



# THE **informaa**' *Quarterly*

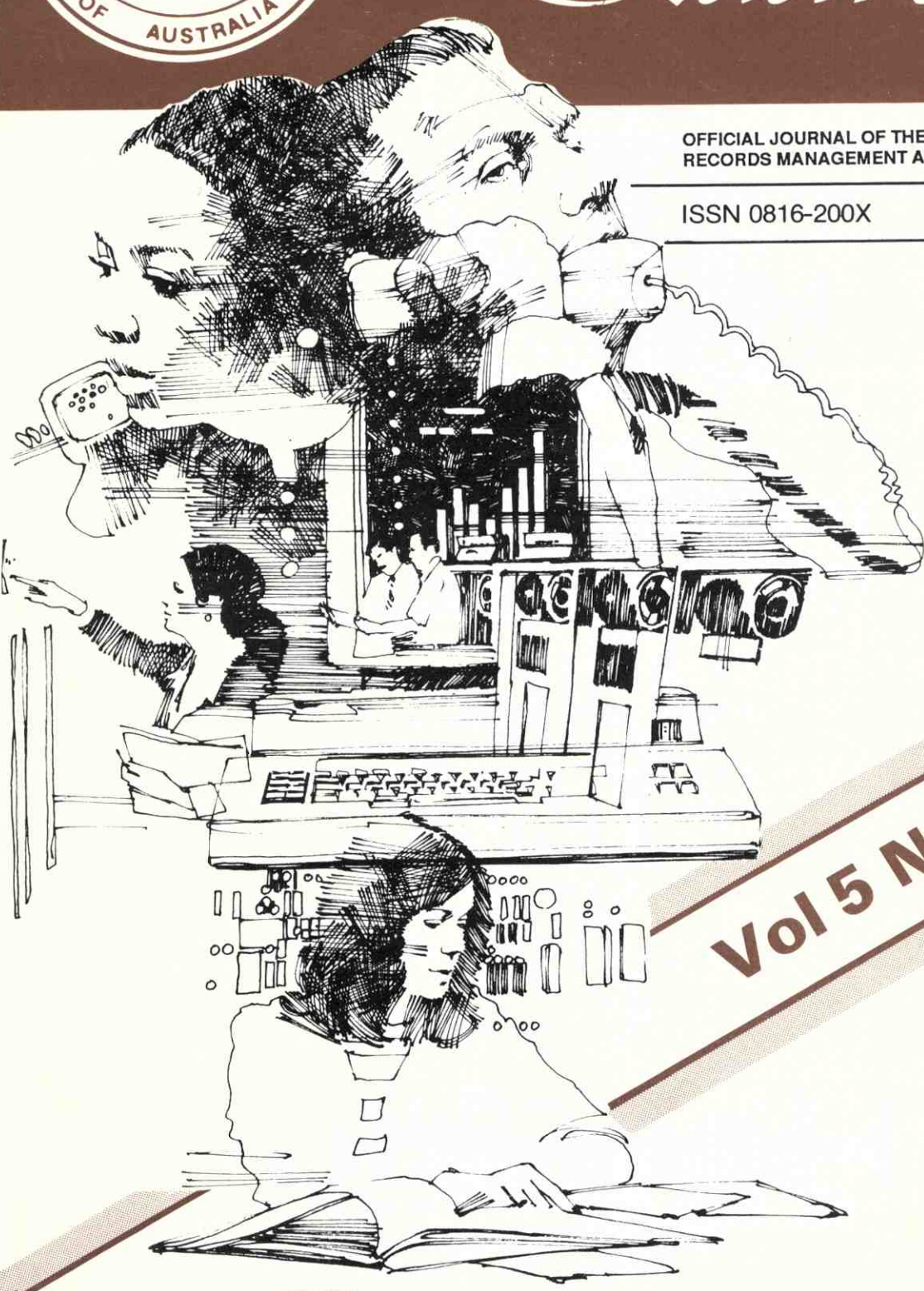
OFFICIAL JOURNAL OF THE  
RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA

ISSN 0816-200X

**\$5.00**

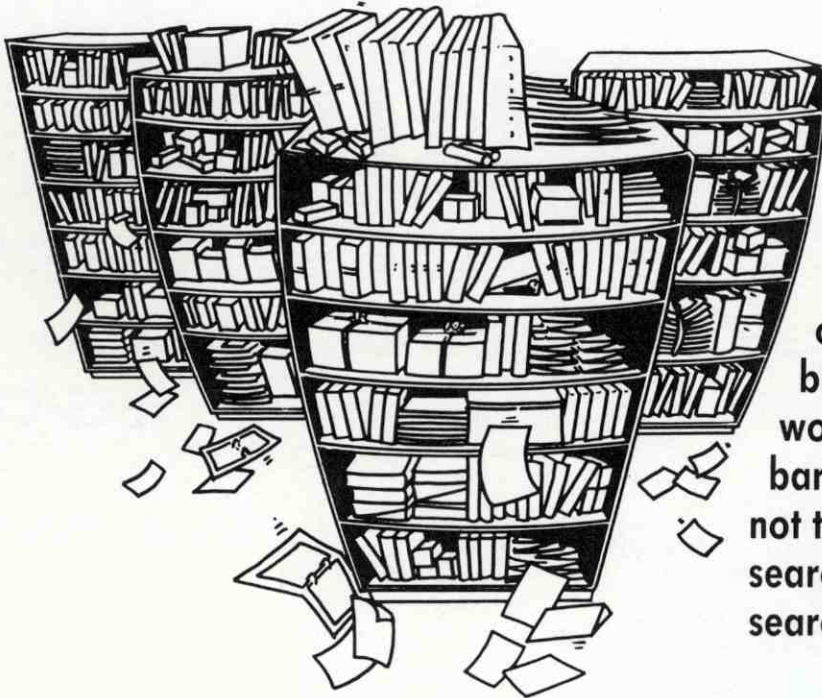


**Vol 5 Number 2**



JUNE, 1989

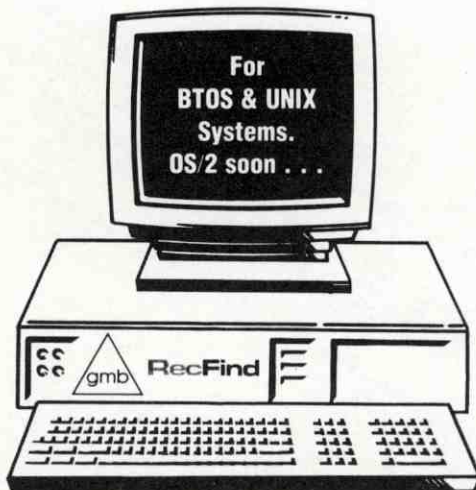
# Your Manual Registry System . . .



gives you **PROBLEMS**  
with:

file tracking,  
missing files,  
correspondence tracking,  
bring-ups, file movements,  
work management,  
bar coding . . .  
not to mention the time spent  
searching, searching,  
searching . . .

## Your computerised Records Management System, using RecFind



### WILL ELIMINATE THESE PROBLEMS!

RecFind, the computerised Records Management System already in use by a large number of Australian organisations, will significantly reduce your operating costs and increase the level of service and efficiency in your working situation.

NOW ALSO  
AVAILABLE FOR  
MS DOS  
&  
NOVELL



# RecFind

For additional information, please telephone, fax or write.

**gmb Research & Development Pty Ltd**

Suite 204, 10-12 Clarke Street, Crows Nest NSW 2065

PO Box 867, Crows Nest NSW 2065 Telephone: (02) 436 0188 Fax: (02) 437 5975

## TABLE OF CONTENTS

		PAGE
Federal and Branch Reports		2
Planning For Records Management	Denise Druitt	5
Philippines R. M. Symposium	Peter Smith	10
Effective Records Management	Peter Smith	12
R.M. - Servant or Master	Rosemary Kaczynski	16
A Plea For Indexing	D. Seto	21
Optical Disk Based Document Imaging Systems	Pat Hume	23
Records Management Problem - A Personal View	Graham Porter	26
Anti-Virus Security Checkup	Barton Crockett	29
Making Fun of Registry	"Public Eye"	30

### EDITORIAL NOTES

INFORMAA QUARTERLY is a publication of the Records Management Association of Australia. Members of the Association receive this publication as part of their membership.

Copyright in INFORMAA QUARTERLY is vested in the Records Management Association of Australia Incorporated.

Copyright in articles is vested in each of the authors in respect of his or her contribution. Author's opinions do not necessarily represent the views of the Records Management Association of Australia.

This edition of INFORMAA QUARTERLY has been produced by the ACT Branch.

THE NEXT EDITION OF INFORMAA QUARTERLY WILL BE PRODUCED BY THE QUEENSLAND BRANCH.

Camera-ready copy by **DATAPROFILE** using *Ami*

Printing by **microdata**.

---

---

## FEDERAL AND BRANCH REPORTS

---

*From the Federal President:*

### **PITFALLS OF RECORDS MANAGEMENT**

One of the greatest obstacles to continued progress in records management, in many public organisations or private companies, is the feeling on the part of management that record management is something that can be done by anybody. Surplus employees are assigned to do this work, regardless of whether they have the necessary qualifications. More often than not the job receives a low classification which means low pay and attracts less skilled employees. Apparently management does not yet recognise the fact that records management has branched out into fields that require skill, knowledge, and adaptability to new ideas.

The modern records area uses micrographics, computers, electronic data transfer and in some areas optical disc for fast retrieval of information, all requiring skilled personnel. It seems of little value for organisations to spend many thousands of dollars on research or other projects and then turn the information over to the employees who do not have the proper cognisance of their role. As a result the information is lost, misplaced or the em-

ployee does not maintain a complete file on the subject. Furthermore, time and money are lost through duplicated effort or management may make the wrong decision. The old saying goes that a chain is as strong as its weakest link and records management is a vital link.

The question naturally arises as to what can be done about this pitfall. The Records Management Association of Australia through its state branches provides a forum for all personnel working in the records area to exchange ideas, gain knowledge and be continually made aware of the latest developments within the profession. Meetings are held monthly in each state. The 2nd International and 6th National Records Management Conference will be held in Perth, Western Australia from the 25th-28th September 1989. I encourage all records staff to approach their employers and seek permission to attend this conference. You will be made aware of the latest techniques in records management, see the latest products associated with your profession and be able to discuss with your peers problems with your daily work in the area of Records Information Management - the vital link in preventing pitfalls.

Graham Dudley  
**Federal President**

---

---

## *ACT BRANCH REPORT*

Although there was a temptation for Branch Councillors to "take it easy" for a while after organising the 5th National Convention, the ACT Branch has maintained its momentum.

Workshops and seminars have been held regularly, with some of the notable ones on "Computer Security" and "Microfilm to Megabytes", which was organised by the Branch's Image Management Group. The seminar on the Privacy Act held in June 1989, which was presented by the Federal Privacy Commissioner Mr Kevin O'Connor, attracted the most interest with over 160 participants representing most Commonwealth Government organisations.

Due to the efforts of Kate McCarthy, the ACT Branch's local INFORMAA is becoming a more informative and higher quality publication. This is very satisfying to see as the ACT Branch has been somewhat lacking in this area.

The ACT Branch has also produced this edition of INFORMAA QUARTERLY which I am sure is in keeping with the high standards set by previous editions.

T.H.Kaufold ARMA

**Branch President**

## *VICTORIAN BRANCH REPORT*

The Victorian Branch has continued to grow during 1988/89:

	<u>March 88</u>	<u>March 89</u>
Fellow	1	1
Member	5	7
Associate	34	47
Affiliate	<u>71</u>	<u>79</u>
	111	134
Corporate	91	109

On the education front the Graduate Diploma in Information Management is 'transferred' from Melbourne C.A.E. to the University of Melbourne. The Certificate course in Records Management at Prahran TAFE continues well with a strong enrolment of 18 for 1989.

The Branch is conducting several education events including a one day seminar at the University of Melbourne and 2 x one day hands on training sessions on the 30th and 31st of May.

