iQ

Thank you to our 2024 **Major Partner**

exedee

SPECIAL FEATURE:

DATA REVOLUTION UNLEASHED

Mind Your Data

Exploring Cutting Edge Technologies

Shaping Archival Data Management

IN THIS ISSUE

www.rimpa.com.au

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BONITA KENNEDY LIFE ARIM
CHAIRPERSON, RIMPA GLOBAL

VIEW FROM THE CHAIR

Greetings in this first 2024 edition of the *iQ* and to my debut 'View from the Chair' as the newly appointed Chair.

The year 2024 brings change within the Board. In an Executive capacity, I am fortunate to have the support of Jeremy Manford as Vice Chair and the distinguished David Moldrich as Executive Director. David joins us as one of the two fresh faces elected to the Board, alongside Meryl Bourke, who I believe are both well-known to many of you.

A huge thanks to Rebbell Barnes, who's chosen to redirect his efforts to other RIMPA projects but will continue as an ambassador. Reb's contribution over the years has been priceless, and his wisdom on the board will be sorely missed. Also, let's not overlook the fantastic job Thomas Kaufhold did as Chair for the last six years. Change is essential for progress, and I'm excited about the new ideas and energy our new board members will contribute.

It seems we're gearing up for yet another amazing and hectic year. The team at RIMPA Global is already deep in the throes of planning for this year's events, with the highlight being RIMPA Live in Adelaide!

RIMPA Live's theme sets the base for the year – IM or I'M The next Wave which will be another amazing experience for the information management community with a focus on data management, new technology, personal improvement, leadership and much more.

In the first half of 2024, RIMPA Roadshows will be touring to reach all our members, offering local insights and a chance to network face-to-face with your peers.

Additionally, keep an eye out for more casual events in your area. These are great opportunities to grab lunch or a drink and meet up with colleagues. You can chat about current trends, share ideas, and gain insights from experts on how to approach your upcoming challenges.

Continuing from our discussion of trending topics, this edition of the IQ delves into some of those very trends. We've included articles that focus on embracing the era of big data and analytics.

...the Board's primary focus for 2024 remains on growth and development, along with expanding our services to our global community.

This includes an exploration of technologies, case studies, and strategies for organisations to effectively utilise data as a valuable asset.

As we conclude, I'd like to highlight that the Board's primary focus for 2024 remains on growth and development, along with expanding our services to our global community. The Global Consortium will also have a significant role in shaping our strategic direction, ensuring that our profession is not only heard but also understood.

I wish everyone an incredible 2024 and am eagerly looking forward to meeting you soon.

Bonita Kennedy Life ARIM

RIMPA GLOBAL: MEMBERSHIP NEWS

NAVIGATING THE RIMPA LANDSCAPE:
From Celebrations to Advocacy

BY TYNELLE SPINNER

The membership space is abuzz with energy as we bid farewell to the accomplishments of 2023 and welcome 2024 with a flurry of activity. Amidst setting goals and intensifying work schedules, our community continues to thrive, now boasting 3,164 members.

Member Upgrades For Last Quarter

Congratulations to Carolyn Hartman MRIM!

A heartfelt congratulations to one of our esteemed local RIMPA Global Ambassadors, Carolyn Hartman, on her recent elevation to the professional status of Chartered.

Attaining the Chartered status is a testament to Carolyn's extensive experience and knowledge in the field, as well as her significant contributions to the RIMPA Global Community. We eagerly anticipate Carolyn continuing to share her expertise with fellow members for years to come.

RIMPA Community

Recognising Excellence in the RIMPA Community: Congratulations to Xander Hunter ARIM!

We would like to extend our congratulations to Xander Hunter ARIM, who has emerged as the top contributor in the RIMPA Community – our dedicated online forum tailored to meet the unique needs of our members. Xander's exceptional contributions during the last quarter have truly set a high standard for engagement and knowledge sharing.

Xander's participation in numerous stimulating conversations reflects their commitment to staying at the forefront of industry discussions. Notable topics include Microsoft Copilot, Draft Policies for PROV, such as Artificial Intelligence Technologies and Recordkeeping. Xander has also provided further updates for Victorians on the draft Artificial Intelligence Technologies and Recordkeeping Policy and the draft 2 of the new RDA for the Human Resources Management Function.

Beyond these significant contributions, Xander has actively participated in the Victorian Local Government Chapter exclusive community, further enriching the overall dialogue within our community. We applaud Xander for their outstanding level of interaction and dedication.

For those who have not yet explored the valuable insights and discussions within the RIMPA Community, now is the time to join the conversation! Visit www.rimpa.com.au/resource-hub/rimpa-community-online-forum and become part of a vibrant community dedicated to advancing knowledge and collaboration in Records and Information Management.

Images featured are from the RIMPA Live 2023 Convention

RIMPA Global's Advocacy Efforts Yield Positive Results In Q4

In the last quarter of 2023, RIMPA Global actively participated in two noteworthy advocacy efforts, contributing significantly to the realms of data management and public records legislation.

EFFORT 1: DATA MINIMISATION AND RETENTION BEST PRACTICE GUIDANCE

RIMPA Global played a pivotal role in shaping industry practices by providing feedback on the draft Data Minimisation and Retention Best Practice Guidance put forth by Digital Service Providers Australia and New Zealand (DSPANZ). The document outlines recordkeeping requirements for digital service providers (DSPs) under Australian taxation and employment law.

Key Points from RIMPA Global's Feedback:

Clarity on Data Roles: Advocated for a clearer distinction between the roles of data custodian and data owner, emphasizing the importance of defining management roles and responsibilities.

