replaces the existing *General Administrative ('GADM') Thesaurus.*

Since 1979, the 'GADM' has been Australia's most successful thesaurus of general terms. Designed specifically for the public sector, it is used in some 140 organisations at the Commonwealth, State and local government levels. Based on a solid body of principles and methods, known as the *Keyword Classification System,* it has been the closest thing we have to an Australian standard public sector records management thesaurus. *'Keyword AAA* will continue this success and become the new standard,' says David Roberts, Manager of the Records Management Office.

The prime purpose of a thesaurus is to provide control over the *vocabulary* used for titling and indexing records. It does so by providing what is, essentially, an alphabetical listing of terms that may, and may not, be used for titling and indexing. This produces consistency which, in turn, makes it easier and faster to search for and retrieve records by limiting the number of terms required for a successful search. The result is

increased efficiency: less time is spent searching for records and the retrieval of the right records, when they are needed, is assured.

A thesaurus having a hierarchical structure, as most do, also offers a method of *classifying* records, which provides the basis for a number of important records management functions. *Classification* is the putting together of like things. In records management, classification is '...the process of devising and applying a scheme based on the business activities generating records, whereby they are categorised in systematic and consistent ways to facilitate their capture, retrieval, maintenance and disposal....' (as defined in the 1995 draft Australian Standard on records management). Thus, when you use a thesaurus based on a classification scheme to classify a record, not only do you apply controlled vocabulary to its titling and indexing, but you also have the opportunity to use that record's classification to help determine how long it should be kept, how it should be handled and stored, who should have access to it and how it should be protected.

Like the 'GADM', *Keyword AAA* covers *general* terms, that is, terms that are common to the business functions and activities of most organisations. It is designed to be used in conjunction with *functional*

terminology, that is, those terms that are unique to the individual organisation's business functions and activities. Bringing the general and functional terminology together in one *merged thesaurus* provides comprehensive coverage. The Records Management Office offers training in compiling functional terms. An alternative is to engage a consultant experienced in thesaurus compilation work. In either case, substantial effort may be saved by identifying other organisations with identical or similar functions that already have a functional thesaurus.

Since its release, the GADM Thesaurus has been regularly revised and updated, the last version being released in 1991. These revisions, however, have largely been incremental, adding some new terms here, amending some other terms there. By 1994, when work on a new version started, the venerable GADM was in need of a more fundamental overhaul. As David Roberts, notes: 'Feedback from users reinforced our own impressions that the GADM had problems. It had become too large and cumbersome, while important areas were inadequately covered or not covered at all. Moreover, records management itself and the tools available to records managers had moved on since the GADM was developed.' Balanced against the need for a fundamental overhaul was the GADM's large and loyal user base. 'We had to make it easy for existing GADM users to move to *Keyword AAA*', David says.

Keyword AAA was developed with significant input from GADM users, including a questionnaire survey of users around Australia, a forum of users based in Sydney and the review of drafts by a smaller group of users. While the GADM has mostly been used with paper file-based records systems, *Keyword AAA* has been designed for use with records in any form.

Some of the features of *Keyword AAA* include:

*   streamlining thesaurus, for example, by reducing the number of terms and the size of scope notes

*   a more hierarchical structure, with three levels of terms

*   a 'classification guide' to supplement the alphabetical listing

*   more flexibility in the titling 'rules' and in the way the thesaurus can be used

*   a more functionally oriented approach to reflect the business activities documented by records, and

*   conforming to the conventions of the relevant International Standard: ISO 2788-1986, *Establishment and Development of Monolingual Thesauri.*

Keyword AAA is supplied in hard copy and electronic forms, including formats for popular word processing and thesaurus management software products, such as the new *Hierarch* software. This makes it much easier to compile and merge functional terms and to maintain the merged thesaurus as an organisation changes and grows. Many records and document management software products include thesaurus management modules, enabling the thesaurus to be used in an integrated way with various records management functions. *Keyword AAA* can be supplied in formats for some of these products, while a number of other software vendors can convert it to their package's format.

