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INFORMAA Quarterly

VOLUME 17, NO.4 NOVEMBER 2001

editorial committee

National Editors

Geoff Smith Ph (02) 9645 0172
Email: geoffsm@nza.gov.au
Janet Knight

Members

Margaret Pember Ph (08) 9266 2732
Joy Siller Ph (02) 9979 9974
Michael Steemson Ph +64 4 380 9323

contributions & editorial enquiries

Contributions in the form of articles, case studies, letters, and reviews are welcome.

Please contact the National Editors (telephone number above) for information regarding styles, formats and inclusions.

advertising

For advertising inquiries, please contact:

Maria Charlton
MAP Marketing
Cnr Scott Street & Parnell Place
NEWCASTLE NSW 2300
Ph (02) 4929 7766 Fax (02) 4929 7827
Email maria@mapmarket.com.au

RMAA website: <http://www.rmaa.com.au>

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Membership and Financial Services
RMAA Office
GPO Box 1059
BRISBANE QLD 4001
Phone 1800 242 611
Fax 1800 333 802

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RMAA Directory

National

President
Secretary
Postal

Chris Fripp
Kate Walker
GPO Box 1059 Brisbane QLD 4001

Ph (02) 9710 0627
Ph (03) 6376 1281

NSW

President
Secretary
Postal

Geoff Smith
David Lilley
PO Box 945 Parramatta NSW 2124

Ph (02) 9645 0172
Ph (02) 9561 8823

VIC

President
Secretary
Postal

Anthony Mohn
Adele Di Fresco
GPO Box 2270U Melbourne VIC 3001

Ph (03) 9288 8225
Ph (03) 9846 7324

QLD

President
Secretary
Postal

Philip Taylor
Brett Clark
GPO Box 1059 Brisbane QLD 4001

Ph (07) 3365 2284
Ph (07) 3365 3361

WA

President
Secretary
Postal

Lesley Ferguson
Maggie Exon
PO Box 8213 Perth WA 6849

Ph (08) 9291 6925
Ph (08) 9266 2707

SA

President
Secretary
Postal

Kristen Green
Colleen Turk
PO Box 969 Adelaide SA 5001

Ph (08) 8233 2443
Ph (08) 8226 5256

TAS

President
Secretary
Postal

Jill Saunders
Lisa Mason
GPO Box 35A Hobart TAS 7001

Ph (03) 6233 2611
Ph (03) 6233 7434

ACT

President
Secretary
Postal

Stephanie Ciempka
Veronica Pumpa
GPO Box 2591 Canberra ACT 2601

Ph (02) 6250 6893
Ph (02) 6298 3251

NT

President
Secretary
Postal

Barry Garside
Linda Bell
PO Box 43226 Casuarina NT 0811

Ph (08) 8924 7677
Ph (08) 8924 7649

Request for Information, including Membership of RMAA

Surname Given names

Organisation Position

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Phone (AH) E-mail

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Phone 1800 242 611 Fax 1800 333 802

Federal President's Message



In this International Year of Volunteers, I would like to take this opportunity, on behalf of the members, to thank all the volunteers who work in various capacities at a Federal level and at a branch, chapter or committee level. As the quote for the year states 'Volunteers - incredible people doing amazing things'.

Whilst talking about our volunteers I would like to express my thanks to a number of Board members who have worked tirelessly for the Association at both Federal and State level, who are no longer serving as Board members.

- **Julie Lenson - ACT**
served on Board as Vice President
- **Michael Hangan - QLD**
served on Board as Executive Secretary
- **Conni Christensen - NSW**
served on Board as Chair of Marketing Committee
- **Tina Howard - TAS**
served on Board as Chair of Education Committee
- **Laurie Varendorff - WA**
served on Board as Chair of IT Committee
- **Anne Cornish - VIC**
served on Board as Chair of Membership and Status
- **Melanie Gurner - SA**
served on Board as a Councillor
- **Sandra Pickett - VIC**
served on Board as a Councillor
- **Neil Granland - WA**
served on Board as a Councillor

I feel that our recent inaugural joint ASA/RMAA conference in Hobart was a great success. Congratulations to the organising committee with over 600 delegates in attendance and 40 vendors displaying their wares. The Antarctic dinner put everyone in the mood for a great night of fun and dancing. Preparations are now well under way for a great conference in Adelaide where I look forward to catching up with members.

The Board is currently undertaking a review of the operations of the National Office. It is now one year old and time to review the activities and assess if it is meeting the needs of the Board, the Branches and the members. Tamara Tipping resigned in September from her role as Finance Officer and has been replaced by Maria Mason.

Both Maria and Sharon have been working with a new membership and financial package that will provide both the members and branches a much-improved service.

There has been concern in the past, about lack of consultation with the members in regards to the restructure of the Board. A small committee had put up some radical changes to the structure of the Board, including the appointment of an executive officer and to the election process. After discussion with Branch Councils and the Board in September it was unanimously decided to get an external consultant to undertake an independent review of the Board structure and to provide a report back to the Board in February.

Priorities for this year include the continued strengthening of strategic alliances with like Associations; undertaking membership drives throughout New Zealand and Asia with the possibility of setting up Branches in other countries; the development of a continuous professional development program; and to further develop the RMAA web page to provide more e-business capability and utilise the much awaited 'members only' section.

Chris Fripp
Federal President

Editorial



With this issue Janet and I complete our first year as editors of Informaa Quarterly. Each issue continues to come together with a little less panic than the previous! Our thanks to all who willingly contribute or respond to our gently coercive techniques. In particular I would like to thank those who volunteer to contribute. Remember that we are always looking for additional contributors, suggestions for articles and/or news.

The main theme of this issue is 'education'. We feature a list of relevant courses in Australia compiled by the newly appointed Federal Education Coordinator Stephen Smith.

We also have articles from Glenn Sanders on metadata and from Tom Adami on the international scene. Those of us who were in Hobart will find it difficult to forget Allan Connolly-Hansen's paper on the War Crimes Tribunal on Rwanda. Allan works with Tom.

There is a report on the winners of the Eddis Linton Awards presented in Hobart.

I would also commend to readers the Call for Papers for our convention next year to be held in Adelaide.

There are also some items of news for the industry. They are included to help practitioners to know what is happening.

For this issue I would also thank Audrey Vintour-Cesar for helping with the editing while Janet is overseas on holidays. I would also wish to publicly express congratulations to Janet on her upcoming wedding to Adam in December and best wishes to them both for the future.

Janet Knight ARMA and Geoff Smith ARMA
National Editors

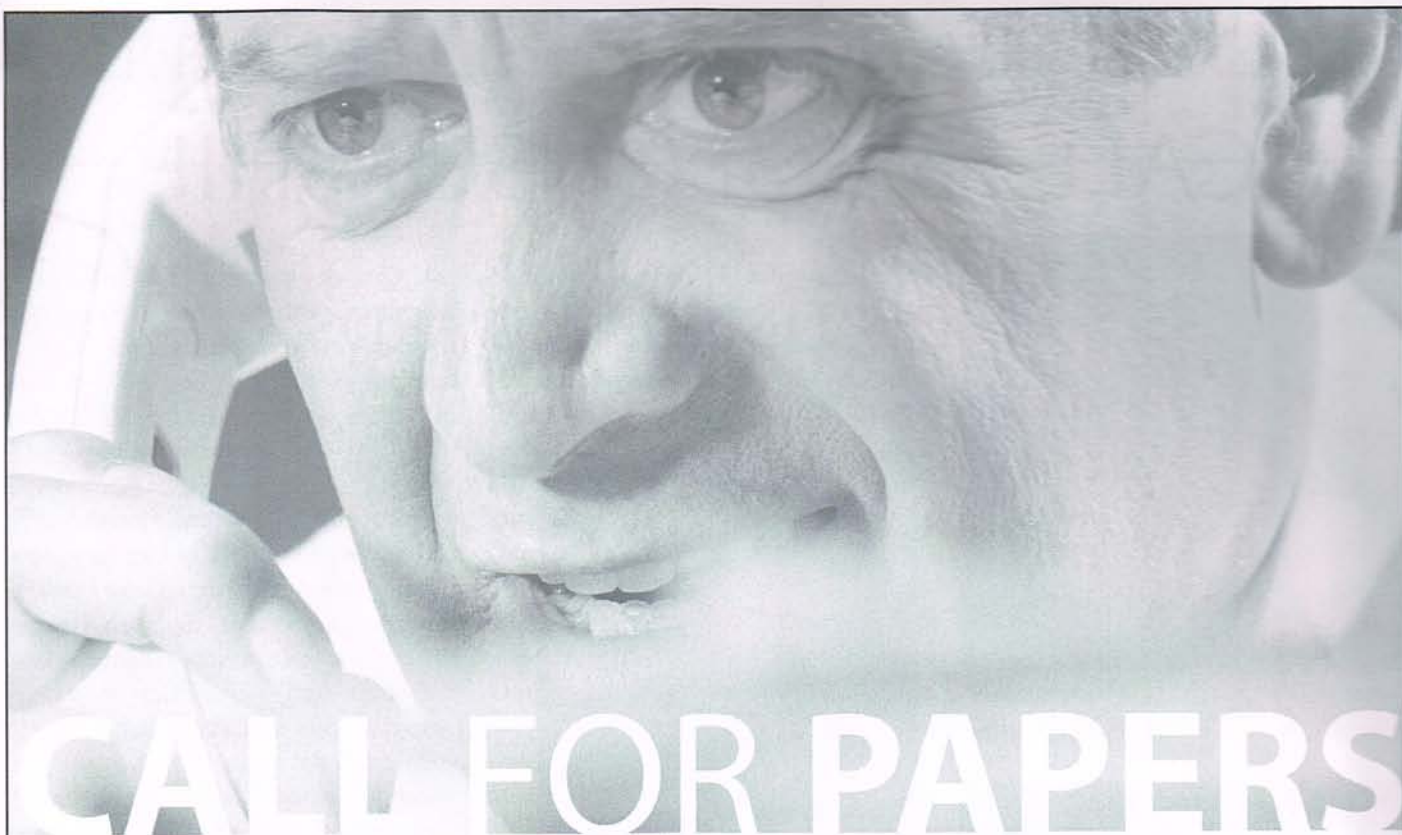
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RMAA 2002 National Convention, Adelaide, South Australia

PROPOSALS FOR PAPERS ARE INVITED

Program planning for the RMAA 2002 National Convention in Adelaide is well under way.

The program committee is developing an innovative program, incorporating a diverse range of presentation and session styles. Interested people are invited to submit a "Proposal to Present a Paper".

The theme "Evolution - a new era" provides a platform from which to explore the evolution of recordkeeping into the knowledge and electronic information management environment. Papers must be dynamic in content and presentation and also reflect the convention theme.