---

---

## *AROUND WESTERN AUSTRALIA*

The Branch Council meets on a monthly basis on the third Tuesday of each month at 12.30 at the Alexander Library Complex. At the December 1988 meeting Branch Council discussed at length a submission to Federal Council regarding the review of the Articles of Association and our submission was that Margaret Medcalfs amendments to the Articles regarding Membership Status and Standards as approved by Federal Council be included in the articles.

It was also resolved that the recently adopted Philosophy of the Association be written into the Articles and that the Bi-annual review of the Articles be conducted.

Two upgrades in status from Affiliate to Associate membership were recommended and approved and the Branch congratulates Mr Ken Ridley, Records Manager, DOHSW and Mr Steven Dodd,

Records Manager, Swan Shire Council on attending profesional status of the Association.

Units 2A and 2B in a Certificate in Records Management are now being offered at the James Street Technical College. Branch Council acknowledges the work done by Chris Coggin, Chairperson of the Education Subcommittee for ensuring this course is being offered. The Education Subcommittee lost Mr Brett Hatwell as its Secretary early this year, Brett was a tireless worker for education in the field of Records Management in Western Australia.

The Branch Council accepted with regret the resignation of Mrs Rosemary Longhurst as a Federal Director for Western Australia and a Branch Councillor. We wish you well Rosemary.

The Conference Committee has met regularly and now reports that all exhibition stands are sold and that over 30 registrants have been accepted.

The Committee is still looking for sponsors, and any suggestions would be welcome.

Alan Howard

**Branch Secretary**

## PLANNING FOR RECORDS MANAGEMENT

**Denise Druitt**

**Canberra College of Advanced Education**

---

Planning in an organisation is carried out at various levels: business plans, functional plans, operational plans, implementation plans and day-to-day plans. One thing all plans have in common is the setting of objectives and the allocation of resources to achieve these objectives.

Planning is important whether new systems are being developed, change is required, or direction is needed for future development. It is especially important in complex environments to ensure that all factors are considered and to provide a focus.

A well written plan can influence attitudes, provide direction and sell a service.

For sound recommendations, it is necessary to identify in the initial stages of the planning process external and internal factors that will affect the purpose of the study. In the external environment it would be necessary to consider the impact of market, economic, political, technological of regulatory factors. Within the internal environment it would be necessary to consider policy, resource, political, procedural and structural factors.

Planning in information systems is complex. To maximise the likelihood of success of a records systems plan, the following should be considered in the information gathering and development stages:

### *Responsibility*

Even though political and social factors will affect the responsibilities of records management units, it is necessary to determine answers to the following questions. Is it possible to integrate and coordinate the management of information over its life cycle applying records management techniques? What will be the role of the records management unit in the management of information? If political and social factors affect the scope of these responsibilities, it may be feasible for the records management unit to provide consultancy services to other areas in the organisation.

If the records management unit is responsible for specific functions in the information management process, at what stage of the life cycle will responsibility commence? This may be difficult to determine if the records management area is responsible for a wide range of storage media.

---

---

### *External Environment*

There are technological and legislative uncertainties in information systems planning. These uncertainties affect decisions about what information to keep, how long to keep it, and what storage medium to keep it on. Technological changes will also have an affect on organisational structure, equipment, training and procedures.

### *Communication*

The effective communication of a plan is crucial. This usually takes the form of a written report - which is of no use unless it gets the message across.

Even though reports are factual and objective, the method of presenting the report will influence how it is acted upon. It is important to identify information that is likely to gain negative and positive reactions, and then commence the report with information that is likely to gain a positive reponse. Factual information should also be presented before opinions to build trust and improve credibility of the recommendations. This, in turn, will assist to sell ideas and influence readers.

The written reports should also be concise, comply with accepted presentation methods, and use both text and graphics to communicate findings.

### *Organisations*

It is necessary to identify changes in the organisation that will affect information

services and resources: areas of change; anticipated developments; growth; areas; restructuring; closure of products, units or services; or even a change in emphasis. For example, the increased use of contract staff may require greater documentation of information management procedures.

### *Records*

It will be necessary to determine whether, and at what stage of the life cycle, records will be stored according to their application needs, legal needs, and archival needs. The value of a record may lie not only in the media it is stored on, but in the information it contains and in the life cycle process. This will require evaluating quantitative as well as qualitative aspects of storage media.

The storage of information on different types of storage media raises issues such as whether the information stored on these various types of media requires integration. If the integration of information on various types of storage media is an objective, it will be necessary to determine how this integration will occur. Will this integration occur using the classification or index system?

### *Dangers*

Like organisations, the survival of records management areas requires the selection of new objectives. These new objectives should avoid: concentrating on weaknesses rather than strengths, committing an area



---

---

to single medium, and adopting previous objectives which were not able to be met.

### *Social*

The decentralisation of services and decision making, and increased responsibility by users for administrative processes, will affect the recommendations of the study.

These trends will require changes in procedural and training needs throughout the organisation. Priority areas will need to be determined.

### *Management*

Drucker (1987) advocates management changes in this technological age.

Records management areas should develop new approaches to managing information. For instance, technological and legislative uncertainties make it difficult to define problems that may arise in the future, and from a legal perspective it is difficult to assess the outcome. The evaluation of the legal value of records and information is complex and needs to take into account: regulations, laws of evidence and their effect on admissibility and credibility of evidence for civil or criminal proceedings, hearing before tribunals, and the interpretation of legislation by the courts. This is a risk management problem (Fischhoff, 1981, p9). The setting of objectives and the weighting of criteria according to their importance to the organisation could be developed to aid decision making.

### *Automation*

The records systems plan should not only look at the automation of the records management unit, but it should also identify the wider implication of technology changes in other areas of the organisation: procedures, access, physical layout, climate control, retrieval methods, retention procedures, the role of the user and training. This will assist in linking the records management process with other areas having information management responsibilities.

### *Negatives*

As well as covering the benefits of a records management approach, the plan should outline the negatives aspects of NOT following an integrated and coordinated approach to managing information. This could include the cost of legal proceedings if the process, maintenance, and storage medium do not comply with legislative requirements, and the cost of not retaining information for competitive reasons.

### *Actions*

The development of recommendations should ensure that resources are available, or are likely to be available, so that the action required to carry out recommendations can be taken. There is no point, for instance, recommending formal training for staff if funds are not available. The

---

---

action stage of the process should concentrate on efficiency (doing things right) in order to meet objectives and recommendations.

### *Goals*

The goals of the records management unit should be service oriented, as well as savings oriented. It is important to select goals that will maximise effectiveness (doing the right thing) to ensure high pay offs.

### *Education*

Planning for technology requires user education. Education levels will vary for managers, users and operational staff. These levels of education will range from a general understanding of principles and tasks to specific operational skills. The level of training will also vary depending on the extent of centralisation/decentralisation.

As well as orientation/initial training, ongoing and alternative approaches to training should be covered. Alternative approaches to training may include: speakers from a professional association, training sessions conducted by a formally trained staff member, newsletters, internal staff meetings, external seminars, or informal information-sharing sessions. If a consultant is appointed, utilise their expertise as a training mechanism for others in the organisation.

### *Measure*

The components of records systems that can be used to measure productivity should be identified. This should include quantitative and qualitative measures. Quantitative factors include time savings, cost savings and space savings; whereas qualitative factors include the usefulness and timeliness of information for decision making, and improved job satisfaction.

### *Empathy*

During the information gathering process, it is important to develop an understanding of the way users feel and think, and to attempt to see the situation from their point of view. This will assist in persuading people to see your point of view.

Users should be consulted which will encourage user support, assist in understanding any barriers to your point of view, and enable you to structure your message accordingly.

### *Nature*

The formulation of a plan requires an understanding of the nature of conflict, change and work within an organisation. Conflict, for instance, is inevitable because of the different objectives of individuals and functional groups.

Communication with other members of the organisation will assist in overcoming or dealing with these factors. A user study will assist in understanding the nature of

the work of users, for instance, by identifying information needs and current procedures.

*Timetable*

How long have you been given to develop the plan - one day, one week, one month, or perhaps even longer? Even though this time frame affects the documentation and extent of detail of the plan, time pressures make a plan more important so that it is possible to see where you are going and to allow flexibility.

In summary, the development of a successful plan requires consideration of a wide range of factors. For a records systems area, achieving a coordinated and integrated approach to managing information requires the evaluation of all of these factors. The outcome of this process will,

hopefully be another step closer to RECORDS MANAGEMENT.

*Suggested Readings*

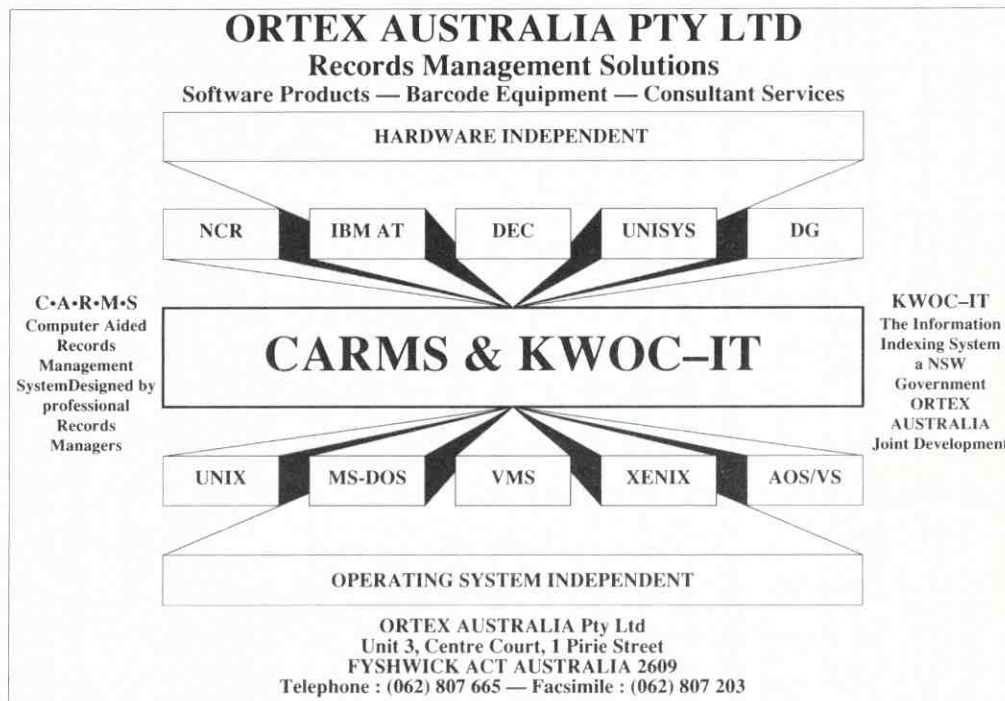
Davies, Malcolm R and others (1985). **The Business of Communication**, McGraw-Hill Book Company, Sydney

Drucker, P (1987). **The Frontiers of Management**, Hienmann, London

Fischhoff, Baruch and others (1981). **Acceptable Risk**, Cambridge University Press, Cambridge, London

Mescon, Micheal H and others (1988), **Management**, 3rd ed, Harper & Row Publishers, New York.

Wagoner, Kathleen P and Mary M Ruprecht (1984). **Office Automation: A Management Approach**, John Wiley & Sons, New York



---

---

## 1000 ATTEND PHILLIPINES RECORD MANAGEMENT SYMPOSIUM - CONVENTION

### *Day Two Colloquium*

Four hundred participants were expected to attend a two day convention held in Manila, Philippines conducted by the Philippines Records Management Association at the Nikko Manila Garden Hotel, Makati, Metro Manila May 16-17, 1989.

1000 registrants packed the conference centre to make it an outstanding success!

The theme of the symposium - convention **"Productivity Through Effective Records and Information Management"** contained a variety of topics from excellent speakers including the Hon. Benjamin W. Diokno, Undersecretary, Department of Budget and Management who gave the keynote address.