For more information about *Keyword AAA*, contact:

The Records Management Office.
Ph (02) 237 0120
Fax (02) 237 0121
E-mail rmonsw@ozemail.com.au.

CALL FOR PAPERS

Somerset Systems Develops Document Management System for Narromine Shire Council

SAVINGS OF $50-60,000 PER YEAR ANTICIPATED

Somerset Systems, the leading Australian protocol and gateway specialist, has developed DAMS, a Document Approval and Management System, for Narromine Shire Council. DAMS is a workflow based system which manages document creation, filing and processing. The product, developed with Lotus Notes, will save the Council over $50,000 per year in time spent retrieving and handling documents. The Council has also reduced its turnaround time in responding to customer enquiries from between seven and ten days to within three days.

"We can now contemplate responding to customer enquiries on the same day, which was not previously possible," said John Provest, Director of Corporate Service, Narromine Shire Council. "It used to take us up to ten days by the time we tracked down the relevant file. We can now find documents easily, and retrieve information directly from the system rather than spending valuable time hunting for files. By automating a previously labour-intensive manual system and reducing everyone's time by say five minutes a day, we anticipate savings of up to $60,000 per year."

MORE ACCOUNTABLE TO CUSTOMERS

Following the 1993 Local Government Act, making Local Councils more accountable to customers and rate payers, Narromine Shire Council decided that it needed to improve document storage and the general flow of information around the office.

"Our old system involved documents being filed in a manilla folder and stored in a large filing room," explained Mr Provest. "Apart from the obvious problem of correctly locating a file in the first place, there was only one copy of the file so that only one person could work on it at a time, and if it happened to be destroyed, say in a fire, we would have no other way of re-creating the file. In addition, documents were frequently mis-filed and sometimes whole files would go astray. A permanent time lag also meant that files could be two to four weeks out of date."

"I liked the look of Lotus Notes as a document management system, and we asked Somerset Systems to use this as a platform and tailor a system specifically for us."

A CUSTOMISABLE SOLUTION

"We interviewed key staff at Narromine Council and designed

DAMS to fulfil their requirements and provide them with a good document workflow solution," said Guy Simpson, Sales and Marketing Director at Somerset Systems. "In the process, we have developed a product which is completely customisable for any organisation requiring management and control of documents and processes. We have already experienced interest from almost a dozen other organisations around Australia, particularly councils."

"The checks and balances designed into DAMS will move any organisation in leaps and bounds down the path of total quality management and quality certification."

John Provest knew exactly what he wanted from a system: "We were looking for a shorter processing time for incoming mail and telephone enquiries; easy integration with our existing applications; automated workflow capabilities; reduced paperwork; and increased document security. We were also looking to reduce pressure on staff; reduce our headcount; and provide E-mail and remote access facilities so that people could access the system from home or in the field. Desktop faxing; an automatic file disposal schedule; document storage facilities; and automatic retrieval were also important. In addition, we had to have a system that was easy to learn and use."

REAPING THE BENEFITS

Narromine Shire Council is already reaping the benefits of DAMS. "DAMS has fulfilled all our requirements. We have reduced our headcount and anticipate savings for this fiscal year in the order of $50-60,000. Staff can now access files from their desktop quickly and easily - even remotely if they want," said Mr Provest.

"The search time for documents is virtually zero and a one page letter sent to the Council now takes approximately 60 to 90 seconds to open, scan, classify, save and distribute via DAMS. Previously the process took five to ten minutes to open, photocopy, register and deliver. We now have information available for management to view on demand and in several different ways so that they can make quicker and more informed decisions. Overdue responses can also be escalated to management automatically.

"The change over has been so easy, people hardly notice DAMS anymore. It just makes their jobs much easier to do and has provided a morale boost right across the organisation. Since DAMS everything has been much more controlled and we also have flexibility for future development and expansion as our requirements grow," concluded Mr Provest.