The convention will focus on the evolution of:

- Records Management as a profession
- Technology and the Work Place
- Business Practices, Procedures & Processes
- E-record Management

Opportunities exist to address some of the following, as a presentation or workshop topic:

- Evolving business needs
- Interconnectivity/relationships with other Line of Business Systems
- Legal issues including due diligence
- Security of information
- Web/e-mail management

Proposals must include:

- Title of the paper
- A 200-300 word abstract
- Author(s) details including name, organisation, position held, postal address, telephone, facsimile, e-mail
- A brief biography of the author(s)
- Details of previous speaking engagement(s)

Electronic submissions are preferred, and must be labelled "RMAA 2002 Convention - Call for Papers".

[Format: please use Times New Roman 12-point font]

E-mail proposals or queries to: info@fccconventions.com.au or post to: Festival City Conventions P/L, PO Box 949, Kent Town SA 5071

Proposals for Papers should be submitted by 21 December 2001.

The Program Committee will review all proposals and notify acceptance by 25 January 2002.

Final/complete papers will be required by 15 March 2002.

Acceptance of papers will be at the discretion of the RMAA Convention Committee.

All papers accepted for presentation will be included in the convention proceedings and distributed to delegates.

CALL FOR SPONSORSHIP

J. EDDIS LINTON AWARDS



The J. Eddis Linton Awards are the national awards of the Records Management Association of Australia. First presented in 1999, the awards were designed to recognise outstanding achievements in the records management industry. There are three categories being Most Outstanding Individual, Most Outstanding Student and Most Outstanding Group. The awards are presented at the RMAA National Convention each year.

An opportunity exists to sponsor these awards, which guarantees the sponsor a wide audience for recognition and a generous benefits package, while assisting the RMAA in recognising outstanding achievements.

For more information please contact the Awards Chairperson,
Linda Bell on (08) 8924 7649 by close of business 1 February 2002

J. Eddis Linton Awards 2001

The RMAA's national awards for excellence in records management, the J. Eddis Linton Awards, were presented on day one at the joint national RMAA/ASA convention held in Hobart in September.

The Most Outstanding Student award was presented to Gillian Drew. Gillian, having worked in the industry for 5 years, decided that this was an environment where she wanted to 'make a difference' but that her inexperience and lack of knowledge on how to make it happen left her feeling frustrated. Rather than accepting things as they stood, she took to the campuses of the University of Canberra and is currently studying a Bachelor of Information Management (Library and Information Studies), so far having received 2 high distinctions, 7 distinctions and 3 credits for her effort. On completion of her degree, her aim is to work in the records management industry, do the best she can, make a difference and 'get it right'.

The Most Outstanding Individual award was presented to Craig Batchelor. Craig received glowing accolades from his employer and co-workers, along with peers from several like organisations. Mareeba Shire Council considers Craig to be an instrumental part in their push for a 'paperless office'. Craig has been involved in all aspects of the introduction of electronic records management software, from installation to writing training notes and procedures for the system. Over time a number of other councils in far North Queensland have approached him and requested his help in installing the same program in their sites and in training staff.

Not content with his achievements, he has since implemented a Customer Request System and developed a Records Reference Library at Mareeba. Words used to describe Craig have included thorough, gracious, knowledgeable, willing to assist and most importantly 'totally committed to records management'.

The Most Outstanding Group award was proudly sponsored by 'The One Umbrella Group' and was presented to Western Power Corporation, accepted by Kerry Nichols on their behalf. Western Power's Information and Knowledge Management Consulting Group successfully completed a document management project that brought about recognition and awareness of records management policies and procedures to 2,100 staff. Every one of these staff members from Management to 'blue collar' is now responsible for profiling electronic and paper documents on the Corporate Document Management System. These documents have mandatory allocations to a corporate correspondence file, which is subsequently linked to a retention and disposal schedule. Their detailed submission covered the areas of innovation, best practice, commitment to records management issues and increased awareness of the profession to those outside the RMAA.

The RMAA website now has an Awards 'tab' and dedicated section which covers awards at both state and national level, including the names, criteria and nomination details of the awards. There are many sponsorship opportunities for these awards, see the related advertisement in this issue for sponsorship details of the 2002 J. Eddis Linton Awards.



Winner of the Most Outstanding Student Award
Gillian Drew



Winner of the Most Outstanding Individual Award
Craig Batchelor



Winner of the Most Outstanding Group Award
Western Power Corporation
Accepted by Kerry Nichols

Honorary Member **RMAA** Brand Hoff



The ACT Branch as sponsor is pleased to congratulate Mr Brand Hoff on being awarded the 'Honorary Member of RMAA' status.

This award is given to members in appreciation of outstanding support and contribution to the Records Management Association. Brand has provided valuable knowledge and experience in pursuits connected with records management to be awarded the distinction of Honorary Member RMAA. Brand received this award at the recent National Convention in Hobart.

Brand was educated in Western Australia and graduated from the University of Canberra with a Degree in Information Sciences. He completed a Company Directors Course and is a Fellow of the Company Directors Institute.

Brand first became a member of the Records Management Association on 8 October 1985 and has been a member of RMAA ever since.

Brand Hoff, former Managing Director of TOWER Software, has had a long history of support and association with the Records Management Association of Australia at both the Federal and state level. He has actively promoted the RMAA in the initial establishment of a records management course at the

Canberra Institute of Technology through technology demonstrations and generous donations of software for demonstration purposes in the classroom. Brand has given freely of his time and support of Branch activities and the Association over the last decade. He has provided support for Branch activities through active participation in many presentations. Brand has helped promote the AS 4390 standard in records management overseas while marketing his company product TRIM to major government clients in both the United States and United Kingdom. He has helped his company TOWER Software to be awarded major contracts overseas including recently, the US Navy and Marine Corps, delivering to 350,000 desktops the Electronic Document and Records Management application.

In his early career, Brand was responsible for the design and programming of the Department of Treasury International Communications Network. In the mid 1970's and in 1979 as Director of Computer Services, National Library of Australia, Brand was responsible for the development and introduction of the Australian Bibliographic Network throughout Australia. Brand was responsible for the Commercial and Consulting Division of Computer Sciences of Australia, in Canberra between 1982-85 and during this time as a senior member of the consulting staff, he designed a new national network for the Electoral Commission.

TOWER Software was a research and development company, which developed the TRIM Electronic Recordkeeping System. Brand Hoff started TOWER Software in his private

home with his wife Peta. They wrote the first version of TRIM and since then they have successfully grown TOWER into a global company with subsidiaries in the US and UK. TOWER Software now has almost 1000 sites in 32 countries, and has grown at an average of 50% per annum for the last 5 years.

TOWER Software is a leading developer and supplier of Electronic Recordkeeping software.

Brand has helped build an international reputation through the TRIM product for electronic content, documents and knowledge management. He has helped TRIM become accredited under the United States Defence Standard - US DoD 5015.2, which is increasingly being recognised worldwide by both government and private organisations. Brand has used his experience and knowledge to assist in developing the information technology sector in the ACT region.

Brand has been active in mentoring new start up companies and helping the Information Industry as Chairman of the Information Industries Development Board (IIDB) ACT, he has helped make submissions on issues such as outsourcing and support for IT cadetships.

Brand has also been active in helping sponsor the Young Achievers Australia Program for Year 10 students who are potential business people.

Brand has advised the ACT Chief Minister on matters relating to the development of the Information Technology and Records Management

industries. Other initiatives as part of the IIDB have been the establishment of a 'Women in Information and Communications' Group. Through Brand's leadership and involvement as part of this Board, they have helped the information industry grow in the local region.

Brand also serves as Director of EPIcorp, an IT incubation company sponsored by CSIRO, ANU and the University of Canberra. EPIcorp business incubator works with young businesses, teaching them to plan and find new funds.

Like the IT industry, Brand has been equally supportive of the Records and Information Management industry. Brand has lectured at the University of Canberra on Records and Information Management. He also serves on the University of Canberra Foundation Board.

Some of the presentations Brand has provided for the ACT Branch include:

- Possible Directions for Electronic Recordkeeping - Joint Seminar with Australian Computing Society ACT and RMAA ACT, 2000
- Outsourcing - Competitive Tendering and Market Testing - November 2000
- Discovery on Legal and Electronic Documents - December 1999
- Part of the Debating team - Knowledge Management - A Myth or A Management Tool - May 1999
- Part of the Debating team - Great Debate on Outsourcing, 1998
- Seminar - Maintaining Efficient Electronic Records Management Practices.

Like the Information Industries Development Board, the RMAA is not a high profile body, but remains active, promoting the industry and best practice. Brand has always helped promote the Association during the course of dramatic changes in the industry over the past decade.

Brand has supported the role of the Records Managers by helping them play a steering role as a means of improving the making and keeping of records across the organisation.

Through his support and the development of the software product TRIM, Brand has helped and encouraged the agency Records Manager to work with other information managers to develop a coherent information architecture, and work with accountability stakeholders to ensure that recordkeeping systems support organisational and public accountability.

Brand has been instrumental in promoting recordkeeping best practice through his numerous presentations at seminars and conferences. His support of peak recordkeeping bodies such as RMAA, NAA, ASA & IIM has endorsed his firm commitment to his beliefs regarding recordkeeping accountabilities and responsibilities.

The commitment to design, research and develop records management technologies through innovation and corporate alliance has provided today's Records Manager with the confidence that the technology they can deliver is reliable and can provide a records management framework that will enhance best practice recordkeeping.



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Life Member Award

Thomas Kaufhold



Congratulations to Thomas Kaufhold for his recent achievement in gaining a Life Member RMAA Award.

Thomas was nominated by the ACT Branch to receive this prestigious award at the recent National Convention in Hobart. Thomas has remained an active member at both State and Federal level since joining the Association. His dedication and support is greatly appreciated.

Thomas has been a member of the ACT Branch of the Records Management Association of Australia since its inception and was Vice President of the Interim Committee that formed the Branch. He gained his professional status as Associate member on 11 December 1975 and, at the inaugural meeting of the Branch on 19 February 1976, became a member of the ACT Branch Council. He has been on the Branch Council since that time and is the only person to have been actively involved in the Branch for its entire life.

Thomas has been very active in all aspects of the Branch including Branch management, organisation and participation in seminars, both small and large and has been involved in the organisation committee for both National Conventions held in Canberra. His involvement, input and

wise counsel has been welcomed and, at times, critical, to the success of our projects and Branch activities.

Thomas was President of the ACT Branch in the formative years from 1977-1981 and again from 1986-1989 and during this time the ACT Branch hosted the National Convention in 1988.

During the early years the ACT Branch was very small and struggled with limited resources. Thomas was able to keep the Branch running and slowly build up a membership base. The 1988 Convention hosted by the ACT was a major success under Thomas' strong leadership and guidance. He has also served as Secretary, over four years as Branch Treasurer, and Membership Registrar and was the Branch Education Chairperson during the development of the National TAFE Course in records management.