### *Day One Colloquium*

"Department of a Records Management Improvement Program" provided papers on - Keeping Systems: A National Concern, The Records Manager: Change Agent or Victim of Change, Education in Records and Information, Management: Qualification Standards for Records Management Positions".

"Records Management Information Systems" provided papers on Solutions and Theories Computers: Micrographics and Records Management, Office Automation and Records Management, Integrated Records Management Systems: CAR: address by Graham Dudley representing the Records Management Association and International Records Management Council.

I was invited by the Philippines Records Management Association to give an "Open Address and Inspirational Talk" in my capacity as President of the International Records Management Council, I also represented R.M.A.A. as its delegate to IRMC. Both Graham Dudley and I were fortunate to be sponsored by an Australian Multi-national Company, ORTEX Australia Pty Limited.

The Records Management Association of the Philippines has been dormant for several years due mainly to the political situation and the resultant change in government administration.

A new resolve by the Philippine Records Management Association initiated this convention as a spring board for the development of a records management improvement program and the exchange of

---

---

experiences and sharing of problems with each other.

We have an obligation, both internationally and nationally, to provide the resources for these people to gain skills and techniques necessary to reach and maintain the professional standards required. Education by way of workshops, seminars, conferences, and formal education are the obvious methods that can be employed to achieve these goals and if we are to set standards worldwide then its up to us to ensure that it happens.

To look over 1000 people when you are about to deliver an address is something I will never forget, nor will I forget my obligation to continue to provide the resources necessary for the continuation of the education in the Philippines and other countries in similar situations.

Peter A. Smith M.R.M.A.

President

INTERNATIONAL RECORDS MANAGEMENT COUNCIL.

**RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA  
5TH NATIONAL CONVENTION, CANBERRA**

Extra copies of the convtion papers can be purchased for \$35 plus postage. Conference satchels are also available for \$20 plus postage.

**BUT**

If you purchase both the Conference papers and a convention satchel postage will be included in the price of \$55.

Telephone: [062] 45 4375 or write to PO Box E330, Parkes, ACT 2600

Kate McCarthy (Chairman, Convetion Committee)

## PRODUCTION THROUGH EFFECTIVE RECORDS AND INFORMATION MANAGEMENT

Peter A. Smith M.R.M.A.

[A paper presented to the Philippines Records Management Association Symposium, Manila, Philippines, 16th May 1989]

The theme of this symposium "Productivity Through Effective Records and Information Management" suggests **MANAGEMENT** as the key factor and rightly so, Productivity and Effectiveness will only become a reality through control, that is management.

Peter Drucker, one of the most influential figures in the mid-twentieth century business world said, "We must learn to make knowledge productive, in business and society. Knowledge must be used and challenged. We don't use our present knowledge and, as our access to knowledge continues to expand, the lack of fully productive application of it will become more critical".

As I expand this concept I hope you might pose for yourself the question of what "Productivity" means to you. To me it isn't just the financial savings we tend to expect, it's much, much, more. It's the effectiveness of what we set out to do; It's manage-

ment. Technology particularly computers, mistakenly in my opinion, has assumed a level of importance that it does not deserve. I do not mean this flippantly or in derogatory terms, clearly the point I wish to make is that I see "technology" as a tool of management and not the master.

Information in the same way is a tool of management and the organisation, a vital and important tool to be used as a resource to the advantage of management. But to be effective it must be efficient, and that's our position in the organisation's hierarchy to control and provide that resource, information, in the right order; at the right place; in the hands of the right people at the lowest possible cost so that, the decisions the management are required to make are informed and correct.

The important cog in the wheel is people, if they are employed effectively then productivity will be the result, but to be effective they must first have the required knowledge and training. There are several methods of attacking this:

- 1 In-house-training
- 2 By academic process of formal education to obtain the necessary skills
- 3 A combination of 1 and 2

If the impact of information and communication as it is now is any indication of the problems that confront us, then we must

---

---

prepare ourselves by being professional in every sense of the word. Information to be of value must be controlled and managed to be of benefit to the organisation as a valuable resource. Time for the Records Management Profession, is running out. We must prepare now if we are to have the skills that will be required to manage information in the future. You can rest assured that technology will not wait for us to catch up.

There is no guarantee that information will be provided in forms that we know today, and without the skills to be able to capture this new technology, our credibility as Records and Information Managers will be lost: never to be re-captured.

Management in simple terms is "the art of getting things done through people". Managers don't necessarily perform tasks themselves but achieve their organisational goals through other people doing the needed tasks. Therefore it is common sense to manage your organisations information like any of its resources through its people.

I suggest that Records and Information Managers should be given the opportunity to be effective managers, they are no different to any other manager within the organisation.

I mentioned earlier that communication is an area where huge strides are being made and that the actual form by which information will be transmitted and received may change with the advances in technology. I now pose the question, "how is this information to be captured and controlled so

that it will be of value and use?". It is all very well to have technology to pass information from one place to another but it becomes a totally new ball game to harness, make available and validate information that may not be formalised in a way that we know and accept at present. Therefore, it is our role as records information people to ensure we gain the experience through training and education to be prepared for technological change. It has been said that in today's complex world, demanding fast and efficient decision-making by government and commerce based on sound and up-to-date information has been forcing changes that will equip management to provide the quality of performance and advice demanded by politicians and organisations alike.

No matter what the level of government or organisation, the world we live in and its people - the users of the information, are demanding information faster, more accurately, timely and of a much better quality than ever before.

Communication links throughout the world now have a degree of sophistication unparalleled in technology. Information is processed faster and more accurately than ever before, therefore requiring faster answers which in turn puts more pressure on those making the decisions.

To have information and records available in whatever form technology dictates the future really is not the problem; the problem and question is, "Are we going to be

---

---

equipped and ready to answer the challenge?"

I am confident that given the tools, technology and the backing of management, coupled with the experience and quality of records people, we can meet the challenge, after all the future of government, industry and society will be dependant upon it.

Now let's take a more detailed look at education and the manner in which it should be addressed.

There are five areas which have a bearing on Records Professionals attaining recognition in industry and the community at large:

- 1 Conferences which will give you exposure to speakers, both National and International, who will give overviews of technological changes and their concepts of the industries' future expectations.

- 2 Seminars conducted by local Records Managers and other appropriate people with experience in the day to day needs of the organisation.

- 3 Workshops where Records people can get hands on training in all aspects of today's technology and its application.

- 4 Publications in the form of text books and articles that will increase your knowledge and awareness of the trends and changes in the Records and Information Industry.

- 5 Formal academic learning to meet standards required for recognition in

the profession, by industry and the academia.

I am by profession a teacher of Records and Information Systems, employed by the New South Wales Department of Technical and Further Education(TAFE).

TAFE provides a wide range of courses to equip students of all ages and backgrounds to either gain or improve their knowledge.

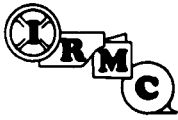
The courses are structured and planned with input from industry so that the subjects will have relevance to the type of employment being offered by the industry.

Records and Information Systems is now being taught at Associate Diploma level and will give the student the necessary skills and recognition to obtain employment within the information industry on completion of the course.

I have suggested to the President of the Philippines Records Management Association (PRMA), Mr. Mel de la Cruz that it may be possible with Government assistance to offer either the Associate Diploma of Business (Records and Information Systems) course or the one year Records Management course in the Philippines to give Records and Information people the opportunity to gain formal recognition for their skills.

I would certainly like to promote this as worthwhile for consideration by PRMA and the Philippines Government. I will make the appropriate people within TAFE aware of your needs on my return to Australia. Communications between PRMA and organisations such as the International





Perth, Australia,  
SEPTEMBER, 1989



# 2nd INTERNATIONAL CONGRESS International Records Management Council in association with the 6th NATIONAL AUSTRALIAN CONVENTION Records Management Association of Australia Perth, September 25th-30th, 1989

**"EXCELLENCE IN COMMUNICATION"**  
The Proper Approach to Information Technology

**TIME IS RUNNING OUT  
REGISTER NOW!**



*Greetings to all my colleagues and potential delegates to the Records Management Convention in Perth in September.*

*Only twenty weeks remain to this unique occasion when perhaps for the only time ever, an International Congress on Records Management will be held in Australia.*

*The decision to hold the National Convention at the same time will give delegates a rare opportunity to experience a wide range of international specialists in the field of Records Management.*

*Supporting both Conventions will be the largest Trade Exhibition ever held with a Records Management Convention in that 47 booths have been taken covering all aspects of the industry.*

*Delegates therefore will have every opportunity to further their knowledge and fulfil the theme of the Conventions, "Excellence in Communications".*

*A social programme will enable delegates to make further contact in a relaxed atmosphere and to enjoy some of our well known hospitality.*

*I urge you all not to miss this opportunity and I look forward to meeting with you in September.*

Best regards,

Graham Dudley  
CONFERENCE CONVENOR

## SCIENTIFIC PROGRAMME

### MONDAY 25th SEPTEMBER — 0845-1030

#### Official Opening

Professor Gordon Reid, *Governor of Western Australia*

#### Keynote Address

#### Interface of Converging Technologies

Professor Ralph Sprague, *Professor of Decision Sciences, University of Hawaii*

#### Concurrent Sessions 1100-1215

#### Session A

#### Records Management Software

Fiona Meyer, *Senior Consultant, DMR Group*

#### Session B

#### Management Information Systems for Project Based Organisations

Lynn Allen, *State Librarian*

#### Concurrent Sessions 1400-1515

#### Session C

#### The role of the Consultant

Dale Kriebig, *Managing Director, Curio Management Services*

#### Session D

#### Conversion — the old communicates with the new

Doug Allen, *Managing Director, Amarc Data International Pty. Ltd.*

#### Session E

#### Modularity, Openness and Applications of the Optical Filing System

#### Achieving Acceptance

Meino G. Noordenbos, *Article Manager, Philips*

#### Telecommunication and Data Systems

#### Concurrent Sessions 1545-1700

#### Session F

#### A Practical Approach to Information Technology

Charles Lattuca, *Independent Consultant and Director of Origin Technologies*

#### Session G

#### The Operation, Management and Planning of an Information Unit in a Business Environment

Sandra Hinchey, *Manager, Corporate Information, O.T.C.*

#### Session H

#### Does Converging Technology imply Converging Skills?

Maggie Exon, *Lecturer (Library Services), Curtin University of Technology*

#### Session I

#### The Researcher's Point of View

Geoffrey C. Bolton, *History Dept, University of Queensland*

### TUESDAY 26th SEPTEMBER

#### Plenary 1 — 0900-1015

#### Fourth Generation Records Management

Fred Diers, *Consultant Record Manager, Glaxo Inc., USA*

#### Concurrent Sessions 1045-1200

#### Session J

#### The Power of a Records Retention Program

William Osburn, *Business Analyst and Records Manager, Lifegro Assurance Limited, South Africa*

#### Session K

#### Information Management of Electronic Message Systems

C. J. Farrar, *UCLA Dept. of Physics, USA*

#### Session L

#### Inherited Staff

Margaret Russell, *Manager of Records and Retention, United Co-operatives of Ontario, Canada*

#### Session M

#### Education for a Profession — what it means for Records Management

Joyce Kirk, *Lecturer in Information Studies, Kuring-gai*

#### College of Advanced Education

#### Concurrent Sessions 1400-1515

#### Session N

#### Case Study — The Information Centre of an Investment Bank

Sylvia James, *Business Information Consultant, England*

#### Session O

#### Report from Nigeria

Andrew Eborokhai, *National Archives, Nigeria*

#### Session P

#### Records Management in Hong Kong — The Way Ahead

#### Session Q

#### Records Management at a Royal Naval Dockyard

Alison Croft, *Director, Inforet Records Management Consultancy, England*

#### Panel Discussion

### WEDNESDAY 27th SEPTEMBER

#### Plenary 2 — 0900-1015

#### The Baby and the Bathwater — Managing Records and Information in the Light of Electronic Systems Development

Peter Emmerson, *Chief Archivist, Barclays Bank Plc, England*

#### Concurrent Sessions 1045-1200

#### Session R

#### Local Government Record Keeping

Gary Omond, *Record Manager, City of Melbourne*

#### Session S

#### Legal Records

Peter Foss, *Malleons, Stephen Jaques*

#### Session T

#### Automation of Federal and State Archival Systems

Michael Piggott

#### Session U

#### World Market Development Overview

#### Concurrent Sessions 1345-1500

#### Session V

#### Keyword File Title Classification System — a Critique

Marita Hoo/Shirley Cowcher, *Information Enterprises*

#### Session W

#### Using Artificial Intelligence for Records Management

Toni Walkington, *Information Systems Officer, Equal Opportunity*

Allen Nash, *Lecturer — Commerce and Computer Science, Murdoch University*

#### Session X

#### The Importance of a Thesaurus in Controlling Language in a Filing System

J. Eddis Linton, *Records Management Consultant*

#### Session Y

#### Data Entry Accuracy: Barcode versus Keyboard

Michael Rockall, *Consultant, Intermec Australia Pty. Ltd.*

#### Plenary 3

#### Communications — Visual, Auditory and Kinesthetic

Robin Smith

### THURSDAY 28th SEPTEMBER Technical Tours

# Registration Information

## Registration Fees

### Full Delegates

Registration and payment of fees by all participants is essential. This sheet contains all the necessary information to complete the attached registration form. **Please read it carefully** before filling out your registration which, together with your cheque should be returned to the Convention Organizers — PROMACO CONVENTIONS PTY LTD.