For further information, please contact:

Adam Daniels
Somerset Systems
Tel: (03) 9690 4800

or

Sarah Edwards/Victoria Howorth
Howorth Communications
Tel: (02) 9953 6313 / 9948 7443

Trimagic Launches DB/TextWorks for Windows

Industry's First Windows Textbase from INMAGIC, Inc.

D B/TextWorks is the first true textbase management system for Windows, combining the power and sophistication of a database management system with the speed and ease of text-retrieval products. Textbase management systems are an emerging category of software products that deal with the unique challenges of managing textual information in large and small organisations across all major industries.

TEXT COMES IN MANY FORMS

Today, companies invest heavily in managing numeric information such as sales figures, inventory levels, or labour costs. However, an equally valuable store of unstructured and semi-structured textual information - such as contracts, regulations, policies & procedures, competitive intelligence, catalogues, proposals, letters & memos, resumes, transcripts, electronic mail, or customer & prospect files - to name only some - also exists. As with numeric information, when organisations take control of textual information, they gain control of key business processes such as customer support, lease tracking, or other types of collaborative work.

Unlike numeric data, textual data is vastly different and highly variable in structure, requiring an adaptable tool built expressly for the needs of text management. Relational data fields are fairly predictable in size and type (telephone numbers, for example, are seven or eight numeric characters), but textual information can vary widely. For example, a medical diagnosis can vary in length from a few dozen words to thousands of words. With rigid relational structures, it is impossible to cope with these varying data formats and sizes.

DB/TEXTWORKS FEATURES AND BENEFITS

Inmagic DB/TextWorks is a textbase - a robust database management system designed exclusively to manage text. It resides on PCs, LANs or WANs, enabling individuals, workgroups, or the enterprise to store, access, display, and report textual information.

Unlike general-purpose database management systems, DB/TextWorks is designed from the ground up as a text DBMS, or textbase. Inmagic DB/TextWorks, unique architecture provides:

Instant text retrieval:

Since you can index virtually all fields in a DB/TextWorks textbase, search speeds are instantaneous. For

example, in a 200,000-record textbase, a keyword search takes less than one second. In typical relational databases, where text fields can,t be indexed, the same search can exceed three minutes. These search speeds are consistent and predictable, even as textbase sizes increase into millions of records.

Variable-length fields:

Database design does not hinge on pre-defined lengths for each field in the record. Users enter or import data in any and all DB/TextWorks fields without regard to the length of the text string. Whether it's two words or two thousand pages, data is not truncated by fixed-field limits. Each record can also be an unlimited size.

Repeating fields:

Every field in an Inmagic DB/TextWorks record can have an unlimited number of entries. For example, to manage correspondence, a textbase would include a field for RECIPIENTS. The first record might have 4 entries for recipients of a memo. However, the next record might be for a letter sent to 12 recipients. With repeating fields, DB/TextWorks records adapt to the shape of the information that is entered - dynamically. These "on-demand" repeating fields simplify textbase design.

Integrated imaging:

DB/TextWorks includes an imaging module at **no extra charge**, which supports colour, greyscale and black & white images. These images can be linked to textbases, and retrieved, displayed and printed. More than 30 image file formats are supported, including TIFF, JPEG, BMP, and PCX.

WYSIWYG drag-and-drop report writer:

A report writer featuring drag-and-drop layout is another highlight of

DB/TextWorks. Using the mouse or pull-down menus, users size, label and position boxes containing report elements. Format options include colour, font, bolding, and others. Report designs can be previewed on screen before printing.

DB/TextWorks indexes: faster, more precise:

Since DB/TextWorks can index virtually all fields, including text, searches through lengthy text strings are virtually instantaneous. Since text retrieval systems do not break records to the field level, a search for all documents written by Smith and sent to Jones, for example, is impossible to execute. The user would need to implement a broad search for Jones and Smith, and the software would retrieve all variations. In DB/TextWorks, users can construct complex search queries by specifying selection criteria in numerous indexed fields. It is possible to search for keywords, phrases or word stems, as well as perform range, proximity or Boolean searching.