Thomas has also served three separate terms as a Federal Director of the Association:

1975 - 1981
1989 - 1993
1997 - present

Thomas held the position of Company Secretary/Public Officer from 1991-1993. He also served as Federal Treasurer from 1997-1999 and has been part of the Federal Finance Committee since 1999. During this time, Thomas was instrumental in providing the Association with sound financial advice and direction during the progression towards implementation of the GST.

Thomas contributed significantly to education in Information and Records Management by directly participating

in the Course Recognition Program at Universities in Canberra and Melbourne. As an integral part of the initial round of Course Recognition programs, he provided invaluable assistance in developing the evaluation criteria for this Program.

Thomas was part of the evaluation panel at the University of Canberra, providing curriculum standards when they were commencing the records management program and actively campaigned for the RMAA in the early days to promote and support new memberships. Thomas conducted presentations at a number of seminars for the ACT Branch. This included hosting a Members Forum with the National Archives of Australia in February 2000 during the changeover in policy direction for Commonwealth recordkeeping. Thomas facilitated several guest presentations at the University of Canberra during the inception of the records management courses; He has also participated in vigorous debating seminars hosted by the ACT Branch including topics such as Knowledge Management and Outsourcing Records Management Functions and contributed articles to *INFORMAA Quarterly*.

Thomas has a Bachelor of Arts in Administration and Law.

Thomas Kaufhold has significantly contributed to the growth of records and information management, and the RMAA in particular; through his involvement on the ACT Branch Council, Federal Council/Board and the work he has done to help promote education, course development and training through course recognition.

MRMA Life Member

Mike Leigh

On Wednesday 11 July 2001 Mike Leigh was formally presented with his Life Membership of the RMAA at the Annual General Meeting of the Queensland Branch.

Mike was a foundation member of the Association, being listed in the Memorandum of Association. Mike was the Chair of the pilot committee for the formation of a Branch in Victoria and then became the inaugural President of the Victorian Branch.

Mike was Federal President in 1970-1971 and International President of International Records Management Federation in 1977-78.

Mike was employed with Ansett during his early career before starting his own records management storage business that later developed into a consulting organisation.

Mike has presented numerous lectures at Association seminars in Australia and internationally.

In 1982 he developed the Australian Records Retention Manual.

Mike has retired formally from records management but still maintains an interest in Association activities. Mike now resides on the Gold Coast.

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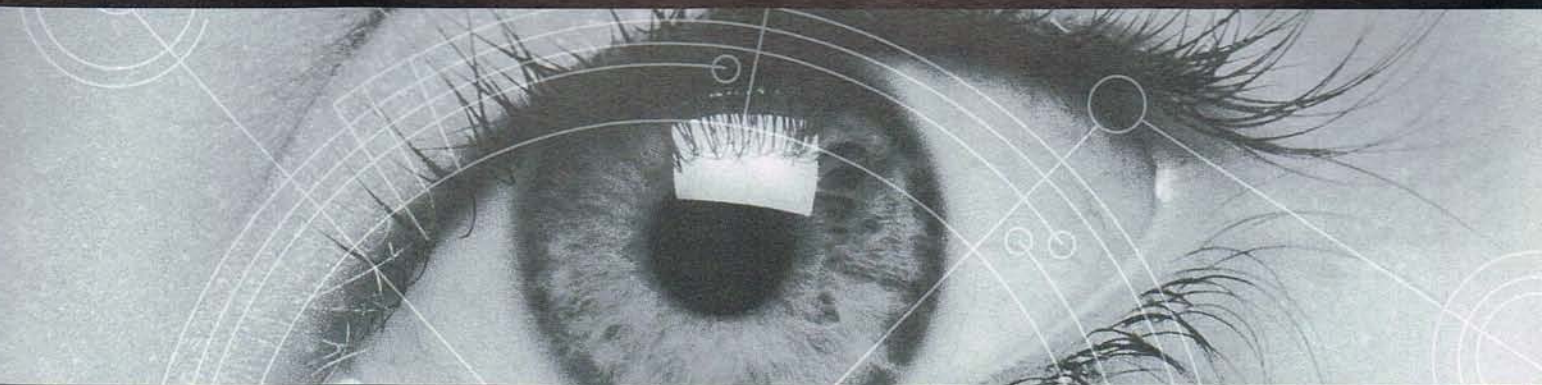
COFSTA comprises the heads of the government archives authorities of the Commonwealth of Australia, each of the Australian States and the Northern Territory. It aims to promote a sense of understanding and consistency in the management of records of the Commonwealth, the States and the Northern Territory.

Australian Archival Statistics

COFSTA continues to collect statistics on Australian archival organisations previously collected by the Australian Council of Archives (ACA). The statistical database is a valuable source of comparative information for individual archives to make use of and it provides data to support applications for funding to governments and other resource-allocating bodies.

The statistics for 2000 cover 29 archival institutions.

Statistics received for 2000 are now available on the COFSTA website



Records Management Course List >

In each November issue of Informaa Quarterly we publish a list of records management courses. The list is designed to provide guidance on the courses that are available for someone who wants to study records management specific courses. It does not include short courses which are provided by some universities, government records and archives offices and by private providers. Many of these can be seen on the RMAA Product Directory on the RMAA website: www.rmaa.com.au.

Our list includes courses from both the University and TAFE/RTO sectors, where information has been provided to us.

The list is separated into courses that have been recognised by the RMAA under our Course Recognition Program as well as other records management courses. If there are other courses you may be aware of, that are not listed here, please contact RMAA. The list is also included on our website which can be updated when new courses or changes take place.

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COURSES RECOGNISED UNDER THE RMAA COURSE RECOGNITION PROGRAM

> WESTERN AUSTRALIA

Curtin University

Course title

- Graduate Diploma in Records Management and Archives
- Bachelor of Applied Science (Records Management)
- Bachelor of Applied Science (Records Management) Honours
- Bachelor of Commerce (Information Systems)

Edith Cowan University

Course title

- Graduate Diploma of Information Services
- University Certificate in Public Sector Records Management
- Records Management minor within several undergraduate degrees

> VICTORIA

Monash University

Course title

- Graduate Diploma in Information Management
- Graduate Diploma in Information Management and Systems
- Master of Information Management
- Master of Information Management and Systems
- Bachelor of Information Management
- Bachelor of Information Management Honours
- Bachelor of Information Management and Systems
- Bachelor of Information Management and Systems Honours

OTHER RECORDS MANAGEMENT COURSES

> AUSTRALIAN CAPITAL TERRITORY

University of Canberra

Course title

- Bachelor of Information Management: Library and Information Studies
- Bachelor of Information Management Honours
- Bachelor of Information Technology/
Bachelor of Information Management
- Graduate Certificate in Records and Archives Management
- Graduate Diploma in Library and Information Management

OTHER RECORDS MANAGEMENT COURSES

WEBSITES

> NEW SOUTH WALES

Sydney Institute of TAFE Ultimo

Course title

- Certificate III in Business (Records and Archives)
- Certificate IV in Business (Records and Archives)
- Diploma in Business (Records and Archives)
- Statement of Attainment in Records and Archives

University of NSW

Course title

- Graduate Diploma in Commerce (Archives and Records)
- Master of Archives Administration
- Master of Information Management (Archives and Records)

> SOUTH AUSTRALIA

University of SA

Course title

- Bachelor of Arts (Library and Information Management)
- Graduate Diploma in Information Studies
(Corporate Information and Records Management)

> VICTORIA

RMIT Royal Melbourne Institute of Technology

Course title

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The International Standards Organisation's (ISO) Records Management Standard, catalogued ISO 15489, is to be adopted as a world standard.

The Australian Standard (AS 4390) provided the catalyst for the development of this new world standard.

Mr David Moldrich, Director Knowledge Management, Delphi group and Chair of IT/21 and ISO TC/46 SC/11, said the ISO Standard would assist organisations control knowledge, information and corporate memory.

'The retention, storage and retrieval of corporate knowledge and information is a growing business expense for management and the ISO Standard has the capacity to deliver major savings in time, costs and resources for both large and small enterprises,' Mr Moldrich said.

'This ISO Standard will mean a common international language for people to practise record keeping activities, which will eliminate points of difference in fundamental classifications.'

Mr Moldrich said that this new ISO Standard was intended for use by managers, records, information and technology management professionals and all other personnel in organisations with a duty to create and maintain records.

'Some call information the 'Fourth Resource' in business after Capital, Product and Plant,' he said.

'The ISO 15489 sets out principles and processes to control, contain and retain paper or electronic information'.

'In today's increasingly global trading environment, organisations who apply this Standard will know that their record keeping requirement will be recognised and understood world-wide.'

BREAKTHROUGH IN BUSINESS INFORMATION STANDARDS

This world standard has been in preparation for four years since record keepers from Australia, Britain, Germany, the United States, France, Sweden, Poland, Ireland, Italy, the Czech Republic, Denmark, Russia, Japan, the Ukraine, Botswana, Canada and the Netherlands, voted at a meeting in London to use the Australian Standard (AS 4390) as its basis.

'This new ISO Standard makes clear that a systematic approach to the management of records is essential for organisations to protect and preserve records as evidence of actions,' he said.

'A good record keeping system is a source of information about business activities and decisions.'

'In other words, it not only covers our backs in moments of distress but it stops us having continually to re-invent the wheel.'