All fees are shown on the registration form.

Australian delegates may pay by personal cheque, payments from abroad must be made by bank draft in Australian dollars. No other forms of payment will be accepted. Your name and full address should be clearly marked on the back of your cheque. PLEASE NOTE, your payment should cover: registration fees and deposit for hotel accommodation (one night).

Registration fees do NOT include insurance of any kind.

Your registration details will be confirmed in writing in accordance with your form, a copy of which will be returned to you.

Any cancellations must be in writing to the Convention Organizers before 15th August 1989. Refunds of cancellations received after this date will be made only in exceptional circumstances. Should the convention have to be cancelled by the Organizers, fees minus deduction of expenses already incurred would be refunded.

All Full Registrants are entitled to:

- Attend all sessions of the Convention
- Published Papers
- Morning and Afternoon Teas, Lunches
- Receptions
- Convention Dinner
- Satchel containing various programmes

### Accompanying Persons

Accompanying Persons are defined as spouses or friends of Full Registrants who wish to participate in the Social Programme, but not the scientific programme. Older children wishing to accompany adults to functions should register as accompanying persons. Minding facilities can be arranged for younger children as required. Please indicate on form where required.

All Registered Accompanying Persons are entitled to:

- Special Lunch
- Convention Dinner
- Satchel
- Receptions

### Day Registration

It has been decided to allow a limited number of day registrations with a maximum of two days to each person. Should you wish to be a Day Registrant please acknowledge promptly.

All Day Registrants are entitled to:

- Attend all sessions of the day chosen
- Morning and Afternoon Tea & Lunch of the day chosen

Should Day Registrants wish to attend any of the Social Functions, tickets can be ordered with this form (please include payment) or purchase at the registration desk on Sunday 24th September 1989.

### Session Preferences

The Daily Programme is shown on the registration form. Where concurrent sessions occur, to assist with seating arrangements, it is IMPORTANT to mark which session you wish to attend.

On the first page of this pamphlet the programme content listing day, session, speaker and topic is shown to help you select your session preference.

### Technical Tours

A series of technical tours will be available on Thursday, 28 September, 1989, to enable delegates to view a number of successful Records Management systems in operation. The tours will run between 9.00am-12 noon and 2.00pm-5.00pm to the following establishments:

**Tour 1** Department of Mines

**Tour 2** Department of Land Administration

**Tour 3** Department of Agriculture

**Tour 4** Battye Library

It will be possible to visit at least two places listed. Delegates to please indicate preferences on the Registration Form.

**Technical Tour — New Norcia**  
**Thursday, 28th September, 1989 8.30am-5.00pm**  
**Cost: \$30 (Lunch included).**

*New Norcia is a little town nestled in a picturesque Valley 132 kms north east of Perth. It is a unique blend of Spanish architecture, European art treasures, pioneer history and is the home of the monks of the Benedictine Order.*

*The monastery houses an invaluable library and archives which will be inspected. The tour also includes morning and afternoon tea, a picnic lunch, midday prayer with the monks (optional) and a walk along the Heritage Trail. The buildings are now part of the National Heritage Act. A unique experience for Records Managers.*

### Accommodation

The Second Circular published in September 1988 gave sample hotel rates only.

The current 1989 rates are set out below:

Hotel	Double/		Family	Category
	Single	Twin		
Hyatt Regency Perth (Venue)	125	125		A
Sheraton — Perth	125	125		A
Park Royal	90	90		B
Kings Ambassador	75	75		B
Airways House	56	56	67(3)	C
City Waters	47	52		D
Paradise Riverview	40	55	100(4)	D

Delegates who have paid deposits on the 1988 rates will need to check these new 1989 rates for adjustment to avoid any embarrassment on departure from hotel.

All accommodation will be allocated in order of receipt of registration. A deposit of one night's accommodation must be paid to confirm your reservation. This payment must be included with registration fees.

Please note, these rates have been specially arranged for the convention only, therefore your reservation must be made through PROMACO CONVENTIONS PTY LTD.

For those visitors with flights arriving in the early hours of the morning, to avoid confusion, accommodation must be reserved for the day before as check in time is not before 10.00am.

Please indicate date and time of arrival and departure and also Airline or Coachline you will be travelling on.

### Airfares

Airfare/Accommodation packages will be available from all Australian capital cities.

Based on 7 nights accommodation, these packages offer substantial reductions on the normal fares. As an example, the current economy return fare from Sydney to Perth is \$934.00. A 7 night accommodation/airfare package can be as low as \$875.00. Apex fares and flexi fares also offer cheap rates but are subject to conditions.

For anyone considering travelling on to Singapore or Hong Kong, attractive packages have recently been negotiated especially for conference delegates. As an example, a delegate from Sydney may take an international package, stop in Perth for the Conference (accommodation not included in the price) continue on to Hong Kong and return to Sydney. The fare, which includes 5 nights accommodation in Hong Kong, is approximately \$1520.00 twin share or \$1895.00 single based on 16 persons.

Similar packages are available for Singapore and Bangkok and are available from all Australian capital cities.

All enquiries must be made to the Organizers, PROMACO CONVENTIONS PTY LTD. International delegates are eligible for travel concessions within Australia.

## Social Functions

All fully registered delegates and registered accompanying persons are entitled to attend the Welcome Reception (SF1), the Convention Dinner (SF3) and the Cocktail Party (SF4). To assist with catering arrangements please mark intention to attend.

The Social Functions will commence in the evening of Sunday 24th September, 1989 with a Welcome Reception (SF1) at 6.00pm in the Grand Ballroom of the Hyatt Regency — Perth Hotel.

**Cost for Non-Registrants \$24.00/person.**

On Monday evening, join us for a wonderful Wine Cruise (SF2) up the Swan River to Mulberry Farm for dinner. On the way up we stop off for a special wine tasting at Sandalford Winery.

Wine, beer and soft drinks will be served onboard followed by an excellent 3 course dinner with entertainment upon arrival at Mulberry Farm, returning to the city by coach.

**Cost to ALL interested persons \$40.00/person.**

On Tuesday evening, the Convention Dinner (SF3) will be held in the Grand Ballroom of the Hyatt Regency Perth. This will be a gala affair with entertainment and maybe a few surprises!

**Costs to Non-Registrants \$55.00/person.**

A Cocktail Party (SF4) will officially close the Convention on Wednesday evening 27th September 1989.

**Costs for Non-Registrants \$17.00/person.**

Others (Non-Registrants) wishing to attend any or all of these functions may do so by completing this section on the registration form (please include numbers and payment) or by purchasing required tickets at the registration desk in the Hyatt Regency — Perth on Sunday 24th September, 1989.

## Tours

Several popular tours will be available on the days as indicated, for delegates or accompanying persons. The tours provide an opportunity to see the best of Perth and Western Australia in the short time available. Tours can also be booked at the registration desk on Sunday 24th September 1989.

Should you wish to do something different to the tours offered, alternatives can be arranged through PROMACO CONVENTIONS PTY LTD.

**\* All tours booked and paid for before August 31st will attract a 10% discount!**

Cancellations must be made in writing before 15th August 1989. An administration fee will be charged. After 31st August 1989 no refund will be made.

### SUNDAY 24th SEPTEMBER

**Tour A. City Sights 0900 am**

**Cost \$20/Adult \$10/Child \*\$18/Adult \$9/Child**

*This tour is especially designed to give you a full orientation and appreciation of all the facets of the City to ensure maximum enjoyment during your stay. Historic buildings, hotel locations, restaurants, banks, clubs, free City Clipper bus service, etc. are all pointed out by your Coach Captain while you relax in the comfort of your coach and marvel at the natural beauty of your surroundings. Returns approximately 11.30am.*

### MONDAY 25th

**FREE DAY**

### TUESDAY 26th SEPTEMBER

also

**THURSDAY, 28th SEPTEMBER 0900 am**

**Tour B. Avon Valley — York Northam Wildflowers**

**Cost \$50/Adult \$25/Child \*\$45/Adult \$22.50/Child**

*We journey into the Darling Ranges to experience the unique beauty of the Jarrah forest with rocky gullies and crystal clear streams. After a rest at the historical Mundaring Weir we continue into the picturesque Avon Valley — the oldest area of inland settlement in Western Australia. It is rich in historical interest with farms, homesteads and buildings being restored to their original condition. Not to be ignored is the natural beauty of the Valley and the Avon River. Our tour offers great variety and during springtime this farmland area is particularly beautiful and its lush green enhances the wildflower spectacle. Returns approximately 5.30pm. Lunch included.*

### WEDNESDAY 27th SEPTEMBER

**Tour C. Ferry Boat & Forest Train 0900 am**

**Cost \$55/Adult \$28/Child \*\$49.50/Adult \$25.20/Child**

*Visitors from all parts have acclaimed this popular tour, for its excellent value and the meticulous way in which the comfort of airconditioned coach, the relaxation of an exploratory river cruise and the forest train has been blended to provide a brilliant expose of the wonders of the fabulous Golden West. Our coach takes you south to Mandurah to cruise one of the largest inland waterways in Australia. Then around every corner of the Murray River nature has provided beautiful surprises. After lunch at Pinjarra we travel into the Darling Ranges where it's 'All Aboard' our unique train for a scenic ride deep into the heart of one of the best and last remaining stands of virgin Jarrah Forests. The beauty of this area is truly unforgettable. Returns approximately 5.30pm. (Lunch included).*

### FRIDAY 29th SEPTEMBER

A choice of:

**Tour D Pinnacles Adventure 0800 am**

**Cost \$78/Adult \$62/Child \*\$70.20/Adult \*\$55.80/Child**

*A luxury 4 wheel drive adventure offering a tour of contrasts from vineyard farming to remote coastal beaches. This off road experience shows you a native bushland and abundant wildlife you wouldn't normally see on a conventional tour. See unspoilt beaches and the windswept ghostly formations known as the "Pinnacles" as they jut like tombstones out of the Nambury National Park desert. You won't forget this tour in a hurry. Returns approximately 7.30pm. (Lunch not included).*

**Tour E Fremantle Coach & Cruise 1230 pm**

**Cost \$27/Adult \$14/Child \*\$24.30/Adult \*\$12.60/Child**

*This fine old port has gained worldwide recognition for its narrow streets lined with early Colonial, late Victorian and Edwardian buildings restored to their original condition. The America's Cup, responsible for a wonderful transformation, provides a wealth of new facilities to enjoy. Its museums contain relics dating back to the 1600's, the beginning of our nautical discoveries. We take Riverside Drive to Stirling Hwy then join the Indian Ocean at Cottesloe Beach and follow the Golden Coastline to Fremantle. Following a comprehensive tour we join our ferry for our special journey on the Swan River. Gain a new appreciation of Perth's natural beauty from this new dimension. Return approximately 5.30pm.*

### SATURDAY 30th SEPTEMBER

**Tour F Hotham Valley Express 0900 am**

**Cost \$27/Adult \$14/Child \*\$24.30/Adult \*\$12.60/Child**

*Let Hotham Valley Railway and Great Western Tours take you on a special afternoon outing that promises to combine an enjoyable coach journey with the uniqueness of a train ride deep into the heart of the Jarrah forest. We leave the city by coach to Dwellingup then it's "all aboard" the Emylin Forest Tramway for a pleasant journey with full commentary. The tramway passes through one of the last remaining stands of virgin Jarrah forest and you will see orchards and the former town of Holyoake (razed by bushfire in 1961). We return to Dwellingup for our coach journey down the escarpment enjoying panoramic views to Pinjarra, then return to Perth approximately 5.30pm. (Steam Train during winter season only).*

Please mark your selection and numbers attending and include payment with your form.