Flexibility to customise:

INMAGIC products have always upheld the tradition of flexibility, because no two organisations have the same information/records management requirements. People need to be able to customise to their exact specifications, and DB/TextWorks strikes the perfect balance between flexibility and ease-of-use. *The good news is that no programming experience is required to customise the software.*

Other DB/TextWorks highlights include customised data entry and search screens; user-definable online help; full text import, enabling users to import ASCII files from online services, word processing packages and other sources of full text directly into DB/TextWorks; ASCII comma-delimited import and export; and

substitution lists where a few characters substitute for long entries.

TRIMAGIC SOFTWARE Pty Ltd, located in Sydney has been distributing INMAGIC products and services to Australia and South East Asia for over 10 years. DB/TextWorks opens significant opportunties for Records Managers to make their systems efficient, secure and easily accessible throughout their organisation at an economical cost.

System requirements:

**Windows 3.1
4MB RAM (8MB recommended)
<10 MB disk storage for program**

Networks:

All supported by Windows

Printers:

All supported by Windows

Inquiries:

**Helen Jones
Trimagic Software Pty Ltd
Authorised INMAGIC Dealer -
Australia and South East Asia**

**Ph: (02) 413 1799
Fax: (02) 413 1710**
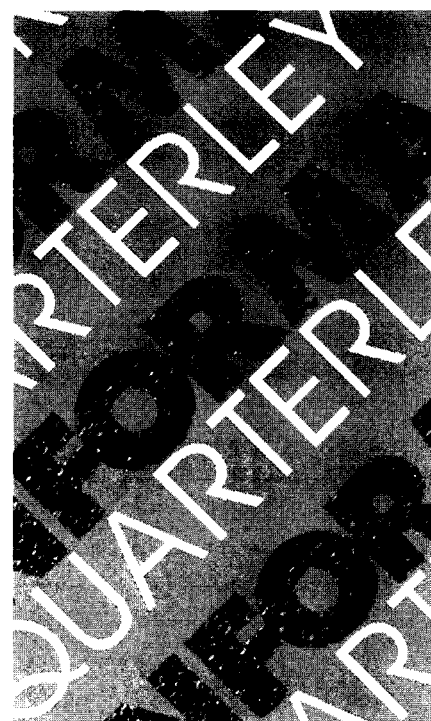
Introducing the Unistat Colorflex Inprint System

The patented Colorflex Inprint System is designed to produce in-house, colour coded strip labels with brilliant standard or custom colours, an array of text options and high resolution sequential and non sequential '3-of-9' (or code 39) bar codes - on demand!

The basic Colorflex Inprint System includes:

- Colorflex Inprint Software Package;

- Tektronix Phaser 200 thermal transfer printer;

- Facestock to produce 1500 labels (250 sheets);

- 1500 polypropylene overlaminate protectors (or 342 sheet impressions);

- Two custom label designs (unlimited optional label designs);

- 90 days technical support from Unistat/Colorflex

Using Colorflex Inprint Software, the Tektronix Phaser 200 thermal transfer printer works with your IBM, compatible PC or laptop to print your own labels in-house.