Precision in Language: Cautioned against using the phrase 'maximum retention,' highlighting the potential for misinterpretation and the associated risks of data loss or premature disposal.

Recommended the use of 'minimum retention' in alignment with legislative record retention obligations.

Informed Customer Practices: Emphasized the need to fully inform customers about the implications of retention practices on the performance of aggregated data sets, encouraging longer retention as a catalyst for improved data quality.

Data Portability Considerations: Raised concerns about the absence of guidance on the retention/deletion of data created during the data portability process, advocating for avoiding 'just in case' retention practices.

Contractual Safeguards: Recommended the inclusion of data deletion certificates, client acknowledgment, and specific conditions in all contracts, ensuring the clear definition of risks under a Software as a Service (SaaS) model.

EFFORT 2: PUBLIC RECORDS BILL (QLD) 2023

RIMPA Global actively engaged with the Queensland Parliament Community Support and Services Committee to address concerns related to the Public Records Bill 2023.

Key Points from RIMPA Global's Submission:

Modernised Definition of 'Record': Advocated for an updated definition of a 'record' that comprehensively represents the complexity of record creation in the digital age, encompassing fields, tables, databases, digital workflows, and multiple systems.

Timely Preservation: Highlighted the necessity for recursive and timely preservation of digital records of long-term temporary value alongside permanent archival records, preventing unintended loss of crucial historical business information.

EFFORT 3: PROACTIVE ADVOCACY FOR APS RECORDS MANAGEMENT REFORM

In a proactive move, RIMPA took the initiative to address the long-standing inadequacies in APS records management. A letter was sent to the Prime Minister, advocating for immediate action, highlighting these issues as repeatedly reported in royal commissions, audits, and inquiries.

The response from the office of the Hon Tony Burke was received, offering a high-level response that did not definitively answer specific questions. Instead, it suggested that the data and digital government strategy would overcome any challenges.

RIMPA will continue to advocate for improved information and records management practice in the APS and to better equip those responsible for information with contemporary digital management skills and capabilities.

RIMPA Global's active involvement in these advocacy efforts demonstrates its commitment to advancing best practices and shaping legislation that aligns with the evolving landscape of data management and recordkeeping.

RIMPA GLOBAL: MEMBERSHIP NEWS

Streamlined Membership Status Upgrades Now Accessible Through Teams!

Elevating your status within RIMPA is not just a step up; it's a stride toward professional distinction and recognition. We've streamlined the process, making it more accessible and flexible for you.

Here's how you can effortlessly elevate your RIMPA membership status:

- **Streamlined Upgrade Process:** No need for lengthy report submissions! Our Teams Interview style process simplifies the upgrade, allowing you to showcase your skills and experience in a conversational format.

- **Flexibility in Application:** Choose the path that suits you best. Opt for a Teams meeting or submit traditional written documentation. Both methods are designed to be straightforward and align with the National Archives Australia IM and Data Management skills capabilities.

- **Year-Round Availability:** We understand your need for flexibility. That's why our status upgrade process is open throughout the year, giving you the freedom to apply when it's most convenient for you.

- **Professional Recognition:** Elevating your status is more than just a title. It's about gaining recognition for your commitment to the industry and showcasing your professional growth and capabilities.

- **Support and Guidance:** Need assistance? Our detailed guide on the upgrade process provides you with all the necessary information to ensure a smooth and successful application.

Your journey to professional excellence is just an application away. Elevate your RIMPA membership status now, and step into a world of opportunities and recognition.

To get started visit www.rimpa.com.au/education/upgrade-your-status

1. INTERNATIONAL SCHOLARSHIP: Neil Grandland International Convention - ARMA Infocon 2024

2. RIMPA LIVE 2024: SCHOLARSHIP: Marita Keenan First RIMPA Live 2024 Scholarship

3. RIMPA MEMBERS SCHOLARSHIP: Lisa Mcdonough Roadshow Scholarship

Terms And Conditions Apply

Scholarships! AVAILABLE!

RIMPA GLOBAL

For more information on becoming a RIMPA Global Member
**Visit rimpa.com.au
or email admin@rimpa.com.au**

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iQ

NEXT EDITION: JUNE 2024

Cybersecurity in the Digital Age

- Navigating the evolving landscape of cybersecurity.
- Addressing emerging cyber threats and vulnerabilities.
- Best practices for safeguarding sensitive information.
- Interviews with cybersecurity experts and thought leaders.

Want to contribute to iQ? Refer to iQ's submission guidelines.
Visit rimpa.com.au/news/iq/iq-article-submission

COPY DUE: 12 APRIL 2024
Submit your story to:
editor.iq@rimpa.com.au

Maximise Your
Career Momentum
WITH RIMPA GLOBAL SCHOLARSHIPS

Are you a dedicated Information Management professional eager to elevate your career but find the cost of professional learning daunting?

Our scholarships are more than just financial aid; they are your gateway to excellence. They're designed to empower your professional journey, enabling you to:

- **Overcome Financial Barriers:** With RIMPA Global Scholarships, the cost of learning won't hinder your growth. We're here to support your educational aspirations by significantly reducing or even eliminating the cost of your professional development.

- **Acquire In-Demand Skills:** Dive into a world of knowledge where specialist practitioner and management skills are at your fingertips. Our scholarships open doors to a plethora of learning opportunities, ensuring you stay ahead in the technical realm and beyond.

- **Showcase Your Commitment:** Stand out in the competitive job market. Our scholarships are a testament to your dedication and passion for the Information Management profession, adding remarkable value to your resume.