For information about this new ISO Standard, contact:
Standards Australia on
1300 654 646

or on the Web at
www.standards.com.au

For further information:

David Moldrich
Principal Consultant
The Delphi group
Chair of IT/21 and ISO TC/46 SC/11
Mob: 0419 311 346
Email: david.moldrich@delphigroup.com.au

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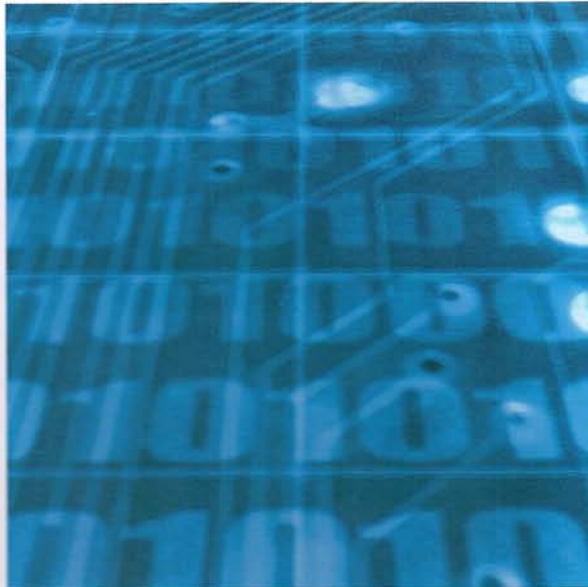
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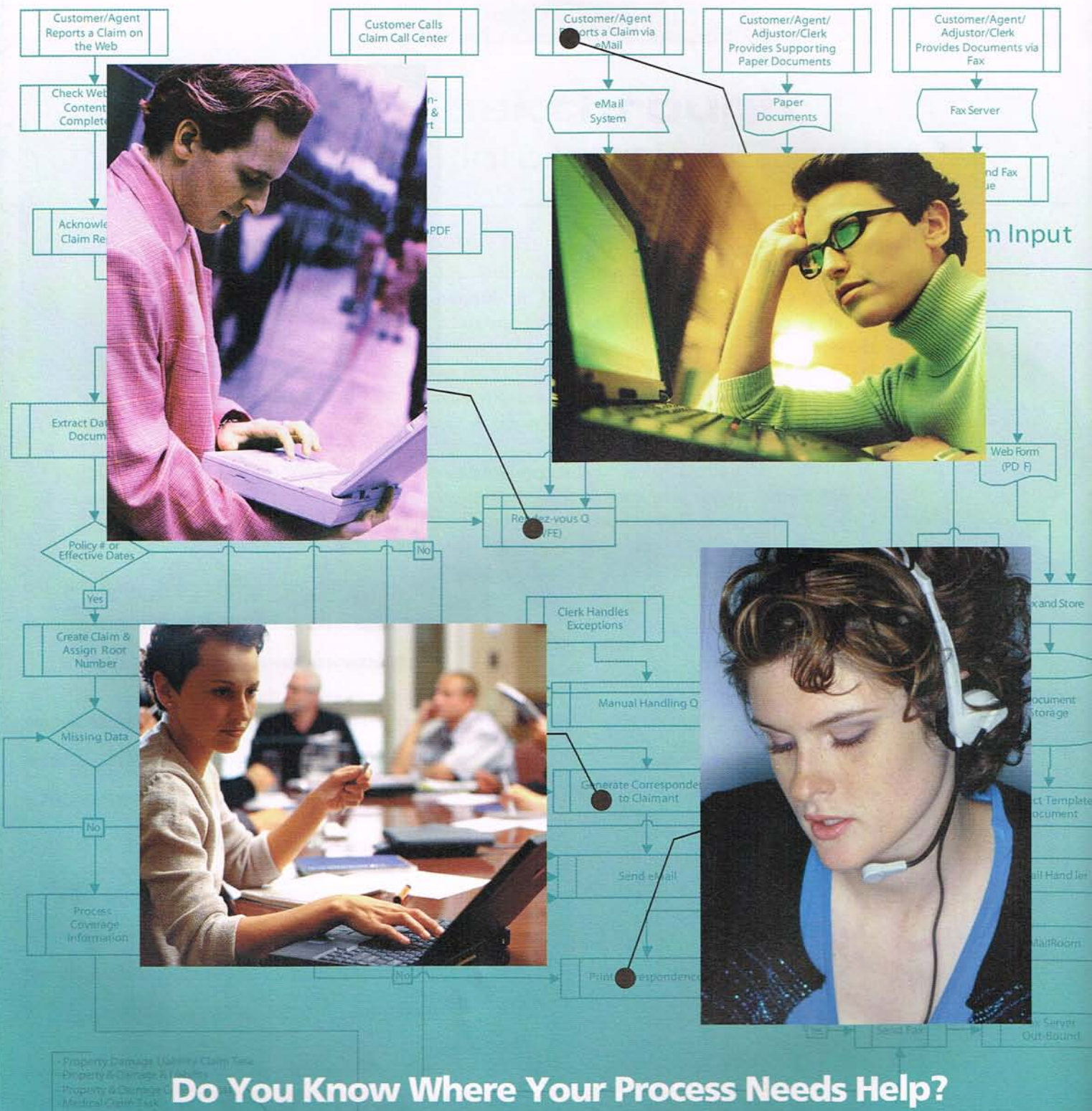
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Fastest average speed in the Tour de France

The fastest average speed in the Tour de France race is 40.276 km./h. (25.026 m.p.h.), by Lance Armstrong (USA), in 1999.

Fastest human calculator

Scott Flansburg of Phoenix, Arizona, USA, correctly added a randomly selected two-digit number (38) to itself 36 times in 15 seconds, without a calculator, on April 27, 2000, on the set of Guinness World Records in Wembley, England.

Fastest pint of stout

Paul "Les" Behan of Aylesbury, Buckinghamshire, drank a full pint of Guinness in 3.9 sec at the Guinness Brewery, St. James's Gate, Dublin, Ireland, on March 16, 2001. The record attempt was held to mark St. Patrick's Day.

Fastest tennis service by a man

Greg Rusedski (GB) achieved a record serve of 239.8 km./h. (149 m.p.h.) during the ATP Champions' Cup at Indian Wells, California, USA, on March 14, 1998.

Fastest time to pluck a turkey

Vincent Pilkington of Cootehill, County Cavan, Republic of Ireland, plucked a turkey in 1 min. 30 sec. on RTE television in Dublin on November 17, 1980.

Fastest 10-km. pram-push

The fastest time to complete the 10-km. (6.2-miles) pram-pushing race is 34 min. 26 sec., achieved by Mal Grimmett, when he pushed his daughter, Natalie, at the Olympic Dream fun run, Melbourne, Australia, on November 21, 1999.

Largest Barbie doll collection

Tony Mattia of Brighton, East Sussex, UK, has collected 1,125 Barbie dolls, including many versions of her boyfriend, Ken.

Greatest distance walked with a milk bottle balanced on the head

The greatest distance walked by a person balancing a milk bottle on the head is 130.3 km. (80.96 miles), by Ashrita Furman of New York, USA. Ashrita walked around Victory Field track, Queens, New York, on April 22-23, 1998 for over 27 hours.

Fastest man to run up the Empire State Building

Paul Crake was the fastest man to run up the Empire State Building in New York City, USA. He took 9 minutes, 53 seconds to run up the 1,576 steps in the 23rd annual run-up, on February 23, 2000.

Golf ball stacking

Don Athey of Bridgeport, Ohio, USA, stacked nine golf balls vertically, without the use of adhesives, on October 4, 1998.

Best selling designer underwear

The world's most popular designer underwear brand is Calvin Klein (USA). In 1998, the company sold 30 million pairs of underpants with a total retail value of \$425 million.

Most golds won in Summer and Winter Olympics by a man

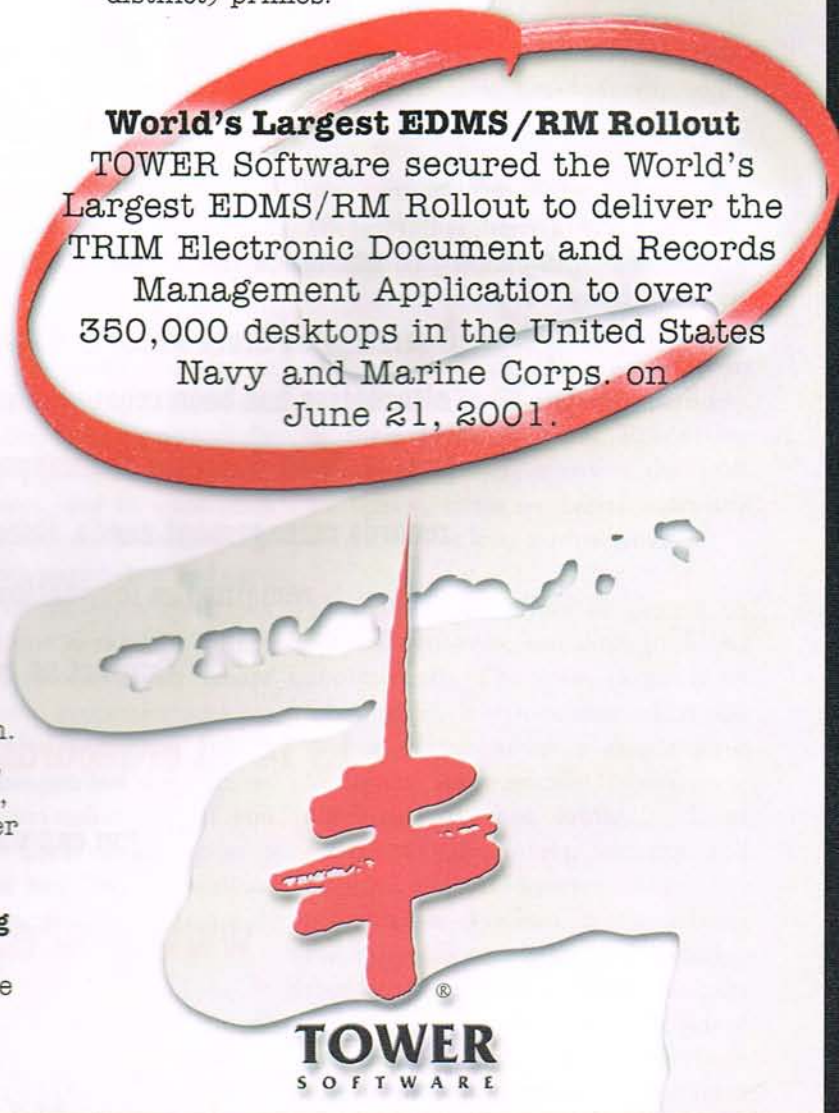
The only man to win a gold medal in both the Summer and Winter Games is Edward Eagan (USA), who won the 1920 light-heavyweight boxing title and was a member of the winning four-man bob, in 1932.

Longest-standing current math problem

The current longest-standing math problem was posed by Christian Goldbach, a Russian mathematician, in 1742. Goldbach's Conjecture states that every even positive integer greater than 3 is the sum of two (not necessarily distinct) primes.

World's Largest EDMS/RM Rollout

TOWER Software secured the World's Largest EDMS/RM Rollout to deliver the TRIM Electronic Document and Records Management Application to over 350,000 desktops in the United States Navy and Marine Corps. on June 21, 2001.



Lance Armstrong, Scott Flansburg, Paul "Les" Behan, Greg Rusedski, Vincent Pilkington, Mal Grimmett, Tony Mattia, Ashrita Furman, Paul Crake, Don Athey, Calvin Klein, Edward Eagan, Christian Goldbach and TOWER Software

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"Service Without Compromise"

Metadata Without Tears?

By Glenn Sanders BA, Dip Lib, ARMA

This article is based on work submitted in partial completion of the MBII degree, RMIT University.

Biography

Glenn Sanders is one of Australia's leading consultants in document and records management. He has worked on software development for three commercial systems, written several books and articles, and been document manager for Tyndall Australia, Deloitte Touche Tohmatsu and (currently) Energy Australia. He is an active supporter of the RMAA and RECMGMT Listservs. He can be contacted at sanders@ozemail.com.au.