In a mere 30 seconds, you get a sheet of 6 labels! That's from two to ten times faster than any other desktop colour printer. And the compact Phaser 200 fits easily and unobtrusively into any workspace...taking no more room than a laser printer. What's more, the Phaser 200 works just like a laser printer. It stops operating and
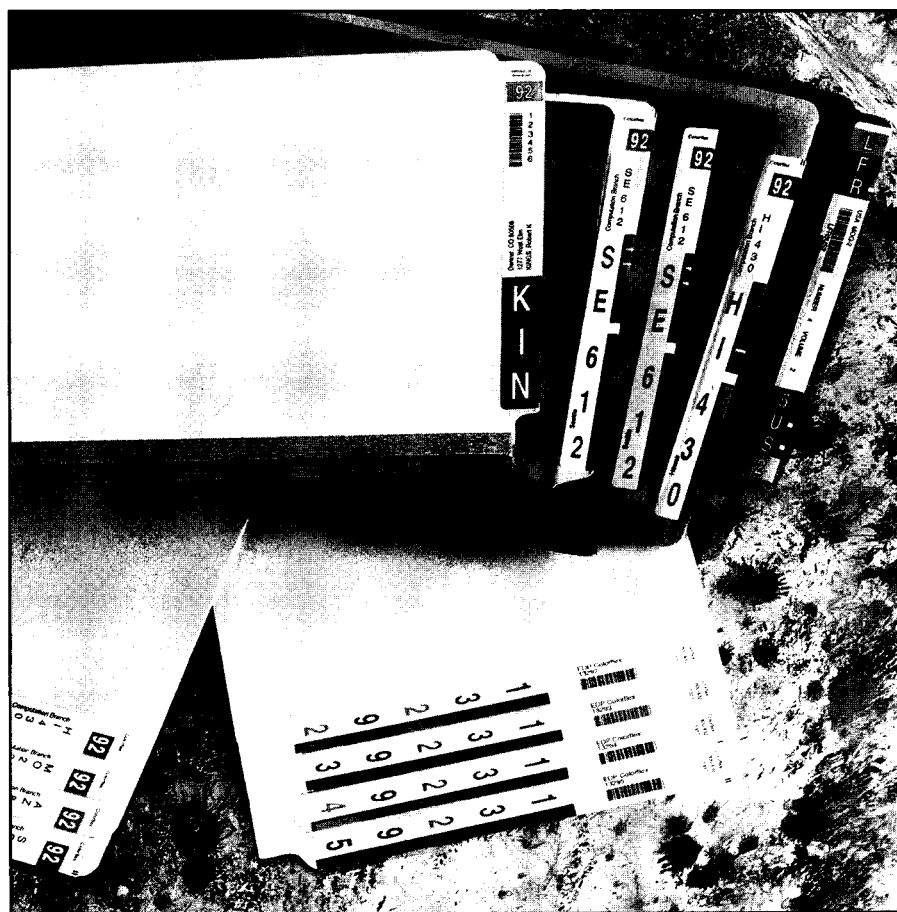
signals you when its out of paper, label stock or needs supplies.

Unistat's Colorflex labels system provides all the custom features you need on a single, fully protected, file folder label. You can custom design the strip label to meet your specific filing needs that may include any variety of the following features:

- **Colour Coding:** Alpha, Numeric or Combination systems.

- **Bar Coding:** Standard '3-of-9' codes on the tab (on one side or both sides)

- **Numbering:** Sequential and non-sequential

- **Lines of Text:** 2-5 lines of text on the tab (both sides optional)

- **Year Codes:** For easy year identification

- **Classification Codes:** To further streamline information identification

- **Blocked Characters:** Black on white blocked letters and numbers in a variety of sizes (non colour coded)

- **Check Digits:** Suffix at end of number sequence

- **Your Corporate Logo:** Can be produced in black and white or in colour!

- **Name of Your Organisation:** and a variety of other data you may want on your custom label.

Why go any longer without the Colorflex Inprint System?

A Unistat consultant can work with you to design the system that meets you specific needs.

For more information on Colorflex labels and the Colorflex Inprint System, ph (02) 9956 7577.

UNIVERSITY OF CANBERRA

Faculty of Communication

LECTURER IN INFORMATION AND RECORDS MANAGEMENT

Academic Level B
Reference No. 95/2139

The School of Information, Language and Culture Studies offers both undergraduate programs in Information Management and graduate diploma programs in Office Management. These programs prepare students for careers as managers of information, and as managers of the people who use that information in a variety of organisations. Current interests in the School include accessing, managing and assessing information in manual and electronic formats along with the impact of technological change on the people who use that information.