## Post Convention Tours

Post Convention Tours are a fun way to round off any convention. Often new friendships and business discussions are continued in the relaxed atmosphere of these mini-holidays.

We have selected two tours to choose from, but should you wish to do something different please write to PROMACO CONVENTIONS PTY. LTD. for an alternative.

Reservations, with a deposit of 10%/person must be made with this form. Participants will be advised of final details.

Full payment must be received by 25th August 1989.

Travel insurance is recommended and it should be noted that any cancellations must be made in writing before 15 August 1989. An administration fee will be charged. After 31st August

1989 no refund will be made.

**Tour 1**

**Goldrush Weekender — 3 days/2 nights**

**Cost \$290/person**

Day 1

The first class 'Prospector' train departs the East Perth Rail Terminal at 4.20pm. Dinner is served as you travel to historic Kalgoorlie. Arrive 12.20am. You are transferred to your elected accommodation venue.

Day 2

Morning tour of Kalgoorlie and Boulder including an underground inspection of the Hainault Tourist Goldmine, Boulder Block, Fimiston, Kamballie, Lamington, Flying Doctor Base, Hammond Park Wildlife Sanctuary, Mt Charlotte Reservoir and the School of Mines.

Afternoon tour of Coolgardie with its magnificent Government buildings, Goldfields Exhibition, Fly Flat, historic cemetery, ghost suburbs of Toorak and Montana. Meet colourful Gold Prospectors and learn how to pan for gold. Also visit a Camel Farm.

Day 3

Morning tour to the ghost towns of Paddington and Broad Arrow.

View an open cut mine and an historic Tavern. Try your luck with metal detectors and visit the famous 'Two-Up' School. 'Prospector' departs 2.25pm. Dinner on-board as you travel to East Perth Rail Terminal. Arrive 9.50pm.

**Tour 2**

**Cost \$295/person**

**Tall Trees and Wilderness Coast — 4 days/3 nights**

Day 1 — (departs Friday 1.30pm)

Depart Perth Central Bus Station on Southwest Coachlines to Manjimup, Overnight Manjimup Motor Inn.

Day 2

Forest Safari Excursion 4WD

The tour concentrates on virgin Karri and Marri along narrow shady forest tracks dwarfed by towering trees. Visit Beedelup and Warren National Parks and the unique Yeagarup Sand Dunes trapped by the forests. The lush undergrowth, towering trees and clear bubbling forest streams make this tour an unforgettable South West experience. Overnight Manjimup Motor Inn.

Day 3

Wilderness Coast 4WD Excursion

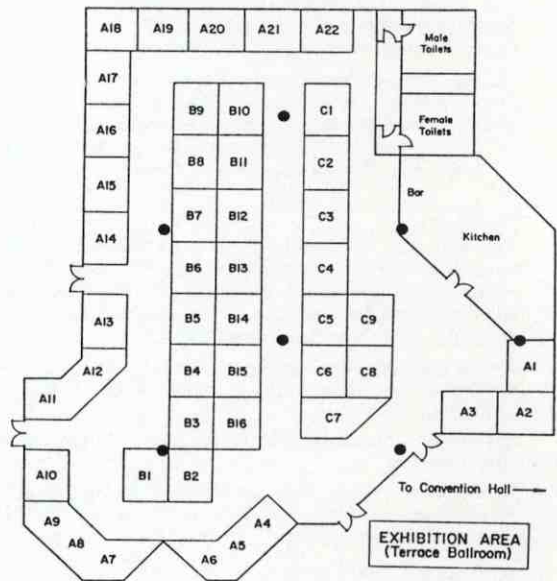
Few are fortunate enough to experience this stunningly beautiful coastal wilderness as we tour the D'Entrecasteaux National Park, the beautiful Shannon National Park and see fauna and flora unique to the Southern Coast. Overnight Manjimup Motor Inn.

Day 4

Depart Manjimup on Southwest Coachlines. Arrive Perth 11.15am.

**LIST OF EXHIBITORS**

Access Computing	A10
Brambles Records Management	A4,A5,A6
Canon Australia Pty Ltd	A21,A22
Castledex Business Systems Pty Ltd	C7
Computer Power Pty Ltd	B2
Datafile	A14,A15,A16
Datanet Pty Ltd	C2
Downard Pickfords	B5
Eastek Limited	A1,A2,A3
Intermec Australia	B16
Kodak (Australasia) Pty Ltd	C8,C9
Label Makers Pty Ltd	B7
NEC Information Systems Aust. Pty. Ltd.	B3,B4
Olivetti Australia Pty Ltd	A19,A20
Ortex Australia Pty Ltd	A7,A8,A9
Philips Telecommunications and Data Systems Ltd	B8,B9,B10,B11
Precision Office Industries	B12,B13
OCOM Pty Ltd	A13
Records Management Office of NSW	B1
Safeguard Business Systems Pty Ltd	B6
Sands and McDougall Office Products	C3
Sanyo Western Business Machines Pty Ltd	C1
Seine Pty Ltd	C4
Tower Computing Services	B14,B15
Ultimate Computer	A11,A12
Unistat Pty Ltd	C5,C6
WANG Australia	A17,A18



The Oral History Association of Australia will be holding its National Conference in Perth from 16-18 September, 1989, in the Alexander Library Building, Perth. The theme is Let All People Speak. Speakers will come from the USA, UK, Italy and New Zealand as well as from around Australia.

Records Management Association Conference participants are invited to attend at the special price being offered to OHAA members of \$70 for the full Conference. Enquiries should be directed to the Conference Convenor, Ronda Jamieson, 2 Beryl Avenue, Shelley, Western Australia, 6155.

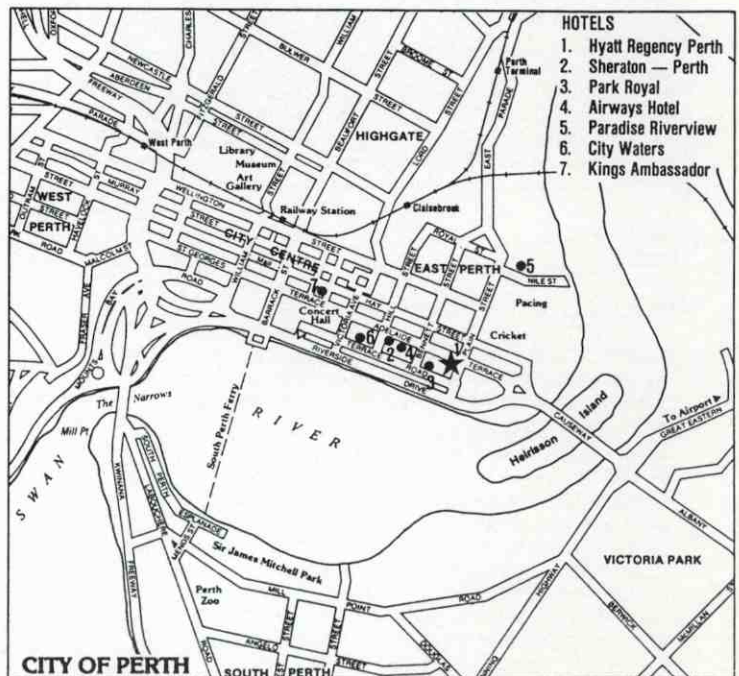
**Domestic Airline Carriers**

At Australian Airlines we are proud to be the Official Airline for the RMAA Convention and we know you will enjoy flying "The Friendly Way".

**International Airline Carriers**

When you think "Australia" then you think Qantas, because Qantas is the "Australian Airline".

The RMAA wishes to acknowledge the generous support given to the Convention by the Australian Development Assistance Bureau.



**ACCOMMODATION**

Arrival Date		Departure Date				Arrival Time			
Airline/Coachline		Flight No.				Arrival By	Car	Coach	Rail
Category of Hotel ✓		A	B	C	D	E	Preference		
Rooms Single	Rooms Double	Rooms Other	Nights Single	Nights Double	Nights Other	NO Accommodation required			
Deposit for Accommodation	\$	NOTE: Payment for accommodation will be the responsibility of each delegate on departure.							

**SOCIAL FUNCTIONS**

SF1	Code (23)	Cost \$24	No/Persons	Payment	
SF2	(37)	\$40			WELCOME RECEPTION (included Full Delegate and Accompanying Persons Fees) (22)
SF3	(51)	\$55			WINE CRUISE
SF4	(67)	\$17			CONVENTION DINNER (included Full Delegate and Accompanying Persons Fees) (50)
TOTAL					COCKTAIL PARTY (included Full Delegate and Accompanying Persons Fees) (66)

**TOURS**

NOTE: \*Those paying before 31st August for tours need only pay the amount shown against asterisk on Information Sheet.

SUN	Tour A	Cost \$20	* \$18	No/Persons	Payment	THUR	Tour B	Cost \$50	* \$45	No/Persons	Payment
MON	Free Day					FRI	D	\$78	\$70.20		
TUES	B	\$50	\$45			FRI	E	\$27	\$24.30		
WED	C	\$55	\$49.50			SAT	F	\$27	\$24.30		
COLUMN 1					COLUMN 2						

COLUMN 1	
COLUMN 2	
TOTAL	

NOTE: Other tours available upon request.

**POST CONVENTION TOURS** (Deposit of 10% required)

1	Code (89)	Cost \$290	10% \$29	No/Persons	Payment	
2	(90)	\$295	\$29.50			GOLDRUSH WEEKENDER — 3 days/2 nights
TOTAL						TALL TREES AND WILDERNESS COAST — 4 days/3 nights

NOTE: Other tours available upon request.

<b>TOTAL PAYMENT ENCLOSED</b>	
Registration Fees	
Technical Tour – New Norcia	
Deposit for Accommodation	
Social Functions	
Tours	
Post Convention Tours	
<b>TOTAL</b>	
Delegate Signature	

**Return to:**

Promaco Conventions Pty Ltd  
 Unit 9A, Canning Bridge Commercial Centre,  
 890-892 Canning Hwy, Applecross, 6153  
 Tel: (09) 364 5380 (09) 364 8311  
 Fax: (09) 316 1453

NOTE: Any special conditions must be placed in writing and attached to this form.