- **Stay Relevant and Ready:** Whether you're embarking on a new career path, adapting to industry changes, or returning to the professional world, our scholarships ensure your skills remain sharp and industry ready.

Embark on a journey of continuous learning and professional excellence. It's time to transform your career aspirations into achievements with RIMPA Global.

INTERNATIONAL SCHOLARSHIP:

NEIL GRANDLAND INTERNATIONAL CONVENTION - ARMA INFOCON 2024

FOR: Associate, Chartered, Fellow members

INCLUDES: Flights, accommodation, full registration for ARMA InfoCon 2024

VALUE: Up to $8,000

*Eligibility conditions apply *

RIMPA LIVE 2024 SCHOLARSHIP:

MARITA KEENAN FIRST RIMPA LIVE 2024 SCHOLARSHIP

FOR: Members who have never attended RIMPA LIVE

INCLUDES: Accommodation, full RIMPA LIVE registration (social events included), sponsor introductions. Note: Travel not included.

VALUE: Up to $3,000

RIMPA ROADSHOW MEMBERS SCHOLARSHIP:

LISA MCDONOUGH ROADSHOW SCHOLARSHIP

FOR: Members who have never attended a RIMPA Roadshow, presiding over 200km from the event

INCLUDES: Flights, 2 nights' accommodation, registration to closest Symposium

VALUE: Up to $2,000

CERTIFICATE III IN BUSINESS: (RECORDS AND INFORMATION MANAGEMENT) SCHOLARSHIP

HARRY HAXTON SCHOLARSHIP

FOR: Members who have less than five years industry experience.

INCLUDES: Full registration which is a nationally recognised qualification.

VALUE: Up to $3,200

RIMPA GLOBAL

Visit our website and apply today to unleash your potential and reshape your professional future!

Submissions for our 2024 Scholarship Program open 14 March, 2024.

Apply Now. Visit rimpa.com.au

LEARN • EXCEL • LEAD

UPDATE FROM
PUBLIC RECORD OFFICE VICTORIA

AI Technologies

It's now been over a year since ChatGPT brought Artificial Intelligence (AI) technologies to the forefront of workplace conversation with many industries now exploring ways in which AI can be used to speed up processes and generate content.

When creating, implementing or using AI in the workplace, it's vital to keep records of those technologies and processes.

We have produced new information for government on managing records of AI technologies including considerations for creating records of AI, ethical principles, documentation tools and more.

More information can be found under A-Z Topics on our website.

VERS 3 VALIDATION

The Victorian Electronic Records Strategy (VERS) ensures the creation, capture and preservation of authentic, complete and meaningful digital records by the Victorian public sector. As part of VERS, agencies must transfer digital records to PROV as VERS Encapsulated Objects (VEOs) to ensure long-term preservation and accessibility.

We now have a validation program available for agencies ready to transfer digital records in the VERS 3 VEO format. The program provides agencies with an assessment of their VERS 3 VEOs to ensure they're compliant with PROV Standards.

The validation program will be particularly useful for:

- agencies undertaking a digital records transfer for the first time
- agencies using a product not seen by PROV before
- agencies testing, procuring, developing, or implementing a new system capable of generating VERS 3 VEOs
- vendors independently developing new products or a new version of a product capable of generating VERS 3 VEOs.

Visit www.prov.vic.gov.au for more information

The New Queensland Public Records Act 2023

The Public Records Act 2023, set to commence on 5 December 2024, marks a significant evolution in record-keeping and archival standards for Queensland. Until its commencement, the provisions of the Public Records Act 2002 will remain in effect for all Queensland public authorities. The new Act introduces profound changes aimed at enhancing the cultural, legal, and operational framework of record management.

Key highlights include emphasising the significance of public records to First Nations peoples, the formation of a First Nations Advisory Group, and granting the State Archivist authority to regulate access to sensitive records. Moreover, the Act streamlines the review process for access refusals, mandates standards for recordkeeping, strengthens monitoring for compliance, and introduces stringent measures against the unlawful disposal of public records.

These changes reflect a proactive and culturally sensitive approach to preserving Queensland's rich history and ensuring transparent and accountable record management.

To find out more information you can review the key documents from the Act Review from the links below or visit www.legislation.qld.gov.au:

- Explanatory notes for Public Records Act 2023
- Terms of Reference
- Independent Panel Report of review of the Public Records Act 2002
- Government response to the review report
- Consultation Regulatory Impact Statement (C-RIS)
- Decision Regulatory Impact Statement (D-RIS)

Networking, Knowledge, and Sunshine:

Reflections on the RIMPA Live 2023 Experience

BY WILL CHAPMAN

I had the privilege of attending the RIMPA Global Records Management Conference at the RACV Royal Pines Resort on the Gold Coast in October 2023, thanks to RIMPA and the Marita Keenan Scholarship. Once notified, I was immediately filled with excitement for attending the conference and engaging with others in the industry. Also having not been outside my own state of Victoria for quite some time, the change of scenery to a sunny Gold Coast was even more appealing!

One of the most rewarding aspects of the conference was the opportunity to meet other professionals from diverse sectors within the industry, being all levels of Government and private sector employees and vendors. Engaging in conversations with people from different areas provided a unique perspective and added value to the overall experience which I could not have received elsewhere. What set this conference apart from others that I have attended, was the collaborative and friendly spirit that was obvious from the very moment I arrived at the registration desk. Informal networking sessions then seamlessly blending with the formal agenda in a pleasurable way where I felt completely at ease to participate.