The successful applicant will have previous teaching and industry experience and be familiar with a variety of software packages. Postgraduate qualifications are desirable.

The Faculty especially welcomes applications from professionals working as Information Managers, Office Managers, Records Managers, Archivists or Librarians.

The position is available for a period of three years in the first instance.

The opportunity for secondment is available. The successful applicant will need to commence by 1 February 1996.
Applicants must obtain the selection criteria before telephoning the contact officer.

Contact Officer:
Ann Applebee

Telephone:
(06) 201 2985 or (06) 201 2289

Salary:
$42,198 - $50,111 pa

Closing Date:
20 November 1995

Applications: Selection documentation may be obtained by telephoning (06) 201 2607 (24 hour answering machine). Applications should address the Selection Criteria, and include the names, addresses and fax numbers of at least three referees. Applications should be addressed to:

Deputy Vice-Chancellor (Administration)
University of Canberra
C/- Registry
PO Box 1
BELCONNEN
ACT 2616

THE UNIVERSITY IS AN EQUAL OPPORTUNITY EMPLOYER AND MAINTAINS A SMOKE-FREE ENVIRONMENT

Education Report

**Prepared by Dennis G Wheeler
Chair, Federal Education
Committee RMAA**

COURSES IN RECORDS MANAGEMENT

The following details of courses in records management offered across Australia are provided for the interest of those wishing to undertake study in 1996. The list is as provided and researched in 1995. Contact names have been included for your assistance. Courses can be altered, cancelled, or replaced and as the information provided is, in some cases, more than four months old, it is recommended that you check with the institution of your choice to verify that what is listed is as offered.

COURSES IN RECORDS MANAGEMENT AS OFFERED ACROSS AUSTRALIA

ORGANISATION	COURSE INFORMATION	LOCATION
ACT		
University of Canberra	BA in Information Management 3 years f/t, can be undertaken p/t Faculty of Communication (06) 201 5064	Belconnen
Canberra Institute of Technology	Dip. in Business (Records Mngt) 2 years f/t or equivalent p/t Certificate IV in Business (Records Mngt) 1 year f/t or equivalent p/t Rita O'Brien (06) 207 3263	Canberra
NEW SOUTH WALES		
TAFE:		
Northern Sydney Institute	Cert. Information Technology, level 3 1 semester f/t, 3 p/t	Nth. Sydney Campus
Northern Sydney Institute	Cert. Information Technology, level 4 Records Admin, 1 semester f/t, 2 p/t	Nth. Sydney Campus
Northern Sydney Institute	Dip. Information Technology 2 years f/t, 3 p/t	Nth. Sydney Campus
Hunter Institute of Technology	all as above	Newcastle
Western Sydney Institute	all as above	Mount Druitt
Illawarra Institute	all as above	Wollongong

There is a possibility that some campuses on the North Coast of NSW will take up the option to deliver records management courses in 1996, please make personal enquires.

Some variation to the courses to be offered by TAFE NSW may occur due to campus requirements and student numbers. All intending students should check with their campus as to the availability of the course they wish to undertake.

Other campuses may offer courses depending on the number of inquiries received from students.

For further information on available courses and changes, please contact Peter Smith at TAFE NSW, Information Technology Training Division, Information Management & Library Services Sector on telephone (02) 413 0901.