Abstract

Capturing metadata about documents and people can add significant overheads to business processes. This article suggests that there is considerable explicit and implicit metadata available in documents and the systems used to create and access them, and that this metadata can be captured with little or no human intervention.

Documents contain explicit information. This can be minimal on a handwritten note, through to quite elaborate metadata in formal reports or articles submitted to professional journals. In many organisations, any major report, business case, budget proposal or the like has a standardised document control page, setting out ownership and sponsorship, approvals, status, and version control, in addition to the usual author, title and date. To this, the document management system should add security, document life cycle and disposal information, functional descriptors and so on. But even this amount of metadata is insufficient for most metadata standards, some of which specify a daunting number of mandatory fields.

In many cases, metadata is captured automatically, though not usually in a form suitable for document management. E-mail systems automatically record sender and recipient, transmission times, and in some cases transmission routes and errors. PC operating systems record date and time of file creation or last amendment (but not both, a major drawback). Office suites like Microsoft Office record various document properties such as title and author, and may record revisions and changes, but this requires specific user intervention, and if you copy someone else's document as a pseudo-template and 'save as' without changing its properties, you end up with very misleading data.

To date, document management systems have relied on such metadata, plus the document content itself, for management and retrieval. However, as document databases grow, even unusual terms will occur frequently

enough that the results of a search will span more than the two or three screens usually deemed to be the tolerance threshold for useability. There is a corresponding increase in both the amount and the level of human intervention required to create and maintain adequate metadata.

However, we cannot require that document creators and users spend additional time creating metadata. Users are rightly under pressure to focus on core, cash-earning business, and often lack the indexing skills needed for proper subject analysis. In virtually every report I have written in my consulting business for the last 18 years, has been a statement that good document management follows as a byproduct of good business practice, and that it must be seamless and unobtrusive. Any attempt to require users to fill out more than two or three metadata fields, is courting failure, particularly if any of the fields are seen to relate to abstract statutory obligations or long term archiving.

There is much effort at present in Australia to overcome these problems automatically. The main thrust is on inheritance - the idea that when you save a document in a directory or folder, it automatically inherits the attributes of that folder, such as functional descriptors, security and disposal status. However, there is a considerable overhead in maintaining the inherited attributes and ensuring they are closely aligned with business needs. Much of the required information cannot be derived from the documents themselves: you must consult users, thesauruses and disposal schedules as well.

The situation is even worse for tacit information. This takes two forms: information about the document, and information about the people using and creating the document. However, we do know more about both than we might think, and capturing much of this information does not require additional human intervention - it is implicit in the systems we use to create and access the documents.

Privacy issues aside, and assuming no more than a modern EDM system and a corporate intranet for access to organisation charts, skills registers and resumé's, we know quite a lot about the people involved:

- Functional role
- Who else they work with
- Each project they work on
- Who else works on each project
- Which documents they create, modify, access and delete
- Who else they communicate with (at least by e-mail)
- Skills, qualifications
- All of the above historically

And we know even more about documents:

- Dates created, accessed, modified, deleted
- Systems used to create, access, modify, delete
- Which people create, access, modify, delete, and when
- Which process the document is part of
- Language or terminology used
- People, organisations, projects referred to
- Other documents explicitly referenced(eg.footnotes,hyperlinks)
- Other documents explicitly related (eg compound documents, encapsulation)
- Other documents tacitly related (eg via thesauruses, classifications, file plans, linguistic analysis,pattern matching,sequence,chronologyetc)
- All of the above historically

Why is this tacit information important? Apart from the useability and metadata maintenance issues mentioned earlier, organisational and personal information needs change - dramatically - over time, and this in itself can generate new tacit information, hence the last item in each list above.

That we can derive much information from these tacit sources is nothing new. Suitable techniques, particularly relating to chronology, have been used by investigators for many years. The techniques are little different from those used for business intelligence analysis, and are already creeping into knowledge management systems.

Workflow has particular potential here. Documents do not exist in a vacuum, and investigators and historians stress the importance of sequence and chronology.

Workflow systems can record much of this, without human intervention, once properly set up. Again, this is not new technology.

My argument is simple: once, long ago, we could afford the resources to manually intervene (usually with ledger and quill pen) on every business document, to record and manage it. Now we cannot, nor would it be effective if we did, because user needs are much more complex and change frequently.

The business intelligence and investigatory models, plus workflow, show that we can derive, automatically, much useful information from the documents - and from what we know of the people. The two in combination, plus the increasingly sophisticated search techniques available mean that we should be able to develop effective document management systems, including both explicit and tacit information, without requiring unjustifiable overheads to create metadata, or get inside people's heads.

All we need now are the systems, and the management skills to exploit the information.

¹ For example, don't even try a Web search for 'document management'

² Personal discussions with software vendors and clients

³ And no-one will dare suggest, in this increasingly electronic and decentralised age, that we try and do it centrally, will they? Please?

⁴ Boyd, Stowe 'Rethinking knowledge management: this time it's personal' Message no.1, 2001 (www.knowledgcap.com)

⁵ Borghoff, U and Pareschi, R 'Information technology for knowledge management' *Journal of Universal Computer Science* 3(8) p835-

⁶ Personal discussions with ASIC investigators and DPP lawyers (look, I was interviewing them)

⁷ Tkach, Daniel (ed) Text Mining Technology: Turning Information Into Knowledge.

⁸ IBM Software Solutions, February 17, 1998; Seiner, Robert S 'Knowledge management: it's not all about the portal' The Data Administration Newsletter downloaded from www.tdan.com/i014fe04.htm 15 Dec 2000.

⁹ Moad, Jeff 'In search of knowledge: new tools aim to turn unstructured data into a corporate resource' PC Week Online, 7 Dec 1998; Ananthaswamy, Anil 'You hum and I'll find it' New Scientist, 17 March 2001

Archivists of International Organisations: The New Continuum Recordkeepers

By Tom A. Adami, BA MA
Chief Archivist, ICTR.

ABSTRACT:

The ICA is the peak international body of the archival community. It has several sub-groups dealing with specific concerns of various interest groups. One such group is the Section of Archivist of International Organisations [SIO]. The SIO meets annually to discuss work programs and formulate recommendations, which may be adopted at higher levels of the ICA. The annual meetings are also a chance to exchange ideas and views and to listen to presentations of work being undertaken by information managers in international organisations. The use of the term 'archivist' is becoming more and more blurred in the current information management framework of international organisations. Archivists are stepping into roles that 10 years ago were quite unfamiliar and generally the responsibility of records managers. This article is meant to give an insight into the workings of this relatively unknown group of the ICA by narrating the events of the 27th meeting of the SIO.

BIOGRAPHY:

Tom A. Adami is currently the Chief Archivist of the International Criminal Tribunal for Rwanda, a United Nations organisation established in Arusha Tanzania in 1995 by UN Security Council Resolution 955 [1994]. The Tribunal is responsible for prosecuting those persons deemed responsible for the 1994 genocide in Rwanda in which over 500,000 people were killed in a period of 100 days. He has been the Head of the Judicial Records and Archives Unit since August 1999.

The major outcome of his tenure has been to implement the TRIM electronic recordkeeping system for all legal staff in Arusha. Plans are also well advanced for ICTR staff access to TRIM in Kigali, Rwanda, and The Hague, Netherlands. Prior to taking up this current appointment he worked at the National Archives of Australia in Canberra for 2 years as a research officer working on various projects including parts of the DIRKS manual and recordkeeping metadata.

Recently the Section of Archivists of International Organisations [SIO] of the International Council on Archives [ICA] held its 27th annual meeting in New York, 18-21 June 2001. The meeting was hosted by the United Nations Archives and Records Management Section [UN ARMS] and held at the offices of the US National Archives on Varick Street in downtown Manhattan.

On contemplating my mission to New York I was prepared for a run of the mill type gathering of archivists and/or recordkeepers, to which I had been to many previously. However, on reflection I can state that I was impressed by the work being done by my peers. The concept of the records continuum and archivists being involved from before the creation of records is a fact of life in many international organisations even if they still refer to it as 'life-cycle'. Archivists are no longer content to accept any imposed solution from the IT or other sections of an organisation. In the process archivists are fulfilling the traditional role of records managers or recordkeepers. This is not necessarily a new or even a bad development. It is almost a Darwinian process of natural selection.

Imperatives of the work place demand change and adaptation. Archivists are evolving, not so much in the physical natural evolutionary sense but in terms of their professional functions and responsibilities within their respective organisation. An author has drawn a rather apt analogy between information managers and pharmacists in the context of organisational change. I believe recordkeepers have become more than 'people who put the right papers in the right files'.

There were some comments on the fact that the United Nations had such a large presence at the meeting. This, I believe, is understandable given that the UN is such a large and disperse international organisation. The structure of the UN is such that one can have a situation where organisations are independent of one another even though they are within the one main organisation. One speaker remarked that when she first attended one of the SIO meetings many years ago she was impressed and intimidated to a degree by what she termed the 'Geneva' group. However, the SIO is aware of this perception and is conscientiously trying to involve recordkeepers of Non-Governmental Organisation's [NGO's] and multi-national business organisations in its work.

ICA SIO RECOMMENDATIONS

Some 30 participants from various international organisations participated and drafted recommendations on issues relating to the work of the section. The SIO draft recommendations adopted at this 27th session of the Section are expected to be dispatched in the next newsletter in September 2001.

The Section of International Organisations of the International Council on Archives (ICA/SIO), taking into account the growing recognition of the role of history projects in relation to accountability, transparency and corporate identity of international organisations, RECOMMENDS:

1. That the role of archival services be clearly recognized and defined in the conception, execution, and results of history projects; and
2. That the collaborative role of all parties in history projects be defined, with particular emphasis on the relationship between the archival service, team of scholars, and sponsoring institution; and
3. That, in recognition of the value of oral history as a complimentary resource for understanding the role and activities of international organizations, an assessment of standards and practices for acquiring, indexing, and preserving oral heritage be made to encourage the development and use of this resource.

In consideration of the growing importance of websites within international organisations for the conduct of business and as a communication tool, the Section of International Organisations of the International Council on Archives (ICA/SIO), RECOMMENDS:

That websites and contents related to the institutional memory of international organisations be managed in accordance with best practices in archives and records management.

It is interesting to note from the above recommendations that a clear announcement has been made by SIO to further collaborate with history projects. There is now a clear recognition that archival and recordkeeping programs are indispensable to history projects. There were several presentations on recently completed and ongoing projects.

One was the Yale University United Nations oral history project and another was the European Space Agency project.

Recognition that the archiving of websites is an issue was encouraging. A committee was formed to look into the issues surrounding this relatively new recordkeeping challenge. The committee will report to the next meeting of the SIO in 2002.