In terms of the venue, the RACV Royal Pines Resort provided excellent facilities and a stunning backdrop for the conference. The poolside drinks were a highlight, offering a picturesque setting for networking and casual discussions. The overall ambiance added a touch of relaxation to the after the formalities of the day to build meaningful connections.

The culinary offerings at the conference were amazing! Breakfast, lunch, dinner and snacks in between, the food was not only delicious but also varied, catering to different tastes and preferences. The black-tie gala dinner was a standout event in this regard, and the attention to detail in all areas, created memorable moments of camaraderie among attendees with fantastic food, drinks, company and not to forget the opportunity to be there in person for the presentation of the awards.

The sessions throughout the four days were thoughtfully organised, covering a broad spectrum of topics relevant to records and information management,

"Overall, the entire experience was nothing short of exceptional and well worth it."

whilst also including discussions on areas relating to professional development such as making presentations. A particular standout for me was Nick Abrahams' presentation on AI (Artificial Intelligence) and the metaverse. Nicks insights were not only fascinating and humorous at times, but also provided valuable foresight into the future of the industry. Overall, the well thought out scheduling of different sessions and the diversity of topics kept the audience fully engaged, offering a well-rounded view of current trends and opportunities.

Attending the conference proved to be immensely valuable for me in being able to immediately implement things that I had learnt such as developing better working relationships with other relevant business areas and standardising processes. The real essence of the event lay not only in the formal presentations but also in the informal discussions and exchanges of ideas. The depth of insights and experiences shared by professionals in

informal face-to-face interactions added a layer of understanding that virtual attendance would have undoubtedly missed. The conference highlighted the importance of combining knowledge-sharing with personal connections, creating a holistic learning experience that extends beyond the confines of traditional conference settings and virtual seminars.

In summary, the RIMPA Live Conference 2023 exceeded my expectations. The combination of a well-chosen venue, excellent food, informative presentations, and the chance to network with industry peers makes it an event I would gladly attend again. The personal connections made during the conference were invaluable, highlighting the importance of in-person interactions in our digital age. Attending this conference was not just a learning experience; it was a platform for building relationships, sharing ideas, and creating a sense of community within the records management industry that can often seem lonely at times. The investment of time and resources was undoubtedly justified by the lasting impact that this conference has had on my knowledge, and experience but also that sense of connection.

ABOUT THE AUTHOR

Will has almost 20 years' experience in Human Resources, Information Management and Archives having worked for the Army, Department of Defence, Local Councils and TAFE. Will is currently the Records Manager for The Gordon TAFE Victoria est. 1887, overseeing Information Management, Archives, FOI, Privacy and the Historical Collections. Will holds qualifications in Human Resources, Psychology and Management and is particularly interested in the organisation of information and human behaviour, in developing more productive ways of working.

Revolutionising Records:

Unveiling RIMPA Global's Trailblazing Board for 2024

In the pulse of 2024, RIMPA Global proudly introduces our freshly appointed and elected Board Members. This eclectic group is set to shake things up in the Records and Information Management realm, bringing a wave of enthusiasm and diverse expertise.

BY JOANNE KANE, iQ EDITOR

I had the opportunity to sit with the board to discover more about them individually and how they intend to make an impact in 2024 and beyond. Get ready for the next wave of RIMPA Global!

Q1: What is your area's of expertise within the information management and governance space?

BONITA KENNEDY

Consultancy Experience: Extensive work across government and private sectors, specializing in developing business classification schemes and retention schedules.

JEREMY MANFORD

Industry Experience: Nearly three decades in the field, focusing on offsite records management and digital solutions. Proficient in business development and customer service, passionately leading Compu-Stor catering to both government and private sectors.

LISA READ WHITE

Practical Application: Works directly with customers at Information Proficiency, focusing on system usability, governance, privacy, Freedom of Information (FOI), and legal matters within Records and Information Management programs.

DAVID PRYDE

Complex Organizational Understanding: Proficient in navigating the complexities of local government and tertiary education sectors.

Information Governance Frameworks: Skilled in developing robust information governance frameworks, policies, and strategies tailored to complex organizations.

Constitutional Review: Motivated by his experience, he undertook the first review of the RIMPA Constitution under the old governance model, highlighting his commitment and proactive approach to improving information management practices.

NANCY TAIA

Diverse Industry Exposure: Over 30 years of experience across various sectors, known for her proficiency in all areas of information management but with a special interest in governance, policy, and procedure documentation.

MERYL BOURKE

Local Government Specialist: Began career in 1986, evolving from a records officer to Records Management Program Leader at Logan City Council. Expertise includes strategic planning, problem-solving, collaboration, diversity, change management, leadership, and transitioning from traditional records management to modern foundations of records, information, and data management and governance.

DAVID MOLDRICH

Extensive R/IM Industry Experience: Over 46 years of diverse experience in the Records and Information Management (R/IM) industry, covering a wide range of roles except direct archival work.

Versatile Career Background: Progressed from entry-level positions such as mailroom/distribution trolley pusher to directing and managing large R/IM offices, notably managing over 120 staff in the early days at Aust Post.

Standards Development Leadership / Facilitation of Standards Creation: Significant contributions to the creation of Australian and International Standards for RIM, including well-recognized ones like ISO 15489, ISO 30300 series, and ISO 16175.

Leadership Roles in Standards Committees: Served as the initiator and Chair of IT21 (Records & Information Management) and Chair of ISO TC46 SC11 (Records and Archives), demonstrating a pivotal role in shaping the R/IMstandards landscape.