The above TAFE NSW courses have articulation with credit into most of the following, please check with the universities:

ORGANISATION	COURSE INFORMATION	LOCATION
NEW SOUTH WALES		
Charles Sturt Uni Riverina	BA (Lib. & Info Studies Distance Ed. 3 years f/t, 6 p/t Roy Sanders (069) 332 417	Wagga Wagga
University of NSW	Grad Dip. Info. Mgt. - Archives/Records 1 year f/t, 2 p/t	Sydney
University of NSW	Master of Info. - Archives/Records 4 years p/t, 3 f/t Ann Pederson / Ray Locke (02) 385 3438	Sydney
University of Technology	Bach. Applied Science 3 years f/t, 6 p/t (02) 330 1222	Sydney

BA IN INFORMATION MANAGEMENT

In May of this year I represented the RMAA at a Course Consultative Committee meeting at the University of Canberra. The meeting was to introduce and to seek inputs on the above degree program. The committee comprised representatives from a number of other faculties at the university together with members of relevant associations, for example, records managers, archivists, librarians.

The course emphasises the human and the technological elements of information management, providing both knowledge and skills. It focuses on information-management processes, communication, and computer applications together with training in one other area, as selected by the student. This provides a foundation for keeping abreast of changes in the workplace.

Students choose whether to either specialise in Office Management or Librarianship (six units). Besides this, they will complete a common core of five units, a six unit elective major, and single elective units. This results in a 20 semester long study period, worth a total of at least 72 credit points. The elective major can be selected from any approved sequence across the university. In the past, students have chosen Law, Public Relations, Administration, Languages, Computing, Accounting, Psychology, Human Resource Management, Advertising/Marketing, Professional Writing and Tourism.

The course includes an Honours program for those who have achieved an appropriate level of results.

Most students study the degree on a full time basis and complete the program in three years. Some students choose to study part-time over a longer period. Students who have undertaken similar courses at pre-tertiary level, such as those offered through the TAFE system, may be eligible for credit towards this degree.

The committee was asked what are, from the perspective of each of those present:

- potential new directions in the field of information management that should be kept in mind as the course is developed; and

- the knowledge and skills that should be incorporated into the course to cater for these directions?

Some of the course objectives were considered too narrow and were broadened to bring out the distinctions between records and information. It was interesting to note

COURSES IN RECORDS MANAGEMENT AS OFFERED ACROSS AUSTRALIA

ORGANISATION	COURSE INFORMATION	LOCATION
QUEENSLAND		
Quld Uni of Technology	Grad Dip Library & Info Studies 1 year p/t, 2 years f/t Dr Jeanne Owen (07) 864 2111 Secretary (07) 864 1971	Gardens Point
Southbank Institute of TAFE	Ass. Dip. Records Management 4 - 6 years p/t Wayne Pendleton (07) 896 2309	Woolloongabbie
SOUTH AUSTRALIA		
Adelaide Institute of TAFE	Certificate in RM	Light Square
SA Institutes of TAFE	Advance Cert. in Office Procedure Assoc. Dip. of Business (Office Admin.) George Smith (08) 269 0100	Elizabeth Gillies Plains Panorama
Uni of South Australia	Bach. of Info. Mgt. & Presentation (1 semester unit - Computer RM)	Magill
	Grad Dip Corporate Info & RM Prof. Michael Brittain (08) 302 4410 Or 302 2376	Magill
TASMANIA		
Hobart TAFE	Certificate in Records Management Charmaine Baker (002) 337 342	Hobart
VICTORIA		
Deakin University	B. Commerce 3 years f/t (1 Unit in RM) Jean Bennet (03) 9244 6136 Julie Carr (03) 9244 6169	Burwood
Monash University	B. Information Management 3 years f/t David Foot (03) 9905 2955	Clayton
	Grad Dip (Archives & Records) 1 year f/t, 2 -3 p/t Frank Upward (03) 9905 2949	Clayton
	MA (Archives & Records) 2 years p/t Frank Upward (03) 9905 2949	Clayton
RMIT Contact for all courses (03) 9660 2260 or (03) 9660 2261	Grad Dip Info Mgt. (Archives & Records) 1 year f/t, 2 p/t	
	Grad Dip Info Mgt (Info Services) 1 Unit Records Management	
	B. Business(Info & Library Services) 1 Unit Records Management	
	M. Bus (Info Technology) 1 Unit Records Management	
Swinburne Uni of Technology	Certificate of Records Management 2 years p/t Mary Hoffman (03) 9214 6776 Secretary (03) 9214 6773	Prahan

that discussion centred on the need to ensure that graduates would obtain skills necessary for senior management positions, including HRM, consultancy skills, flexibility, network literacy and expertise, project management and many others. The skills mentioned are those that are encountered in the changing roles of those across the records and information professions. Although many such skills are already built into the program, the Faculty Review, which will take place towards the end of 1996, will look at the performance of the course and incorporate changes as necessary.