ATTENDEES AND EXECUTIVE BOARD

Although the bulk of the attendees would normally be referred to as archivists, they were more of the new style recordkeepers or information managers. They were from the following organisations:

- United Nations ARMS, New York, USA
- UNESCO, Paris, France
- UNICEF, New York, USA
- Agence de la Francophonie, Paris, France
- International Criminal Tribunal for Rwanda [ICTR], Arusha, Tanzania
- NATO, Brussels, Belgium
- OECD, Paris, France
- International Olympic Committee [IOC], Geneva, Switzerland
- World Food Program [WFP], Rome, Italy
- European Central Bank [ECB], Frankfurt, Germany
- European Bank for Reconstruction & Development [EBRD], London, England
- World Bank, Washington, USA
- Inter-America Development Bank [IADB]
- League of Arab States [LAS], Cairo, Egypt
- Open Society Archives, Budapest, Hungary
- EU Historical Archives, Florence, Italy
- UNHCR, Geneva, Switzerland
- European Space Agency [ESA], France
- International Committee for the Red Cross [ICRC], Geneva, Switzerland
- UN ILO Geneva, Switzerland

and several others

The Chairperson of the SIO is currently Mr. Jens Boel [Denmark] who is the Chief of the Archives and Records Management Division at UNESCO in Paris. Ms. Mary-Ann Grosset [Australia] of the Archives and Records Management Service at OECD in Paris, France is the current Treasurer. The current Secretary is Ms. Anne Marie Smith [Britain] of the Central Registry, NATO, in Brussels, Belgium.

MAIN CONTENT OF THE CONFERENCE

Some of the major presentations that were given ranged in scope and content from the 25th anniversary of the SIO⁴, to case studies of electronic recordkeeping implementations and history projects.

CASE STUDY:

OECD electronic recordkeeping implementation. Mary-Ann Grosset, Head of OECD Archives and Records Management Service [ARMS]

Fellow Australian Mary-Ann Grosset explained that the iRIMS software was chosen for the OECD's electronic records management needs in 1996. By 1997 the system was implemented and used within the recordkeeping and archives service.

By 2000-2001 the software was installed and used in approximately 15 Directorates of the OECD. The approach used was obviously a phased implementation and this has worked in the case of the OECD.

The ARMS mission since 1998 has been on a number of different levels and they included;

- The management of the OECD's current and intermediate records [paper, electronic, microfilm, etc]
- Publicity and visibility of the service
- The quality of the service provided
- Space management [physical and electronic]

With regard to the point above on 'publicity and visibility' Ms Grosset mentioned that they had several different ways of doing this. The main point was dialogue and presence in the Directorates. It also included guided tours of the ARMS.

On hearing this, I couldn't but help think to myself that this is a constant problem for records management and archival sections. Since 1990 when starting as a junior registry staff member with the Department of Defence in Sydney, I was always struck by the generally negative and passive impression that others had of my section's work. I found it difficult to believe that something so important as information management was being neglected. I have over the past several years come to the conclusion that the issue is fundamental to the profession itself. There are of course exceptions but generally it is difficult to receive the required recognition of worth of one's work.

Another major outcome of the work of the ARMS staff at OECD has been to deal effectively with the organisation's e-mail. The iRIMS system eventually captures the e-mail and allows the usual search and retrieval. After residing in a public folder for a period of time the records are transferred to the iRIMS system for archival purposes.

As with any electronic recordkeeping system the implementation of iRIMS at OECD in Paris has resulted in many benefits. The corporate information is now more readily accessible, the organisation does not have to rely on human memory, and less time is spent looking for records and a decrease in physical storage space.

CASE STUDY:

UNHCR electronic recordkeeping implementation

Ineke Deserno, Archivist,
UNCHR Geneva, Switzerland

The UNHCR is a unique organisation with offices all over the world. There are some 277 offices in 120 countries with some 5200 staff. They have a total budget of around US\$1 billion to assist 22.3 million refugees worldwide. This situation would provide for some interesting challenges to any recordkeeper. Issues of remote access are but one challenge that a records manager would need to overcome.

UNHCR has undertaken many initiatives with regard to recordkeeping and some of them were;

- Production of e-mail guidelines [1996]
- Filing system for e-mail [1996]
- Comprehensive inventory of electronic records [1999]
- ER preservation study [1999]
- EDMS/ERMS [1999-2001]

During the implementation process it became clear that there were certain shortcomings in the 1996 e-mail guidelines. Only some 10% of official e-mails were being captured and there was no integration between the e-mail and other records. The solution for UNHCR was to implement a split system of Livelink [EDMS] and iRIMS [ERMS]. Livelink deals with the capture of records, document repository and issues such as version control, workflow and task management. While on the other hand iRIMS would deal with the records classification scheme, records disposal schedule and indexing to paper records.

After the progress made so far with UNHCR's corporate records there are still some challenges to overcome. Software integration still possess some difficulties, long-term preservation, metadata synchronisation between EDMS and ERMS, comprehensive scheduling and field access. Field access would be posing some unique difficulties. I can imagine a field officer in the wilds of Afghanistan or Somalia with a laptop computer and a mobile phone trying to link to the main recordkeeping system. Theoretically it should be possible but my reaction would be along the lines of security and may be more easily compromised with roaming field access regimes.

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WORKING GROUP:

Archives and Records Management. Bridget Sisk UN Archives and Records Management Service [UN ARMS].

There was a report by Ms Sisk about the work being undertaken by the Common Services Group at UN HQ. The idea behind the group was to work collaboratively on common issues facing agencies located at HQ in New York.

THE CERN⁶ AND ESA⁷ HISTORY PROJECTS

Dr. John Krige.

Historian John Krige worked on the history projects of CERN [European Organisation for Nuclear Research] and ESA [European Space Agency]. Dr. Krige gave a wonderfully lively account of the work of the project. Having just sat through a painfully boring rendition of another history project I was surprised at Krige's narrative. He mentioned issues like the indispensable nature of archival collections when embarking on any history project of an organisation. He mentioned that there were rare occasions when access to records was not always what it should or could have been especially with a collection such as the Pauli Archives at CERN. Given the SIO's commitment to assisting such a history project, it was a timely reminder of the complex interactions and interconnectedness of the work we do as recordkeepers and other disciplines.

The CERN Archive has a rich and valuable collection of high scientific value. The Archives contain the following collections: Documents of the CERN Council and its subordinate Committees (Committee of Council, Scientific Policy Committee and Finance Committee), records of CERN Experiment Committees and of CERN Collaborations, files of previous Directors-General, files of senior physicists, an information on the CERN History Study, resulting in the

publication of 3 volumes of the 'History of CERN'. The last of these was the result of Dr Krige's research work at CERN. The CERN Archive also contains 'The Pauli Archive'. This collection entered the CERN Archives by two deeds of gift from Mrs. Franca Pauli in 1960 and 1971; CERN is the owner of the scientific legacy of the late Professor Wolfgang Pauli and of all inherent author rights. Access is administered by the Pauli Committee, the Chairperson of which represents the Director-General of CERN in Pauli matters.

UNIVERSAL ISSUES FOR INTERNATIONAL RECORDKEEPERS

It seems from all the presentations that we are all in the same boat. Recordkeepers everywhere are grappling with similar issues. 'How do I address my organisation's recordkeeping requirements?' Then after we have sufficiently dealt with that issue we start to think, 'How do we get staff to accept the new system[s]?' Having worked on the National Archives of Australia publication, DIRKS, I realise that it is not an easy thing to get users to accept new systems, new ways of working and changing attitudes and habits to something so fundamentally mundane as recordkeeping can be.

ICA/SIO WEBSITE

Some readers may have noticed recently that the website of the ICA is rather devoid of content. This presents a real problem to a section like the SIO as the work of the section was to be hosted on the main ICA site. It appears that UNESCO will host the new site for the SIO, which is currently being developed. The timeframe for the new revamped SIO site was later in 2001. We were given a sneak preview of the site and I can say that it will be a very useful and interesting informational site.

The site will have a page on the Executive Boards of the SIO, it will list the members and have the statutes of the Section posted as well.

Apart from the website the SIO also has a newsletter that is generally distributed to members of the Section. The newsletter will appear on the new website.

SIO WORK PROGRAM 2000-2004

Also of note is the 2000-2004 work program of SIO, which has some interesting points. Work will continue to address the specific concerns of archivists of international NGO's and multi-national business companies. Further work will be undertaken to promote common digitisation projects between its members. Work will continue on the 'Guide to the archive of international organisations'.

A committee was established to look into issues surrounding websites and records. Archiving websites is a major concern of international archivists and the aim is to establish some guidelines and procedures, which are meant to be practical.

REFLECTIONS ON THE PAST AND HOPES FOR THE FUTURE

The meeting was an opportunity to reflect on past work of the SIO. We were lucky enough to meet with a previous member of many years association of the SIO. Ms Jo Anne Garcia-Melendez had attended SIO and ICA meetings for over 20 years. I was left with the impression that the SIO had a *raison d'être* that would ensure its continued viability for many more years to come.

Of course it wasn't all work and there was an opportunity to see the sights of the 'Big Apple'. After living in sleepy little Arusha Tanzania for over 2 years it was a

huge contrast to life as I was used to it. On return to work I was enthused again to achieve new goals with the recordkeeping practices of the ICTR. Later this year [2001] we will have an audio-visual consultant prepare a comprehensive report on our audio-visual holdings. We are planning to revamp our TRIM recordkeeping system with a major rectification project on the record metadata in the system. We are aiming for remote access to more ICTR staff in different parts of the world. We are also attempting to address some user concerns about the recordkeeping system with full-text searching facilities and a new version of our recordkeeping system. Work has begun on a retention schedule for ICTR records and an access regime is being developed for ICTR records that are sent to UN HQ archives for storage.

The recent tragic events in New York on September 11 2001 have made me think that we as recordkeeper must be ever vigilant to ensure back-up regimes and risk management principles are strictly adhered to. Our profession is one that is intimately entwined with everyday events. When any disaster occurs our work can be dramatically affected. Those readers who have gazed in awe at the New York skyline and at the World Trade Center will be deeply saddened by this event.

The next meeting of the ICA/SIO will be held in Rome at the United Nations offices of the Food and Agriculture Organisation [FAO] / World Food Program [WFP]. I am sure that many new recordkeeping and archival developments will be discussed over spaghetti, vino rosso and macchiato.

FOOTNOTES

¹Keynote Speech of Chauncey Bell, Business Design Associates, Inc., at the Annual Meeting of the Society of California Archivists, 1 May, 1998, Pasadena, CA.