RUTH EDGE

Versatile Practitioner: Over three decades in the R/IMfield across diverse industries, committed to lifelong learning and knowledge sharing. Emphasizes the importance of preparing the next generation to build on the existing strong foundation.

Q2. Given the dynamic nature of information management and the need for global consistency, how do you plan to stay informed about international standards and emerging trends to ensure the association remains a leading advocate for positive change on a global scale?

LISA READ WHITE

Standard and Policy Involvement: Actively stay updated on changes to standards and policies, applying these updates to daily practice.

Standard Development Participation: Contribute to the development and review of standards, leveraging personal experience.

JEREMY MANFORD

Personal Business Commitment: Emphasize the critical role of international connections and understanding the evolving information management landscape for long-term success.

Industry Engagement: Highlight RIMPA's proactive approach in delivering vital information to members and the growth of the industry through the introduction of new vendor solutions.

RUTH EDGE

Professional Networking: Utilise LinkedIn and various networks to stay informed about current and emerging trends, engaging actively with colleagues in RIMPA Global Alliance and their partners.

Advocacy and Collaboration: Focus on promoting collaboration and unity, understanding the profound impact of Records and Information Management (RIM) on various aspects of life.

Contribution to RIMPA: Track publications and conducts research pertinent to members, ensuring widespread dissemination of professional expertise and insights.

NANCY TAIA

ARMA Membership: Gain insights from ARMA forum updates, understanding the challenges faced by counterparts in the US and Canada.

Networking: Build valuable connections globally to enhance knowledge and facilitate information sharing among board members.

BONITA KENNEDY

Association Membership Benefits: Leverage the resources provided by RIMPA and ARMA, including newsletters, updates, and social media, acknowledging the diverse experience and knowledge within the board.

MERYL BOURKE

ARMA International Conference Participation: Attended the conference through a scholarship, gaining exposure to international delegates, vendors, and discussions about emerging trends and challenges.

Membership and Active Involvement: Access ARMA's resources and networks, aiming to align board actions with RIMPA Global goals and actively contributing to working groups and international collaborations.

Q3. The new strategic plan for rimpa global has just been launched for the 2024-2025 period, which of RIMPA Global's values are you enthusiastic about leveraging to achieve significant goals, and what specific initiatives or projects do you plan to focus on within that framework?

BONITA KENNEDY

Key Values: Advocacy and Collaboration, especially with the expansion of the Global Consortium.

Primary Focus - Member Engagement: Emphasize the importance of continuously improving member engagement, recognizing members as the foundation of the organisation.

JEREMY MANFORD

Business Perspective and Development: Bring a business perspective to the organization, focusing on expanding services, membership, and involvement in GIC (Global Information Community).

Aims to add value to the membership and support the Chair and Board in building upon the organization's achievements.

RUTH EDGE

Education Portfolio: Focused on developing an industry-based capability matrix to guide development, assess learning needs, and showcase value to employers.

Cadetship Program: Committed to the growth and success of the Cadetship, ensuring its beneficial impact..

Community Engagement: Actively work with various individuals, groups, networks, businesses, and agencies to benefit members continually.

MERYL BOURKE

Aligned Values: Support all RIMPA Global values, aligning with the vision to advance and connect the profession.

Special Focus on:

Nurture and Collaborate: As the joint Portfolio Lead of Member Engagement, aims to unite members and the community, providing a safe space for expression, learning, sharing, and building connections.

Professional Development: Concentrate on providing the right tools, enhancing professional development opportunities, and staying updated with emerging technologies.

DAVID MOLDRICH

Role and Passion: Lead the Standards portfolio in the RIMPA Global Board, dedicated to enhancing the R/IM industry's professionalism.

Key Initiative: Developing a scheme for RIMPA to accredit third-party auditors, ensuring adherence to ISO 30301 and elevating industry standards.

Anticipated Impact: Aims to boost the R/IM profession's integrity and standardize compliance, promising exciting future developments in this area.

Our Board Members
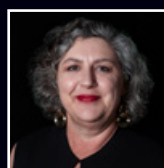
Bonita Kennedy
Life ARIM

Jeremy Manford

Meryl Bourke
Life MRIM

Lisa Read White
Life FRIM

Nancy Taia
MRIM

David Pryde
Life MRIM

David Moldrich
Life FRIM
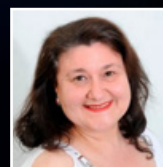
Ruth Edge
ARIM

RIMPA GLOBAL

2024-2025 STRATEGIC PLAN

The Records and Information Management Practitioners Alliance (RIMPA Global) is the longest serving peak body for industry practitioners in the southern hemisphere. RIMPA Global actively promotes best practice, sets industry standards and fosters professional development across all business sectors and educational institutions.

OUR VISION: Advance and connect the records and information management profession.

OUR VALUES:

- Innovate
- Nurture
- Empowerment
- Ethical
- Collaborate

GOVERNANCE & RISK

Develop and assess the mechanisms required to control and operate RIMPA Global.

OBJECTIVE 1: INCREASE MEMBER'S VOICE - Members to contribute to the ongoing governance of RIMPA Global

OBJECTIVE 2: MONITOR AND MEASURE BOARD PERFORMANCE MANAGEMENT SUCCESS - Design a program for the performance of Board members against agreed KPIs and portfolio objectives.

OBJECTIVE 3: DEVELOP RISK AND AUDIT PROGRAM - Create a comprehensive plan that encompasses all facets of the company, addressing potential risks and ensuring adherence to governance principles, regulatory requirements, and best practices.