For Reference Only

**MS CODE ALLOCATION**

# REGISTRATION FORM

**2nd International Congress (IRMC)  
6th National Australian Convention (RMAA)  
Perth September 25th - 30th, 1989**

**General**  
By June 30th 1989  
**Late**  
After June 30th 1989

## DELEGATE FOR ALL DETAILS REFER TO CIRCULAR

Surname	Given Names	Title	
Position Held	Place of Work		
Telephone	Postal Address		
Facsimile		State/Country	Postcode

## ACCOMPANYING PERSON

## CHILDREN/AGES

Surname	Given Names	Title	1	2	3
			Childminding Required	Day	Evening

## REGISTRATION FEES

## DAY REGISTRATION

	Paid		Payment	DAY REGISTRATION	1 DAY (09) 2 DAY (10)	
	By June 30th	After June 30th			Cost	Payment
Delegate (MEMBER)	(03) \$500	(05) \$540		Monday 25th September	(24) \$175	
Delegate (NON-MEMBER)	(04) \$560	(06) \$600		Tuesday 26th September	(38) \$175	
Accompanying Person (MEMBER)	(07) \$165	\$165		Wednesday 27th September	(53) \$175	
Accompanying Person (NON-MEMBER)	(08) \$180	\$180		Thursday 28th September	(69) See below	
TOTAL				TOTAL		

NOTE: All fees quoted in Australian currency. Personal cheques can be accepted only if drawn on Australian bank accounts. Overseas registrants should forward a bank draft in Australian dollars payable on the Rural & Industries banks. All cheques to be made payable to PROMACO CONVENTIONS PTY LTD.

## SESSION PREFERENCES

NOTE: To assist with seating arrangements please remember to mark all Session Preferences & Technical Tours.

MONDAY 25th SEPTEMBER			TUESDAY 26th SEPTEMBER			WEDNESDAY 27th SEPTEMBER		
0845 to 0915	WELCOME & OPENING		0900 to 1015	PLENARY 1		0900 to 1015	PLENARY 2	
0915 to 1030	KEYNOTE SPEAKER			SESSION J (40)			SESSION R (56)	
1100 to 1215	SESSION A (26)		1045 to 1200	SESSION K (41)		1045 to 1200	SESSION S (57)	
	SESSION B (27)			SESSION L (42)			SESSION T (58)	
1400 to 1515	SESSION C (29)			SESSION M (43)			SESSION U (59)	
	SESSION D (30)		1400 to 1515	SESSION N (45)		1345 to 1500	SESSION V (61)	
	SESSION E (31)			SESSION O (46)			SESSION W (62)	
1545 to 1700	SESSION F (33)			SESSION P (47)			SESSION X (63)	
	SESSION G (34)			SESSION Q (48)			SESSION Y (64)	
	SESSION H (35)		1545 to 1700	PANEL		1530 to 1645	PLENARY 3	
	SESSION I (36)						CLOSING CEREMONY	

## THURSDAY 28th SEPTEMBER \* Payments included to be shown over page.

0900 to 1200	TECHNICAL TOUR 1 (71)		1400 to 1700	TECHNICAL TOUR 3 (73)	
	TECHNICAL TOUR 2 (72)			TECHNICAL TOUR 4 (74)	
0830 to 1700	TECHNICAL TOUR NEW NORCIA	\$30/person			(75)

Records Management Council (IRMC) and the Records Management Association of Australia (RMAA) is critical for growth of your organisation and your personal awareness of what others in the industry are doing.

Both Graham Dudley (Executive Director IRMC and Federal President RMAA) and I as President of IRMC, pledge our support to your association, to work towards assisting you to increase your skills, education and professionalism in the area of records and information management. With this in mind we have arranged a meeting with the Australian Embassy staff before we return to Australia to see what avenues exist to set up training and education schemes between PRMA and RMAA with

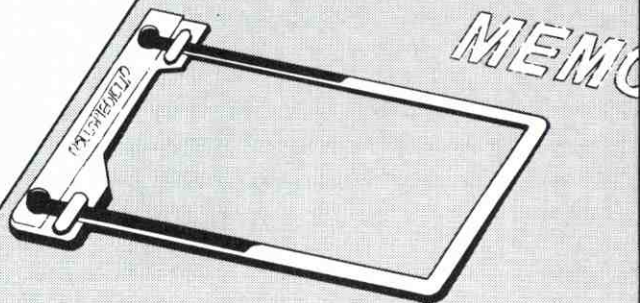
government assistance. It will need persistence from our organisations and the help of our governments if we are to be successful. I urge you as individuals as well as a corporate body to continue to work towards this goal. We have a common goal the world over - excellence in providing information for the users of information. It will be by education and training to a standard of excellence that will gain us our professionalism.

The seed has been sown, it is up to you to tend and nurture that seed so that it will grow strong and healthy and be able to provide the needs of organisations and our profession.

## Your filing made easy

### ROLLS MEDICLIP

A **Mediclip** provides quick access to any spot within the file. It solves the problem of "taking the file apart" to place or access a sheet in the middle of the file.



For further information contact either office:

**VIC.** 44 Bardia Ave., Seaford Vic. 3198.  
(03) 786 3522 or (008) 33 7705

**N.S.W.** 8th Fl., 35 Spring St., Bondi Junction N.S.W. 2022.  
(02) 369 9202

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_

## MANAGER OR SERVANT?

**Rosemary Kaczynski**

---

What relationships do records managers and or archivists establish within an organisation, with records staff and with others in the administration? What is the status of the records manager and or archivist in the organisation, and how does this relate to the context of information management and use?

Records Management in its present form is only a relatively young profession, however its origins can be traced back to the early Archivist of Roman civilization of the fourth century. The developments in the keeping of early archives and the methodological systems implemented to retrieve them can be seen as the genesis of the modern day records management practices and principles. Historically, the Archivist was the Records Manager, responsible for not just the keeping of records of historical significance, but also the retrieval for current records of the time. Even back in the early days the need for managing the resources of information was recognized, what was not recognized however, was the status of both the Records Manager and counterpart, Archivist. Only now is some recognition given to the fact that Record Managers and Archivists

are managers of a resource, and not merely butlers to the Organisational hierarchy.

Modern day Records Managers and Archivists have the current task of shaking off the labels worn by their predecessors. The Records Manager is perceived by many as nothing more than a "Glorified File Clerk" - a tag that has been reflected in the salary grading and positional status of the Records Manager within the organisational structure. However, recently there have been some reluctant, but nonetheless visible, changes in attitudes towards the professional Records Manager.

The perception of Archivist is not much better. To the layman, Archivists are merely retired people with spare time on their hands, lurking around in grey dust coats, searching through dungeons and other forsaken pits, fossicking for long forgotten, and often unwanted treasures of information. Archivists of the past seem to have become redundant and unappreciated, apparently vanishing into an abyss of records. However, recently there has been a re-emergence of the Archivist which can be attributed to the heavy bombardment of the paper warfare, and both the legislative requirement of the present time, and the current realization of the actual value that organisational archives possess.

In order to argue whether or not Records Managers and Archivists are in fact managers or whether they are servants, we must look at what duties are expected to



---

---

be performed by both professions. Let's begin with the Records Manager.

The objectives of record management are:

- ♦ efficient, effective and economical management of information as a resource;
- ♦ accurate and complete documentation of the policies and transactions of an Organisation;
- ♦ control the quality and quantity of records produced;
- ♦ establishment and maintenance of control with respect to records creation in order to prevent the creation of unnecessary records, and the supervision of their control from initial creation to ultimate disposition;
- ♦ maintenance of retention and disposal schedules;
- ♦ judicious preservation, storage for retrieval, and disposal of records.

In today's climate of systematic planning, the Records Manager has responsibility for the following:

- ♦ provision of service for the receipt, circulation and dispatch of mail;
- ♦ operation of a records system which best serves the whole organisation;
- ♦ provision of services for filing and retrieval of correspondence and documents for the whole organisation;
- ♦ provision of archival storage for official records;
- ♦ prescription of records management policies and

procedures for use throughout the organisation;

- ♦ authorization of the retention or disposal of official records in accordance with the official disposal schedule;
- ♦ assessment of developments in information retrieval systems.

Archives are a specific entity of records. According to Sir Hiliary Jenkinson, "Office files today are the archives of tomorrow". This statement is partially true, for while it is true that all archives are records, not all records produced during the course of an administration will become archives. Only between 1 and 5% of all records produced will eventually come to form part of an archive. Thus archives come together as a result of administrative function, verifying facts. They form a part of the 'Corporate Memory' of the organisation, and are used to recall past events and decisions. In the business community, archives can be used to maintain the reputation of a company, a symbol of prestige which can be used to promote its heritage.

The role of the Archivist is very specific. According to Jenkinson, 'the business of the Archivist, put in the simplest of terms, is to take over such documents, conserve them, and make them available for study'. The 'such documents' he refers to are the papers created by an organisation during the course of administration. Jenkinson goes on to define the duties of an Archivist as being the custodian who has to facilitate and superintend the research of students.

---

---

More specifically, the essential duties of the Archivist can be seen as:

- ♦ participating in the development of retention and disposal schedules;
- ♦ classification of records for retrieval purposes into groups;
- ♦ provision for retrieval aids such as indexes to facilitate retrieval;
- ♦ maintenance, where possible, of the original order of the records;
- ♦ research and understand the administrative context which led to creation of the records;

As can be seen there is an area of overlap between the duties and responsibilities of the Records Manager, and the Archivist. In some organisations, (those who practice record management at least), the Records Manager is the Archivist, and the duties of the Archivist are expected to be performed by the Records Manager. In others, (and this is becoming less of a rarity today), the functions are divided appropriately between the two professions, and both are employed.

It is the top level of management that assigns and expects that these duties shall be performed by the Records Manager and the Archivist, yet both professions are treated as the underdogs at management levels. This is reflected by their standings in the organisational administration. It is rare, (but not uncommon), to find either a Records Manager or Archivist aspiring to the level of middle-management within an organisation, yet as can be seen from the responsibility statements, the level of responsibility warrants at least middle-ma-

agement status. The management of information is the management of a resource, no different from the management of any other resource, yet because information is a less tangible resource than more conventional ones, the effective management of it is not acknowledged to the same degree as the management of other resources.

In some organisations the management of information is delegated below the ranks of middle-management, the task is given to Secretaries. This practice further devalues the profession of records management by equating simple series filing with the total management of various more comprehensive records systems. Today there is a growing number of courses for both the Records Manager and the Archivist, reflecting the professionalism and expertise needed in the fields. Both professions can presently require an incumbent to a position to possess a qualification as high as a Masters Degree, (although I'm yet to see to see a position advertised using qualifications as a prerequisite for consideration).

The attitudes of senior management towards the Records Manager and Archivist has had a detrimental affect on the relationship between records staff and their supervisors, the Records Manager and Archivist. The attitudes of staff working in records management areas in particular, are very negative. Most feel that they are only serving out a sentence, and shall be released from the records area for good behavior. This release takes the form of a promotion out of the records section. To

---

---

some, the records office is considered to be a haven for staff who were unable to 'fit in' to any other area in the organisation. To others the records office is their 'baptism' into the workings of an organisation. For these reasons it is not unusual for records offices to experience a high turnover of staff. They are either promoted out of their sections, or leave due to the low prestige of their positions, and the constant reminder of their failures. It is also for these reasons that Records Managers often experience extreme difficulty dealing with their own staff. Subordinate officers often don't feel inspired to perform, resulting in poor service to client department. The poor service is often accompanied by inaccuracies in recording such things as file movements, etc., all resulting in a loss of faith in the ability of the records office as a whole to provide expedient and accurate information retrieval. This in turn leads to the creation of personal filing systems that compensate, (in the eyes of the user), and often debilitate the efforts of the Records Manager for cost effective management of these resources.

Thus the Records Manager is not only undermined by senior management, but also by their own charges. Recently, however, both the Records Manager and the Archivist are beginning to rise above these hurdles. Today we are witnessing an emergence of specialist teams of 'experts'. These teams are headed by either the Records Manager, Archivist or both. The new breed professionals are working outside of the traditional registries and dungeons. They are residing in offices quite separate

from the common work areas of the past. Together with their teams, they work on developing policies, procedures, and cost effective systems to manage information. These teams are neither performing or expected to perform any tasks within a registry or archive. They are involving themselves with such additional matters as staff training, a feature previously neglected in these traditional haunts. Many of these teams also provide in-house consultancy services on records management and archive problems. The provision of these new services have resulted in the re-assessment of many organisational structures. The Records Manager and Archivist are now taking their places amongst other managers, not as their poor relations, but more as their almost equal.