²A profession with some similarities to yours is pharmacists. On the one hand, recent surveys still put theirs as one of the most trusted professions in the country. On the other, their profession is evolving largely in the interpretation that the most important thing that they do is put the right pills into the right bottles. The medical insurance industry wants them to have less expensive people put cheaper pills into the bottles. Jerry Seinfeld did a skit about pharmacists recently. He asked, "Why do they have to stand two feet higher than us?" Then, assuming the voice of a pharmacist, he called out, "Get back, I need space here. I'm doing important things. I'm putting these pills into these bottles. If you'll just be patient, I'll have your prescription filled in an hour or so." In that interpretation, soon many pharmacists are going to be replaced by 'put the pills into the bottles' machines.' <http://www.rbarry.com/cb-sca/cb-sca.html>

³One could draw an analogy between the Australian Public Service and the UN system. In the APS one has many different and rather independent agencies.

They all have their own management structures and styles. They have their own senior management driven emphasis on the importance of recordkeeping. They will therefore have many differences of approach and end product when it comes to recordkeeping programs. The same can be said for the organs of the UN. Generally, centralisation of recordkeeping issues is not seen as being to anyone's advantage.

⁴The summaries of the presentations are based on the handouts and from the author's notes. All attempts have been made to accurately represent the project of the organisations concerned.

⁵The SIO has been in existence for over 25 years now. A CD-ROM was compiled which contains the major archival documents of the Section. Ms Anne Marie Smith of NATO who is the current serving Secretary of SIO gave a presentation on the CD-ROM and its contents.

⁶Figures provided by Ms Ineke Deserno. Refugee numbers are as at January 2000.

⁷CERN apparently is the birthplace of the 'World Wide Web'. See the website at <http://www.cern.ch>

⁸ESA's historical archives are being stored at the Historical Archives of the European Communities (HAEC) in Florence. See the ESA website at <http://www.esrin.esa.it>

⁹See the website at <http://www.ica.org>

¹⁰See the UNESCO hosted website at <http://www.unesco.org/archives/guide/index.html>



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Sasha Lukich

187 Hyde Rd Yeronga 4104
Phone: 07 3848 7899
Fax: 07 3892 3347
Email: salesbris@aosys.com.au

NEW ZEALAND
Ivan Farmiloe
Sarah Broad

3/21 Poland Rd Glenfield Auckland 1015
Phone: 0011 6409 4434 006
Fax: 0011 6409 4434 007
Email: salesnz@aosys.com.au

SINGAPORE
Roger Lee

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Singapore 059567
Phone: 0011 655 570 070
Fax: 0011 655 570 080
Email: salesing@aosys.com.au

MAP 4193

Coordinator Reports

Information Technology Committee

First off I had better introduce myself. My name is Kemal Hasandedic and I was elected as the Chair for the IT coordinating committee for the Federal Board. I have taken over from Laurie Varendorff and the term, as coordinator is for no longer than 2 years. Our role is to review and raise issues relating to IT and records management. We have been well led and assisted in this arena by Geoff Smith (NSW) and Laurie Varendorff (WA).

One of the first things the committee was asked to consider on the Sunday preceding the conference was whether or not there was an interest in continuing the role of the committee. As most of you were not present I wanted to go over what the members present felt and review the items discussed and proposed plan for the role of the committee.

We were of the view that the committee should be maintained. One of our first tasks was to find out who would be the representatives of each branch. They are listed hereafter:

QLD - Philip Taylor - philip.taylor@admin.uq.edu.au
 NSW - Geoff Smith - geoffsm@naa.gov.au
 WA - Laurie Varendorff - LVarendorff@Bigpond.com
 VIC - John Williams - John.Williams2@auspost.com.au
 TAS - Kate Walker - kwalker@bodc.tas.gov.au
 SA - Bob Hatibovich - bobh@scanservices.com.au
 NT - Linda Bell - Linda.Bell@NT.gov.au
 ACT - Ross Thompson - RThompson@Ortex.com
 Board Rep and Coordinator - Kemal Hasandedic - kemalh@thuringowa.qld.gov.au

One of the issues before us is that we must come up with a 3-year operational plan for the committee prior to February 1st 2002. So what I propose is we consider what the committee would like to achieve in 3 years as well the costs, which will relate to the plan.

One of the tasks we have been given by the Board is to review the Australian Listserv. In particular:

- The nature of the topics discussed, i.e. no vendor advertising but seminars and job applications are ok
- The use of signature blocks when signing an email to the listserv
- Should it be moderated and if so by whom?

- What is the role of the listserv?
- Obtain the rules and protocols of the American listserv
- The need for a disclaimer
- Under what conditions and who can remove a member of the listserv?
- Is the listserv under the control of the RMAA?
- Whether or not attachments should be allowed

Those present felt that the listserv should be used for the dissemination of records information and similar subjects. However we did not want it to be used by vendors to sell their products. We were in favour of seminars being advertised and job applications. All assisted a person in being aware of what may be of interest. As with all of this if someone does not want to read an item they can hit delete. In relation to signature blocks, it should be noted that a person is speaking on behalf of their organisation or body, i.e. if I was to reply to the listserv and I am employed at Thuringowa city and am a board member of the RMAA, then the body of my message should state whether or not I am replying in relation to my employment or the role I play on the board. Signature blocks can be misleading to some people. Therefore we felt you should either state your position or use a disclaimer stating your views are yours and not those of your employer or the bodies you may represent.

We were not in favour of a moderated list as creates a lot of work and who is going to do it? We agreed there should be rules and protocols of behaviour on the list. As well we were concerned of the virus risk if attachments are posted to the listserv. If something was of value to the whole list, it should be transmitted to a site (i.e. RMAA website or Alan Zaben's website). We were not in favour of attachments because of virus scares but also that those getting the digest form of the discussions can experience difficulties because of the attachments.

Your views are sought on the above points and if you have others that should be raised please forward them to your relevant Branch representative.

Kemal Hasandedic
 IT Coordinator

Federal Education Report

September marked a new milestone in Records Management education. ANTA the Australian National Training Authority has endorsed the Business Services Training Package which includes new recordkeeping competency standards.

This means that the National Records and Archives Competency Standards that were released in 1997 are being replaced by the new Recordkeeping Competencies.

It is expected that the implementation of the training package will begin early next year and be completed by the end of 2002.

Training packages with competency standards can be used to define job roles and help with preparing job descriptions and the design of vocational education courses. They can also lead to articulation to some recognition with some university courses, can lead to the development of specialist records management traineeships and enable people with other qualifications and experience to apply for recognition of their ability. Also qualifications from the Training Package will be recognised in all states and territories of Australia.

The Training Package itself consists of two parts: an 'endorsed' part that must be endorsed by ANTA and a 'non-endorsed' component, which is usually made up of support materials.

The endorsed component has three parts: The Recordkeeping Competency Standards, assessment guidelines and nationally recognised qualifications.

RMAA members have had considerable involvement with the work on the Training Package both with the Technical Committee that designed the Competencies and the discussions on how the Competencies would result in training outcomes. Some issues with the earlier drafts were addressed by BST (the organisation that submits the draft package to ANTA) and have enabled specialist recordkeeping qualifications at Certificate III, Certificate IV and Diploma level to be developed and delivered by TAFE colleges and other RTOs - Registered Training Organisations.

Stephen Smith ARMA
Federal Education Co-ordinator



Stephen Wellington



Lisa Dawes



Russell Townley



Greg Townley

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Branch Reports

Victoria

The Victorian Branch Annual General Meeting was held on the 26th July 2001. I would like to welcome two new Branch Councillors on board, Sue Dunn from Arthur Anderson and Heather Addison from Ernst & Young. I would also like to acknowledge the contribution of Sandra Pickett, Betty Powell and Adele Di Fresco who chose not to nominate this year, and Anne Cornish who stepped down from Branch Council in September 2001. Details of the 2001 Branch Council members can be found on the RMAA website.

Ruth Edge, who has been instrumental in the resurgence of the Victorian Local Government Chapter, is stepping down as Chapter President this year. The Chapter has been actively involved in the development of policy and guidelines for local government in preparation for the Information Privacy Act. The Chapter also publishes a very informative Local Government newsletter. On behalf of the RMAA Victorian Council thank you to Ruth and all the Local Government Chapter committee members for their efforts and initiative during the past 12 months. Ruth will continue to be involved in the RMAA Victorian Branch Council newsletter, which will also incorporate the Local Government newsletter. Congratulations to Anthony Duffin from Cardinia Shire Council, who takes up the position of Local Government Chapter President.

A number of members headed to Tasmania in September to attend the joint RMAA/ASA National Convention. Congratulations to the conveners for a great effort and by all accounts a successful conference.

The Victorian Branch in conjunction with the Australian Society of Archivists and the Public Record Office of Victoria, are conducting the Archive and Records Management Week 2001 (ARM Week) in Melbourne during the month of October. The theme for ARM Week 2001 is 'Building the Links - Setting the Standards', with the major event being the official national launch of ISO 15489 Information and Documentation - Records Management. The launch is a joint effort by the PROV, Standards Australia, RMAA and ASA.

Other events during the week include the Sir Rupert Hamer Records Management Awards, recognising excellence and innovation in records management within the Victorian Public Service. The award is an initiative of the PROV and the Victorian Branch is proud to be a major sponsor of this event. There is also the Local Government Chapter meeting, the ARM week seminar, regional launch of ISO 15489 at Deakin University in Geelong and Students Day, which is hosted by Swinburne University and supported by the RMAA. A full report on ARM Week and the award recipients will appear in the next edition of *Informaa Quarterly*. We look forward to an interesting and busy year ahead as we continue with our initiatives to provide information sessions, workshops and functions.

On behalf of the Victorian Branch Council I would like to wish all RMAA members a peaceful, safe and Happy Christmas and New Year.

Rita Maiuto ARMA
Branch Vice-President, VIC

South Australia

We were back into the swing of things, starting with a breakfast seminar at Jolley's Boathouse Restaurant held on 14th August 2001. The 30 attendees heard from Peter Daniels, Leadership Management Australia, who discussed and then conducted a workshop on 'Using your time effectively: The road to productivity'.

Plans are well underway for the 2002 Convention with a very positive response coming from the Hobart Convention regarding our stand, waiter's friend giveaways and preliminary brochure. A copy of the preliminary brochure is in this issue of IQ.

Also in this issue we are calling for papers so keep an eye out for the request. But remember we not only want you to know your stuff, we want you to be able to present it in an interesting and dynamic manner.

If there is a particular topic you would like covered then please use the opportunity to contact us and tell us what it is. The new trial format allows us to cover many general interest areas as well as covering some specific areas in workshop format.

Kristen Green
Branch President, SA

Queensland

2001 Queensland State Conference

The 2001 Queensland State Conference held on the 11 July attracted over 160 participants - the best ever. The conference theme of 'The Quest for Best Practice in Records Management' generated a high level of interest amongst participants. Sessions on a diverse range of topics were presented covering areas such as the International Standard for Records Management, the Victorian VERS project, Best Practice in the Queensland Public Sector, Recordkeeping Competencies and Strategic Management of Information in a Digital World. In addition, Cairns City Council and CSIRO presented case studies on records management project. To round off the day a records management quiz was conducted with participants answering a variety of questions. A trade display was also organised for participants to view and gather information on products. The Branch thanks the sponsors and all those who attended for an excellent conference.