INDUSTRY EDUCATION

Develop, maintain, and advocate traditional and contemporary educational opportunities for industry practitioners.

OBJECTIVE 4: IMPROVE PRACTITIONERS' PROFESSIONAL JOURNEY - Provide clarity and pathways for all practitioners to enhance skills.

OBJECTIVE 5: EXPAND RECORDKEEPING TRAINING OPPORTUNITIES - Increase access to records management training utilising various platforms and institutions.

OBJECTIVE 6: IMPROVE INDUSTRY BASED HIGHER EDUCATION OPPORTUNITIES - Work with educational institutions to increase course opportunities for information management practitioners.

MEMBER ENGAGEMENT

Enhance the member experience to retain and increase membership.

OBJECTIVE 7: INCREASE MEMBERSHIP - Increase members by diversifying membership types and industry groups.

OBJECTIVE 8: ENHANCE THE NEW MEMBER JOURNEY - Assess programs and opportunities for new practitioners and students.

OBJECTIVE 9: IMPROVE PROFESSIONAL STATUS PROGRAM - Make accessible and simplify status upgrade program to encourage member participation
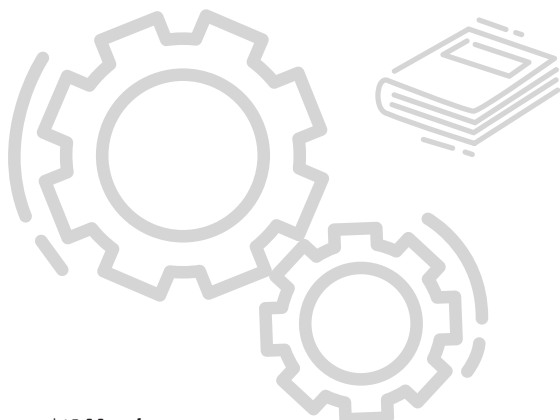
BUSINESS DEVELOPMENT

Expand market presence and drive growth in the records and information industry through strategic partnerships, client acquisition, and innovative service offerings.

OBJECTIVE 19: ENHANCE MEMBER BENEFITS. - Continual improvement of member benefits to demonstrate value for money.

OBJECTIVE 20: BUILD STRATEGIC PARTNERSHIPS - Establish and cultivate key collaborations to build strategic partnerships for mutual growth and success.

OBJECTIVE 21: DEVELOP ADDITIONAL REVENUE STREAMS - Diversify and expand income sources by creating new revenue streams for sustained financial growth.

STANDARDS

Establish and uphold organisational standards to ensure consistency, quality, and adherence to industry benchmarks.

OBJECTIVE 17: CONTINUE INVOLVEMENT IN STANDARDS DEVELOPMENT - RIMPA Global is to remain the leader and forerunner in standards development globally.

OBJECTIVE 18: DEVELOP IM BODY OF KNOWLEDGE - Provision of documents, programs, and tools to assist all practitioners.

SOCIAL & ENVIRONMENTAL PROGRAMS

Commitment to environmental issues and promote inclusion for all social and ethnic groups.

OBJECTIVE 14: IMPLEMENT SPECIFIC GROUP PROGRAMS - Provision of assistance and knowledge to specific groups in the area of information management.

OBJECTIVE 15: SUPPORT THE ENVIRONMENT - Industry support to all environmental issues.

OBJECTIVE 16: SUPPORT CHARITABLE BUSINESSES THAT ALIGN WITH RIMPA GLOBAL VALUES - Provide assistance and backing to charitable organisations and businesses whose mission, activities, and principles align with the core values and objectives of RIMPA Global. This support may include financial contributions, partnerships, volunteering, or other forms of assistance to further the shared goals of RIMPA Global and the supported charitable entities.

INNOVATION & SUSTAINABILITY

Lead and participate in industry modernisation.

OBJECTIVE 13: IDENTIFY AND PROMOTE INDUSTRY INNOVATION - Involvement in industry trends and change.

ADVOCACY & COLLABORATION

Align as one voice to promote the industry.

OBJECTIVE 10: INCREASE INDUSTRY PROFILE Highlight the importance of the industry to society.

OBJECTIVE 11: BUILD INTERNATIONAL ALLIANCES - Increasing RIMPA Global presence to benefit the profession and practitioners.

OBJECTIVE 12: ENABLE MEMBERS TO HAVE A VOICE - Advocating and commenting on industry changes collaboratively.

Voices of Vision:

Local Ambassadors: The Voice of Our Members

Introducing RIMPA Global's 2024 Local Ambassadors:

- Amanda Dolman
- Bethany Sinclair-Giardini MRIM
- Carolyn Hartman MRIM
- Cheryl Emin
- Daniel Wong
- Debbie Cutts MBA, FRIM
- Dianne Colls
- Giovanni Ferero
- Jade Reed ARIM
- Jade White
- John Cox
- Joy Siller Life ARIM
- Julie Carpenter ARIM
- Karl Melrose
- Michelle Roigard
- Nicole Thorne-Vicatos ARIM
- Peter Gaca ARIM
- Rebbell Barnes Life MRIM
- Samantha Ping-Nam
- Sandra Ennor ARIM
- Sheryl Mapp ARIM

Local ambassadors work in partnership with our staff and board to achieve real results and make a significant impact to our members and the information industry.

As our members' voice from locations around the globe, local ambassadors help to deliver the strategic priorities of RIMPA Global through tangible projects, working groups, consultative processes and stakeholder engagement which provide opportunities to use their talents in projects for which they are passionate.