Although this upgrade in status is occurring in some larger organisations, it is yet to dawn on the middle to smaller size organisations. In many instances the smaller organisations are still employing under qualified and under experienced staff to the positions of Records Manager/Archivist. These appointments are being made largely due to the lack of financial incentive offered to entice the experienced and qualified personnel. This leads to systems being implemented or maintained at a high cost to the organisation concerned, and a loss of respect again for the professions in their totality.

At the present time the Records Manager and Archivist are also having to deal with another problem in trying to upgrade their status to management level. The problem has arisen in recent times with the in-

---

vasion of information technology, and that is the creation of Information Managers. Although it would be easy to assume that either a qualification in records or archival management would produce an Information Manager, the incumbent is usually expected to have EDP qualifications and experience, with no consideration given to records or archival backgrounds. Surely the knowledge of technology is an essential component of information management, but the principles of record management constitute the greater portion of knowledge required. Even the most modern uses of technology will only have a short term benefit to an organisation, if the supporting records systems and peripherals are poorly designed.

The Records Manager and Archivist perform managerial tasks, and as such should

be recognised as managers. However in reality many are, and have always been, servants to the organisation which employs them. Both records and archive areas provide a service to their organisations. The provision of services should not enslave the providers, and gradually this theory is being applied with the emancipation of Record Managers and Archivist occurring. Nonetheless in a world that accepts changes in technology at a remarkable pace, changes in status are readily accepted with the same amount of gusto and enthusiasm. Until the true value of the records is appreciated, both the Records Manager and Archivist shall always be seen as servants. Servants to not only the organisations for which they work, but servants also to the systems that they provide, and not as the managers of a resource as they truly are.

## NOTICE

To all members of the  
**Records Management Association of Australia.**

Please note that the  
*Annual General Meeting*

of the Association will be held on Wednesday, 27th September, 1989 at the Hyatt Regency Hotel, Perth, Western Australia. The commencement time as indicated in the 6th National Convention Official Programme is 8.30am. Members wishing to submit motions to the Annual General Meeting must do so within the prescribed time limit, which is not less than 45 days before the due date of the above meeting (by 14th August 1989) to the follow address:

Mr Murray Stewart, Federal Secretary, RMAA,  
GPO Box 1434, BRISBANE QLD 4001

## A PLEA FOR INDEXING

### D. Seto

When the High Court recently was faced with a certain metaphysical question, the majority on the Court turned to their classical education. In the *BIRD case* (ALR 78 469-476) the Court was asked to determine the meaning of expression "of a kind". Although no reference to any theory was made, the majority decision relied on the notion of "genus and species" developed by Aristotle in the fourth century BC. Unfortunately this was not just a harmless aside yet the majority on the Court pursued this approach irrespective of the unpalatable damage done to the rest of the text.

Record Managers are also faced with these sorts of questions. Disposal authorities, for example, list records "of a kind" to be treated according to a set formula. Records do not come pre-labeled and, even where labels have already been applied, there is no prior reason to follow these in the disposal schedule. To view records as "genus and species" will run into difficulties and an approach based on this notion or any other metaphysics may fail. Such an approach was avoided in the ar-

ticle "Developing a Disposal Authority" by Thomas Kaufhold and Darryl Seto in *Informaa* Vol 3 No 3, September 1987 (see page 27). The same point applies when reviewing the indexing system for your file holdings.

Many registry practises are being automated. File audits can be done using barcodes; recording details can be done outside a centralised bureaucratic Registry and so on. The computer, in fact may be the last chance for an organisation to retain, or restore, control over vital resource, the organisation's own information.

All practices should be reviewed before automated. This is standard advice. What may be ignored, however, is a review of the indexing system. A computer company may have limited indexing software to offer and will develop their Records Management System (RMS) from whatever is at hand. Effectively, records management decisions on indexing are being made by computer programmers.

The specifications for RMS should be responsive to the organisation's work practises. Some organisations retain active subject files within each originated area and correspondence is passed by separate memorandums. In this scenario, the procedure for locating files can be simplified as movement is restricted. On the other hand the originating area becomes a vital piece of information for for the index.

To give another example, anyone who introduces a decentralised registry must take into consideration the resulting lack of records management experience by the new users of the system. A simple index, therefore, is necessary. On the other hand the same pressure will exist for a decentralised registry to find the right record quickly when needed. This demands a precise index. An effective solution must be found and any remaining conflict resolved before purchasing and RMS. Indeed this should be included in your specifications.


One article which prompted this author to pay more attention to the indexing system of RMS's was Damian Brignall's address

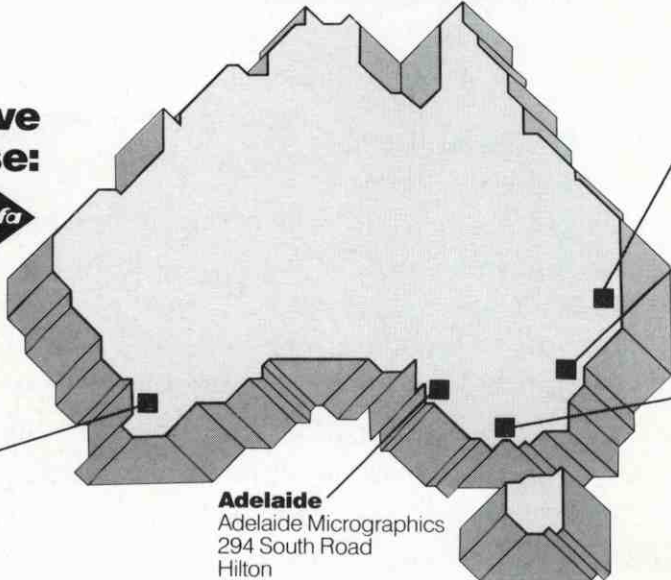
to the Second National Convention of the RMAA entitled "AUTOMATED INDEXING AND SEARCHING SYSTEMS".

The index is the heart of a file registry. If information is not classified it is lost. An index justifies the existence of set records management practises in an organisation. The point of the note is that there is no definitive indexing system but one must be properly designed for your organisation. A precise classification system is needed in a Library but case files may be stored alphabetically or a form series date. To approach a review with pre-conceived ideas on classifications will put you in fine company with the majority on the High Court but will not ensure success.

## For the finest quality Microfilm. Services and Supplies around Australia, AGFA recommend:

**These five Bureau Use:**

**AGFA**   
COPEX  
MICRO FILM




**Perth:**  
Microforms For Microfilm  
469 Hay Street  
East Perth  
Ph: (09) 325 7888

**Adelaide:**  
Adelaide Micrographics  
294 South Road  
Hilton  
Ph: (08) 352 4028

**Brisbane:**  
Microfilm Services  
96 Warren Street  
Fortitude Valley  
Ph: (07) 839 1922

**Sydney:**  
M & V Microfilm  
Services Pty. Ltd.  
2/14 Salisbury Road  
Hornsby  
Ph: (02) 477 7111

**Melbourne:**  
Australian Microfilm  
Services  
230 Bank Street  
South Melbourne  
Ph: (03) 690 6800

**AGFA** 

## UNDERSTANDING OPTICAL DISK BASED DOCUMENT IMAGING SYSTEMS

**Pat Hume**

[of Tower Technology Pty Ltd]

Optical disk technology is now entering the traditional area of records management. As it is relatively new concept not many people have had the necessary exposure to it to know where to begin when put in the position of evaluating the various alternatives available. This article is the first in a series which looks at various parts of a system and is designed to assist in understanding and evaluating the differences between systems.

Optical disk systems range in price for \$30,000 to several million dollars. They all use scanners, printers, central processors, retrieval workstations, optical disk, drives and jukeboxes. So what makes them different? And why choose one system over another?

Well, to begin with, any evaluation must be done with a clear understanding of the application with the present system problems clearly appreciated. It is very important to have a clear understanding of what you hope to achieve as all too often evaluations lose sight of their main objectives and become distracted by peripheral fea-

tures. Before looking at the technology in any depth it would help to know such things as:

- \* The size of the file.
- \* Is the existing file required to be incorporated in the proposed system?
- \* Why?
- \* Who uses the file?
- \* Where and how often is the information requested?

There are several main areas which should be looked at when evaluating whether a system will meet your requirements.

The first is how do you get the information into the system? Some questions which need to be addressed:

- \* Will you do the existing file conversion yourself or have an outside contractor perform this task?
- \* What is your ongoing volume?
- \* What is the quality and size of your documents?
- \* Are they double sided?

Much will depend on the answers to these questions as scanners vary in speed from 180 per hour to 14000 A4 documents per hour with the quality of reproduction varying dramatically.

---

---

It is advisable that a sample pack of your documents be put together that is representative of the file. These become the benchmark for all the systems under evaluation. One hundred pieces of paper would be a good size. Do not necessarily pick "good" quality documents. If you have odd sizes you should select them, take along to any demonstration a stop watch and time all activities.

Documents are typically scanned, data compressed, sent over a Local Area Network and held for further processing. This procedure can introduce a number of "wait states" that can slow down the stated throughput. If the system design is not design efficient, and/or the page buffer not large enough, then typical documents will delay the beginning of the next scan until the previous page is compressed, and sent over the LAN. The more detail on the document, the longer it takes for data compression and transmission. This is also true for scanning in at different resolutions. Scanners should be selectable at 200, 300 and 400 dots per inch (dpi). Documents will take longer to data compress and transmit over the LAN when scanned at 400 dpi than at 200 dpi.

Higher resolution scanning is often helpful in viewing small print and zooming in on very detailed areas of a document. To achieve the highest quality print 300 or 400 dpi is required.

The penalty for higher resolution images is an increase in the storage space taken and transmission time over the network.

The paper variation, tolerance and robustness of the paper feed mechanism is also an important consideration. If pages have to be platen feed then this will slow down throughput and will be a major bottle neck to volume scanning. On the other hand, the scanner should be able to read bound books if this is a requirement.

The stated scanning rate and the actual throughput rate of a scanner vary dramatically depending on the type of document feed and the operator interaction required.

It is usually better to have a single high volume scanner than a number of lower volume scanners as each scanner requires an operator.

Questions you should have answered:

1. How well does it handle different size documents?
2. What is the maximum size document it can take?
3. How significant is contrast?
4. Does it differ half-tone and remove background pattern (If required)?
5. What activities are overlapped? E.g. does it transmit the image before platen has completed its cycle?
6. Does the scanner compress the image?
7. Do small documents scan faster?
8. What happens to large (A3) documents?
9. The type scanner? Flat bed etc.



---

---

10. What is the intergration technique of the scanner to the system, i.e. where does the scanner reside within the system? E.g. on the network, direct connect etc?

11. Resolution of the scanner in dots per inch [dpi]

12. Size of memory buffer. The buffer should have enough memory to store the largest document you may wish to store. E.g. (A3 @ 400 dpi), while scanning another.

13. Compression technique? E.g. CCITT GROUP III or IV, 1D or 2D.

14. How does it do double sided scanning?

15. Automatic contrast adjustment - will the scanner cope with documents of

varying quality and contrast or does the operator continually adjust contrast to achieve acceptable images?

16. Will the scanner drop out unwanted backgrounds (which add to system overheads in terms of throughput and storage)and not effect required details?

17. What is the drop out colour - will green on blue, red on yellow be recognised?

18. How will the photos scan?

By the time you have answers to these questions you will have a good understanding of the varying scanning performance of the different systems.

The next article in this series will address the important area of various indexing techniques available and how to evaluate there relativity within your organisation.

### **QUARTERLY INFORMAA NATIONAL ADVERTISING MANAGER**

Mr Bill Williams, Victorian Branch President, has been appointed National Advertising Manager for the Quarterly Informaa. All advertising will be arranged and co-ordinated by Mr Williams. Companies and branches are asked to contact Mr Williams on:

(03)6589768 - Business Hours;

(03)5805346 - After Hours;

(03)6544854 - Fax

ADDRESS: Mr Bill Williams

Records Management Association of Australia

GPO Box 2270U, Melbourne VIC 3001

## RECORDS MANAGEMENT PROBLEM - A PERSONAL VIEW

*The Problems:*

**Graham Porter**

[of UNISTAT Filing Solutions, Corporate Member RMAA]

---

Over the past 12-18 months it would appear that the field of records management has certainly come of age, with many new ideas, new products and of course questions and problems.