Professional Development Program

The professional development program continues to attract significant attendances. Recent seminars have covered topics such as document management systems and outsourcing services.

Commonwealth Government Chapter

A meeting was organised to gauge the interest in the formation of a Commonwealth Government Chapter. As a number of expressions of interest were forthcoming a meeting was organised to establish a structure and appoint a Chapter council. A submission is to be made to the Federal Board to formally endorse the Chapter.

Records Management Courses

With the news that the recordkeeping competencies have been approved the Branch has commenced swift action to implement the new courses as soon as possible. In conjunction with ITAB Queensland, a working party consisting of all the stakeholders has been established to plan the delivery of courses. Significant work still remains to have courses available.

Philip Taylor MRMA
Branch President, QLD

Tasmania

Well, it has been and gone but won't be forgotten. The first Joint Conference of the Australian Society of Archivists and the Records Management Association of Australia was an extremely successful event and we all owe thanks to the effort of the organising committee. The program committee arranged a balanced and diverse line up of speakers who underlined the theme of the conference. Positive feed back from exhibitors was very heartening and the support from sponsors was excellent. Nonetheless, as is always the case, it was the spirit and co-operation of all the delegates that made the meeting such a success. Those who were unable to attend are recommended to get a look at the printed proceedings (available on the RMAA and ASA websites three months after the conference). In particular this gives the opportunity to read the contribution of the invited Keynote Speaker Vern Harris.

On the social side a number of delegates enjoyed a reception at Government House kindly hosted by His Excellency Sir Guy Green, Governor of Tasmania and Lady Green. Whether local or visiting we all were most grateful for their charm and hospitality and for the opportunity to see inside their gracious home. Many delegates went on from Government House to dine, variously, at Moorilla Winery, the Boathouse and other city venues.

On the Tuesday evening the Conference dinner-dance was held in the City Hall, appropriately and very thoroughly decorated in the theme 'Antarctica'. Explorer (look-alikes), snow falling and thunderous Antarctic winds greeted us and off-the shoulder gowns suddenly (but fortunately briefly) seemed inappropriately protective.

We were all most fortunate that, if Ansett had to fail, it delayed doing so until all our members made it home!

On behalf of the Tasmanian Branch I would like to thank delegates, exhibitors and sponsors for their participation and support.

The Functions Committee is now gearing up for the end of the year. This will include a Members' Meeting on 8th November and a Christmas function.

Jill Saunders ARMA
Branch President, TAS

Western Australia

In this my first report I would like to thank the past president, Laurie Varendorff for his hard work and contribution to branch council over the last two years. I would also like to thank the branch councillors taking a well-earned break, Ken Ridley, Maggie Exon, Jim Bonzas and Mark Robert. I am looking forward to working with Neil Granland, Marital Keenan, Josette Mathers, Gail Murphy, Kye O'Donnell, Laurie Varendorff and Martin Wray on this year's branch council.

For almost ten years RMAA members and others with an interest in records and archives have been telling anyone who would listen, including Commissions of Inquiries, Royal Commissions and of course politicians, that we need an independent State Records Office. At the AGM in July the Minister announced to over 100 members that the State Records Office would no longer be a division of the State Library. Many thanks to those (too many to list here) who helped achieve this goal.

We had a good turn out of Western Australians at the joint conference in Hobart and Tassie put on a great show for all. Many took the opportunity to see the sights and really enjoyed the whole trip. Some members were stranded as a result of the Ansett collapse. Hopefully low cost airfares are not lost forever as it is so good to catch up with family, friends and colleagues in the east. We held a post conference round up in early October for members who could not

attend the conference. Conference attendees brief members about the conference and talk about what it meant for them. One of the messages that always comes through is that the RMAA conferences are so much more than just a series of presentations.

Last year we started to develop an action plan for the State. We examined the Federal Strategic Plan and looked for ways to implement its goals and objectives. The second of these planning sessions is in October to further develop our action plan. Our approach to activities will be open and consultative, encouraging membership participation. We want to continue to build a strong records management community by keeping members informed, facilitating access to education and research, encouraging in professional development, group mentoring and other networking opportunities.

There are a number of initiatives we will pursue this year including our strategic alliances with ASA, IIM and ALIA, where we will look for opportunities for synergy without comprising our members' interests. You will see more on the initiatives after our planning day. Feedback from members is really helpful so please contact me with your ideas and comments. Emailing is great for jotting a quick note so contact me at lferguson@dpc.wa.gov.au.

Lesley Ferguson ARMA
Branch President, WA

Northern Territory

It was very encouraging to see 30 people turn up for the Managing Websites seminar, which the Branch brought to Darwin in mid-July in conjunction with the Electronic Records Special Interest Group of the Australian Society of Archivists. Judith Ellis, Gavan McCarthy and Andrew Waugh who all made the trip from Melbourne to participate in the seminar treated those who attended to an overview of developments in this area of our industry.

Also encouraging was the turnout of 30 or so people who attended the NT Branch's AGM, a record for this event. Most enjoyed the informal get together afterwards and it shows that the Branch is strengthening its membership base once again.

13 members from the Northern Territory made the long haul across the continent to attend the joint Hobart convention in early September and I think all would agree it was well worth the effort.

All in all it looks like records management in the NT is looking active. It will be a challenge for the Branch to keep up with demand, but we'll try...

Barry Garside ARMA
Branch President, NT

Australian Capital Territory

By the time this edition of the Informaa Quarterly hits your desk the Christmas Silly Session will have commenced, I wonder where this year has gone, we say that every year but as the saying goes another older another wiser.

The National Joint Conference that was held in Hobart is over, many thanks to our hosts in Tasmania. The ACT Branch was fortunate to receive three (3) awards at the Conference. Congratulations to Brand Hoff, Honorary Award, Thomas Kaufhold, Life Membership and Gillian Drew, Eddis Linton Award for most Outstanding Student of the Year. It was great to catch up with old friends and of course meet some new colleagues at the conference.

The ACT Branch held its annual planning day on Tuesday 18 September 2001, we are now busy planning the next 12 months activities. The membership response from the AGM Seminar on Metadata is being followed up and a workshop is planned in the New Year on DIRKS and Metadata. A schedule of events will be published in the next Branch

Newsletter in October 2001. Please put this diary entry for the ACT Christmas function on Tuesday 20 November 2001 at the Canberra Club.

I do want to thank Jewel Gilbert who has been part of the Branch Council for many years. Jewel has recently stepped down from the Council and I would like to convey our 'Thanks' for all the help and support she provided the ACT Branch.

May I remind you to visit the website to keep up to date with the RMAA Association Activities www.rmaa.com.au. The Association has made a commitment to keep this current, so save it in your favourites.

Well it's time to wish you all a happy and safe festive season, drive safely and I look forward to communicating with you in 2002.

Stephanie M Ciempka, ARMA
Branch President, ACT

New South Wales

NSW held its Annual General Meeting in July and several Councillors did not stand for re-election. My thanks to them for their work over their time on Council and I look forward to the year ahead. With the Convention now well and truly out of the way we can look at doing other things.

My congratulations to the organising committee for Hobart for the joint conference of the RMAA and the ASA. It was a credit to them and it was great to catch up with people. Thanks to Chris Fripp for organising the dinner on the Monday evening for those from the NSW Branch present. This was also my first Board meeting since being elected a Director. I can assure readers the organisation is in good hands and there is a lot of work going on within the Association and in building relationships with other organisations and other professional groups outside Australia.

We are looking to holding regular meetings and are keen for Branch members to suggest what they would like to see. By all means contact me or any other Councillor with your ideas.

Also, by the time you read this the International Standard on records management will have been launched (3 October in Montreal) and the Australian launch will have been held (16 October in Melbourne). As an association this is a prime opportunity to raise the profile of records management.

For some years now Victoria have held an Archives and Records Management week. We have started discussing doing something similar in NSW, possibly in conjunction with the Australian Society of Archivists (as is the Archives and Records Management week in Victoria). If you are interested in being involved again, please let us know.

May I take the opportunity to wish you and your family all the best for Christmas and the holiday season.

I look forward to the year ahead.

Geoff Smith ARMA
Branch President, NSW

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Objective Corporation ASX ANNOUNCEMENTS

Frankston City Council selects Objective Corporation for enterprise-wide solution

Objective Corporation Limited (ASX: OCL) today announced a new contract with Frankston City Council in Victoria to provide an enterprise-wide integrated document and process management solution.

Frankston City Council provides services to approximately 112,000 rate payers. Objective's solution will be used in two key applications: a customer request tracking system and an enterprise-wide integrated management system. The solution will provide significant productivity and efficiency gains to the council and deliver improved customer service.

The customer request tracking system will utilise Objective's electronic document management records management and workflow technology to register, process, track and monitor customer requests. Requests are submitted to the council's customer service staff in person, over the phone and in writing, via email or fax. All of the associated unstructured information for customer requests - inbound, internal and outbound correspondence will be stored, managed and processed within the Objective Solution.

The Council also plans to use Objective's solution as the basis of an enterprise-wide integrated document management system to store, manage and process email, electronic documents, physical records and scanned images for up to 340 users at Council.

The Council selected Objective's solution as it was able to meet their immediate information management needs and it was proven, enterprise-wide solution with a solid upgrade path ensuring that it will meet the Council's requirements into the future.

Mr Tony Walls, Objective Corporation's CEO Asia Pacific said the sale is an important milestone in Objective's expansion strategy for the Victorian market place.

"The innovative use of technology by organisations such as Frankston City Council is testament to the opportunities presented to Objective in the Victorian market," said Mr Walls. "With recent success in Queensland and now Victoria, Objective's strategy to develop a national sales support network is now demonstrably on track.

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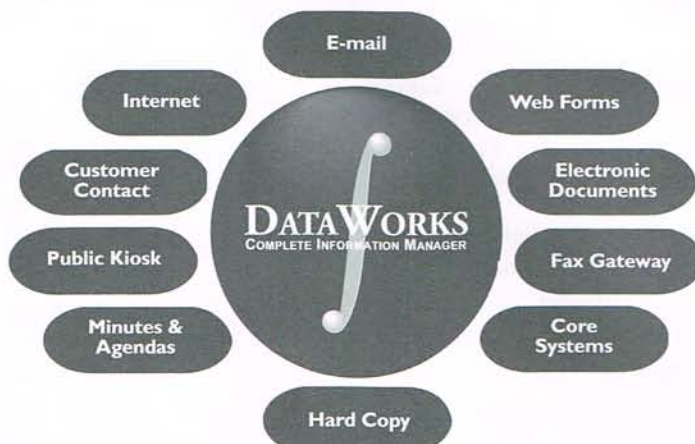
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