Our ambassadors have a wealth of knowledge and experience and in the spirit of contributing to the body of knowledge that is IM we asked them to share a career tip or something about how IM is leading the future. Here's what your local ambassadors said…

Our Ambassadors share their
Secrets For Career Advancement!

Sandra Ennor

"Be ok with going above and beyond the PD. This demonstrates a willingness to grow, learn and succeed. Always allow an employer to assess the breadth of your skills, your contribution will not be forgotten."

Sheryl Mapp

"While information managers are not usually part of the 'C' suite of executives who manage an organisation, by pushing the envelope on what is best practice and what it can mean for organisations in addressing key risks, the profession and your personal progress can be elevated by being a voice that is heard and listened to. Ways to do this – write key papers; propose big ideas; address key audiences; propose solutions to key strategic problems."

Michelle Roigard

"Consistent learning and adaptability are key! Embrace every opportunity to expand your skills and knowledge. Stay open minded, network, and seek mentors who can guide you. Most importantly, stay resilient and stay true to your goals."

Julie Carpenter

"Continue to hone your communication skills. As Information Managers our role is to advocate for good record keeping. By explaining obligations, demonstrating best practice, and aligning with organisation priorities we must influence decision-makers to appreciate the value of records, which is the key to gaining buy-in and support for implementation and improvement activities."

Karl Melrose

"Keep asking why things are the way they are. In the short term, it will work against you - but in the long term it will give you a better understanding of where we are, how we got here, and what the levers are for change, and for being effective."

Carolyn Hartman

If you want to progress, discover and develop yourself to the capability set that is above you!

Our Ambassadors' perspectives on
Shaping The Future Of Information Management

Rebbell Barnes

"The old saying knowledge is power and in today's business world it is so true. Those organisations that treasure and husband their information treating it as insider gold certainly have a distinct competitive advantage over others"

Joy Siller

"Creation of 'Information' has never been easier, and the resulting proliferation is a massive problem. Unnecessary creation, duplication and hoarding of information have become rampant in the digital age. We're all guilty of it, I'm sure.

How many times do you take (and keep) extra photos, send trite email and text messages, or copy something 'just in case', then forget to delete? As information managers, we should be striving to lead solutions rather than adding to the problems.

We must consider these issues, raise awareness and apply our skills, such as classification, retention and disposal to them. If we don't do it, who will? My aim for 2024 is to research 'digital pollution' and determine whether there are any quick, practical solutions that can be adopted by information managers."

Daniel Wong

"It will require IT departments implementing the latest technology to collaborate with information managers to create and deploy fit-for-purpose solutions leveraging AI capabilities. It will require IT departments, information managers, and business units to jointly reflect on the implications of AI for current recordkeeping operations. I think most importantly it will require a re-thinking of the contribution's information managers make to the advancement of society.

Like most systematic change it's not done by everybody all at once. I believe it will come from a small number of pioneers who think and behave like leaders with the benefit of working within an organisational culture that allows them to collaboratively design, implement, test, and revise new innovative ideas that align with existing organisational goals."

Sheryl Mapp

"With privacy and information security paramount for many organisations facing increasing threats and risks in this area, information management (the frameworks and processes to manage information) has never been more important as it is the foundation to addressing almost all threats/risks. It is up to information professionals to lead the way by promoting good information management as a key part of the solution. Ways to do this – write key papers; propose big ideas; address key audiences; propose solutions to key strategic problems."

Michelle Roigard

"Information management is the cornerstone of progress. The ability to effectively collect, organise and utilise data will undoubtedly shape the future. Embracing new technology, fostering a culture of innovation and leveraging information ethically will be critical to successfully shaping a more connected and efficient world!"

Karl Melrose

"This is the greatest time ever to be in records and information management, but what people want from us as a professional group is changing, and we must change with it."

THANK YOU TO OUR INDUSTRY PARTNERS 2024

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DIAMOND PARTNER

exedee

PLATINUM PARTNER

COMPU-STOR

ezescan

GOLD PARTNER

Objective

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RECORDPOINT

opentext™

grace:
Always more.

BRONZE PARTNER

AvePoint®

professional advantage

timg®

Together we Succeed.

Leading the Charge:
Together We Succeed

In the dynamic world of business, the establishment of strategic partnerships stands as a cornerstone for success and innovation.

Diamond Partner

EXEDEE: A pioneer in cloud-based business automation, Exedee excels in delivering configurable software eSolutions. They focus on simplifying process automation and digitalization, ensuring precision and efficiency in handling electronic documents and data exchange.

Platinum Partner

COMPU-STOR: Compu-Stor excels in tailored, secure information management. Their services span document and data storage, digital scanning, automation, and consulting, providing innovative solutions for diverse business needs.

EZESCAN: EzeScan leads in digital transformation, offering cost-effective document capture and digitization solutions. By integrating automated capture with business processes, EzeScan streamlines document workflows, promoting efficient transition from paper-based systems to digital automation.

Gold Partners

IRON MOUNTAIN: For more than 70 years, Iron Mountain Incorporated (NYSE: IRM) has been your strategic partner to care for your information and assets. A global leader in storage and information management services and trusted by more than 225,000 organisations around the world, including 95% of the Fortune 1000, we protect, unlock, and extend the value of your work—whatever it is, wherever it is, however it's stored.

OBJECTIVE CORPORATION: Objective Corporation leads in digital government software, transitioning public sectors to digital platforms. Their products like Objective 3Sixty, Nexus, and ECM offer secure, immediate information access, improving decision-making and community impact. Focused on integrity and expertise, Objective provides extensive services, including transformation consulting and technical support, boosting government and industry efficiency.