This new euphoria surrounding records management has been fuelled by the very active ACT Branch of the Records Management Association of Australia (RMAA), with their regular monthly meetings and seminars and culminating in the very successful National Convention of the RMAA held in Canberra in September 1988.

The parameters of this article are not going to be as wide as the ever-increasing range of products available in the records management area (RMA). However it will attempt to address what currently appears to be the three major problem areas relating to both private and public sector records management fields, and offer possible forms of solutions.

1. The apparent low importance attitude of management towards records management areas and the role of these areas.
2. The diversity of the products available to records management areas.
3. The differing types of storage facilities utilised.

In proposing these three problems as major problems, it is not an attempt to over-simplify the situation or suggest that other particular problems do not exist, but to address what appears to be major common problems encountered by the writer.

1. In addressing the problem of the apparent lack of importance given to RMA's by senior level management, it would be very easy to say, "Pay more attention", however as RM becomes more of a science and a learned science, it's really not that simple. By the same token, it doesn't require constant supervision or control to ensure effective operations in these areas. We believe that a more educated appraisal of each individual situation would go a long way to elevating some of the cost, morale and operating problems of RMA's in both public and private sectors. At this time it is difficult to give

---

---

exact or precise methods of attaining an educated opinion for each individual, but here are a few suggestions: Membership of the RMAA, attending conferences, seminars, workshops; maybe even taking a course through one of the tertiary institutions. These would certainly be a start to gaining a more thorough knowledge of RM and thus a better understanding of what goes on in RMA's.

2. Most people would say the greater the range of products the better the choice, and to some extent this is probably true. However, the down-side to this opinion is the wider the choice the wider the possibility of not actually attaining what is the best for your area, and with some of the comments heard by this writer over the past 12 months, this is the case in a lot of different situations.

While not being an expert in the field of computers, I will not attempt to compare systems (hardware or software), only to suggest that when considering purchasing a product, be sure that in ten years the information can be retrieved. In a recent seminar attended by yours truly, the comparison was made about magnetic tape information storage. Only a few years ago magnetic tape was approximately 20mm wide. Now it is about half the width and difficult to find equipment able to retrieve this older information as technology has advanced. So buyers beware!

On the product topic, I would like to address the problem of diversity on file cover production. I'll apologise now to the private sector readers as these comments will

primarily address problems within the Government sector. If, however you wish to have a rationalised filing system, continue reading. This may help.

A great deal of confusion in Government areas appears to stem from the use of a colour classification on file covers. Departments appear to be obligated to use this system, however inadequate the indexing of information seems. You see, if one piece of paper is placed on a file which changes its classification, the colour of the cover has to be changed to the correct classification. This in itself may to some people not appear to be a great problem. However it's when one considers the cost of the coloured files that we come to the problem. Generally speaking the coloured folders are approximately twice the price of the everyday unclassified manilla folders.

Until now it would appear that no alternatives have been forthcoming from any area. We say until now, as yours truly has been advised of a scheme to attempt to rationalise filing requirements in Government areas. At this stage it is in it's preliminary stages. However some of the basics include printed coloured borders, side tab style folders which can incorporate colour coding and numbering if required, bar coding and file titling. Sample files should be available in the near future for distribution, at which time officers of Government Departments will be approached, reactions sought and any recommendations or alterations made.

---

---

The bottom line is to have a more cost efficient, rational product on the market, allowing for improved operating systems.

3. The third problem I would like to address is the seemingly never-ending variety of storage facilities used in both private and public sectors. Products range from the now outdated, cost and space inefficient, 4-drawer filing cabinet to rotary filing systems, other types of suspension drawer cabinets and now more commonly used lateral filing systems in either static shelving or mobile (compactus) shelving forms.

Quite a deal of research has been done into the storage products available and the upside of this research is that many businesses and Government Departments are now using the most space and cost efficient product available, that being lateral filing units. These units may range from a single bay of static metal shelving which, by comparison, will store approximately 3x4-drawer filing cabinets and only occupy one-third the floor space, to multi-bay mobile units, office cabinets, both open and lockable or colour co-ordinated timber cabinets.

For those businesses outlaying fortunes for lease space, ask the question, "Are we getting the best value for our dollar, document wise?"

For those people in Government Departments with ever-diminishing storage areas, ask yourself the same question.

Then for a better storage system, make the change.

Turning to other alternatives and not meaning to belittle their place in the market-place, rotary filing, while used for many uses, is the best suited to the storage of cards up to A5 size and is also excellent for storage of lever arch binders or any folder, document etc. that forms a "V" and looks like a slice of cake.

Suspension filing, while being a form of lateral filing, has its applications and storage of art work is one excellent application. Unfortunately cost and space-wise it falls down, eg. suspension pockets cost up to 2 or 3 times the price of your folder or file cover and take up approximately 30% of your storage space, and if this is in a large system, it is certainly a waste of space and money.

In summary, the purpose of this article was to generate awareness of what seems to be major problems in RMA's in both private and public sectors and I hope this has been the case. Awareness may generate discussion and therefore some solutions may come about. Let's hope so!

For any further information about the comments made in this article, the writer may be contacted through the ACT Branch of the RMAA.

## ANTI-VIRUS SECURITY CHECKUP

Barton Crockett

---

FARMINGHAM, Mass - Communications managers are debating the effectiveness of their network security in the wake of a recent virus attack that afflicted computers across the US.

The so-called worm virus coursed through nation US research networks, shutting down or slowing response time on hundreds of computers.

Most network managers said the key to understanding their role in protecting information systems is to recognise that network security is different from computer security.

Communications managers bear responsibility for limiting access to the network and securing the information that passes over it. That involves installing such things as dialback modems to ensure that only authorised users can gain access to systems and encryption devices that protect data on the network.

Other information system employees, such as system administrators, must protect computer systems at their sites. Systems administrators are responsible, for

example, for overseeing password systems and installing security packages that protect computers from illegal tampering once a user is on the network.

In such a dichotomy, communications managers bear little responsibility for protecting information systems after a user has actually logged onto the network.

"We cannot intercept every packet of data," said John Leong, director of networking and communications at Carnegie-Mellon University in Pittsburgh, where the virus invaded nearly 20 engineering workstations.

But network managers also must analyse networks for security weaknesses, helping computer professionals understand the characteristics of the network so they can protect computer systems accordingly. Computers on open, or easily accessed, networks must be secured differently for computers on more controlled networks.

"The research networks over which the virus proliferated are so open they are like superhighways," said David Wasley, manager of data communications at the University of California at Berkeley.

"Open nets are very difficult to protect," he said. "You probably should not put anything on them that is so sensitive it would be catastrophic if you lost it".

Dialogue between network managers and system administrators should be part of a

---

---

general team effort to promote security, many users said.

A US industry observer said: "Network planners and system administrators cannot work in isolation when it comes to security. Everyone is responsible for preventing hostile access to the network".

NOTE: Barton Crockett writes for US Network World. Reprinted with the kind permission of Computer World Australia (17 February 1989), published by IDG Communications Pty Ltd, 37-43 Alexander Street, Crows Nest, NSW, 2065.

### ***MAKING FUN OF REGISTRY***

The intricate skills and complex policies of records management took on new light last year when the first ever Registry Games were held in Canberra.

Sponsored by the public service newspaper *Public Eye*, the Registry Games featured competitions between different service registries to see who could carry out their registry duties with the greatest speed, dexterity and laughter.

The Registry Games pitted records managers against the clock, against each other, and against many contrived obstacles, to make the events entertaining and exciting.

The "Out-tray Dash", the "File and Run", the "Mark and Shout" and other registry-based games served to make the inaugural Registry Olympics a memorable night of fun and enjoyment.

Valuable prizes were offered to the winning teams and the Canberra Workers

Club, in whose auditorium the events were held, donated copious lashings of liquid refreshments which served to lubricate the proceedings admirably.

Compered by local personality, Lofty Matthews, himself an old Registry boy, the *Public Eye* Registry Games were so successful that plans were in hand for a follow-up event later this year.

The Registry Games will be open to all staff of all registries, government or otherwise and it is expected that this year more prizes will be on offer and more exciting fun events will be developed.

Keep reading *Public Eye*, the public service newspaper, for details of the next Registry Games and keep practising your power-pigeonholing, speed-sorting, and those dashing deliveries.

NOTE: Reprinted with the kind permission of the *Public Eye* newspaper.

**Editors Note:** To prove once again that experience triumphs over youth, the major prize was won by a team from the ACT Branch Council who wish to remain anonymous.

---

We are delighted to announce  
the merger of

**BARBARA REED AND ASSOCIATES**

and

**D L ASSOCIATES PTY LTD**

to form the dynamic new consulting group

# Records, Archives & Information Management

Specialists in Records Management, Archives, Librarianship, Office Automation  
and Corporate Information Systems Design.

Level 12,  
95-99 York Street,  
Sydney 2000

Ph: 220 6717  
Fax: 262 1938  
Telex: AA27585



## **OPERATIONS MANAGER - SYDNEY OIL EXPLORATION DATA MANAGEMENT**

Kestrel is the international market leader in oil exploration data management services, and currently operates in Australia, Canada, the Middle East and North Africa.

As a result of continued expansion, Kestrel is seeking an Operations Manager for a newly-established Sydney office.

Initially the appointee will be required to manage and consolidate the establishment of NSW operations, before entering into an aggressive expansion.

This is a senior position with a dynamic company, and calls for a high level of business and data management aptitude, together with well-developed creative and organisational skills. The position offers a challenging and rewarding career opportunity to join the company at a time of rapid expansion, and to establish a key new role in an international management team.

Applicants should be aged 28-40, possess a good standard of education and ideally will have proven operations/marketing experience in the oil services industry. Additional experience in databasing software, networking and data communications would be useful.

The remuneration package is competitive and structured in accordance with experience offered.

If you meet the above criteria, and feel you have an innovative approach to business, please apply by forwarding a brief resume in strict confidence to:

The General Manager

**KESTREL MANAGEMENT (AUSTRALIA) P/L**

Unit 58, 170 Forster Road,  
Mount Waverley, VIC. 3149

---

# CORPORATE RECORDS MANAGER KNOCKS OUT FINANCIAL DIRECTOR

Financial Director, Jack Dawe, prides himself on being the most organised person in the office. "Efficiency," Jack has been known to say, "is my middle name."

But that was before new Records Manager, Jill Hackett, gave Jack the old "1-2-3." "Jack" she said, "every time we file a piece of paper vertically we cost this company time and money."

"By converting to a Unistat lateral filing system we can save up to 70% of the floor space used for our current filing system, find the file we want up to 25% faster, and compared to an ordinary

4-drawer system, a Unistat lateral filing system is up to 226% more efficient."

At this point Jack was on the ropes, and Jill moved in for the kill. She showed Jack a lateral file complete with colour coding, and explained that even if a user can't spell, they still can't lose the file if they just follow the colours.

If you'd like to knock out your financial director, why not pick up the phone and ask to see a Unistat filing consultant today, or send in the coupon below (but we would advise organising smelling salts).



**Unistat**  
PTY LIMITED



Files you can find.

Name

Company

Title

Address

Postcode

Unistat Pty Ltd, PO Box 396, CASTLE HILL NSW 2154

SYDNEY: Peter Donnelly - Tel: (02) 634 6633. CANBERRA: Graham Porter - Tel: (062) 82 5255. MELBOURNE: Doug Trueman - Tel: (03) 580 1333. BRISBANE: Stephen Brown - Tel: (07) 856 4566. ADELAIDE: Eric Vivian - Tel: (08) 362 9891. PERTH: Robert Hubbard - Tel: (09) 362 3432.

LHV/UNI046