From the perspective of the RMAA, I believe that a course such as this covers all issues, and more, for which employers would be looking. The representative of the Australian Society of Archivists agreed that the course as proposed met the needs of those within that area.

The committee also supported the teaching style to be adopted. Of particular note was the use of external experts, the Partners in Learning internship and other work experience programs, simulated projects and practical exercises. Methods of assessment, including self assessment, were also discussed, as was self paced learning, the use of multi media and electronic communication, and the importance of promoting self-interest in learning. The need and importance of feedback from employers, in relation to the course, was commented upon.

Course advertising offers prospective students benefits through the development of sound technical communication and information management skills required by managers of today. Further, it aims to develop the attributes needed to excel in dynamic leading edge work environments in information industries. Students can also round off their education by selecting a major in a field in which they have a particular interest. If the proposed program can achieve these benefits, which it should, then the participants and future employers, who are among the major stakeholders, will be well satisfied.

COURSES IN RECORDS MANAGEMENT AS OFFERED ACROSS AUSTRALIA

ORGANISATION	COURSE INFORMATION	LOCATION
VICTORIA Continued		
Victoria Uni of Technology	B. Business (Records Management) Janet Soutar (03) 9365 2394	St Albans
	Grad. Dip. Administration Mgt. Penny Bassett (03) 9365 2285	St Albans
WESTERN AUSTRALIA		
Curtin Uni of Technology	B. Applied Sc. (RM) 3 years f/t	Perth
	Grad Dip Records Mgt. & Archives Margaret Pember (09) 351 2732	
Edith Cowan Uni	Grad Dip Archive Studies 8 units - 1 yr. f/t, 2 yrs p/t available in external mode Eileen Thompson (09) 273 8500	Claremont
TAFE Central Metro College	Cert. Records Management 09) 427 2200	Perth

OTHER TRAINING IN RECORDS MANAGEMENT

ORGANISATION	COURSE NAME	CONTACT
RMAA	National Convention (Annual)	Federal Secretary
	State Seminars	State Secretary
	Workshops, Info. sessions, seminars	State Secretary
	Publications	State Secretary
	Specially designed courses	State Secretary
Australian Archives	Sentencing	State Offices
- Central Office	GDA 18 for experienced staff	
- all State & Territories	GDA 18 & general sentencing for inexperienced staff.	
	Transfer Procedures	State Offices
	Appraisal	State Offices

Please note that the regularity and duration may vary according to the local office.

Consultants & Consultancy Companies	Custom developed in-house training programs in various aspects of records & archives management.	RMAA/Aust. Archives (State or Federal for list of consultants)
Australian Soc. of Archivists	Annual Conference State/Territory meetings. workshops, seminars	Federal Secretary State Secretary

MEMBERSHIP BENEFITS

Professional development through Branch meetings, State Seminars & National Conventions

Opportunity fo Professional recognition as Associate (ARMA), Member (MRMA) & Fellow(FRMA)

Reduced fees for conferences & seminars

Branch newsletters & Informaa Quarterly

Networking opportunities with people who speak "your language"

RMAA

PRODUCT INFORMATION GUIDE

Yes I would like to know more about the following products which appeared in INFORMAA Quarterly - Volume Eleven Number Four.   (Please Tick)

Name: ....

Company: ....

Address: ....

.... Postcode: ....

Type of Business: ....

Position: ....

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