FUJIFILM: We see ourselves as your strategic business partner, not just another supplier. As the cost of running your business continues to rise and your customer's preferred source of communication becomes digital, we have developed innovative solutions to help you adapt efficiently and effectively, not only in today's environment but for the future.

   We recognise it is no longer viable to be just 'another supplier'. Our focus is to truly understand your business challenges and strategic direction so we can support you as a trusted business partner.

Silver Partners

RECORD POINT: RecordPoint is a leading provider of information management solutions, specializing in record management, compliance, and governance for digital and physical records. Their innovative software simplifies the complex record-keeping landscape, ensuring organizations meet regulatory requirements while enhancing accessibility and security of crucial data. RecordPoint's solutions are known for their scalability, supporting businesses of all sizes in efficiently managing information assets.

OPENTEXT: OpenText offers comprehensive information management solutions, specializing in optimizing business processes, securing data, and driving digital transformation with EIM solutions. Their services, tailored to Australian businesses, include content management, business networks, and analytics, ensuring robust support in the digital landscape.

GRACE: Grace provides integrated information management services, specializing in secure document storage, digitization, and records management. Offering tailored solutions, they ensure efficient data handling, confidentiality, and compliance for businesses, underlining their commitment to preserving the integrity and accessibility of critical information.

Bronze Partner

AVEPOINT: AvePoint excels in cloud solutions, offering data management software to ensure secure collaboration and compliance in Microsoft 365 environments. Renowned for enhancing digital workplace efficiency, AvePoint's innovative tools streamline governance, protect data assets, and facilitate seamless migration and management across businesses.

TIMG: TIMG (The Information Management Group) offers comprehensive solutions for secure information management, specializing in services like data protection, digital transformation, and secure destruction. With a focus on enhancing operational efficiency, TIMG provides tailored support for document storage, cloud services, and data recovery, ensuring businesses manage and protect their information assets effectively.

PROFESSIONAL ADVANTAGE: Professional Advantage provides innovative technology solutions, enhancing business performance through improved financial management, data analytics, and customer relationship management. Specializing in integrating and optimizing software systems, they empower organizations to streamline processes, gain insights, and drive growth, distinguishing themselves with a commitment to delivering strategic and practical business outcomes.

Motivating Myself Is Hard Enough, How Do I Motivate Others?

BY LINDSAY ADAMS OAM

Motivating others is a crucial skill for leaders and individuals alike. Understanding the unique personalities and communication styles of team members is essential for effective motivation.

One powerful framework for achieving this is the DISC Model, which categorises people into four primary behavioural styles: Dominant (D), Influence (I), Steady (S), and Conscientious (C). Let's explore how to leverage the DISC Model to motivate others effectively.

OUTGOING and ACTIVE

"Just do it"

Dominant
· Driver
· Competitive
· Doer

Influential
· Inspiring
· Enthusiastic
· Persuasive

"Having fun doing it"

DOMINANT

INFLUENTIAL

D   I

DISC Personality Assessment Tool

TASK ORIENTED

PEOPLE ORIENTED

C   S

"Do it right"

Compliant
· Cautious
· Analytical
· Conscientious

COMPLIANT

STEADY

Steady
· Stabilizing
· Sincere
· Patient

"Do it together"

RESERVED and REFLECTIVE

Understanding the DISC Model

The DISC Model, developed by psychologist William Moulton Marston, is a behavioural theory that helps individuals understand and adapt to the diverse ways people approach work, problem-solving, and communication. Each of the four primary personality traits represents a unique set of characteristics.

Dominant (D): Individuals with dominant traits are assertive, competitive, and results oriented. They value control and are often seen as confident and decisive.

Influence (I): Those with influential traits are sociable, optimistic, and persuasive. They thrive on building relationships and are typically enthusiastic and outgoing.

Steady (S): Steady individuals are cooperative, patient, and empathetic. They seek harmony, are team-oriented, and value a stable and predictable environment.

Conscientious (C): Conscientious individuals are analytical, detail-oriented, and systematic. They prioritise accuracy, structure, and thoroughness in their work.

Motivating the Dominant (D)

For individuals with dominant traits, motivation often stems from a sense of challenge and accomplishment. To motivate them try these options.

Set clear goals: Dominant individuals appreciate clear, challenging goals. Outline specific objectives, deadlines, and expectations to keep them engaged.

Provide autonomy: Allow them to take the lead and make decisions. Dominant personalities thrive when given the freedom to execute tasks independently.

Recognise achievements: Acknowledge and celebrate their successes. Regular feedback and recognition for their accomplishments contribute to sustained motivation.

Encourage competition: Create a competitive environment that allows them to showcase their strengths. Competitions and challenges fuel their desire to excel.

Motivating the Influencer (I)

Individuals with influential traits are motivated by recognition, social connections, and opportunities to express creativity. To motivate them try these options.

Foster a positive environment: Maintain an upbeat and positive atmosphere. Recognise their contributions and encourage social interactions within the team.

Provide public recognition: Influential individuals thrive on acknowledgment. Acknowledge their achievements in team meetings or through public channels to boost their morale.

Involve them in social activities: Incorporate team-building activities and social events into the work culture. This provides influential individuals with opportunities to connect with others.

Allow for creative expression: Provide outlets for their creativity. Encourage them to share and implement innovative ideas, giving them a sense of ownership and impact.

Motivating the Steady (S)

Steady individuals seek stability, cooperation, and a harmonious work environment. To motivate them try these options.

Create a supportive atmosphere: Foster a collaborative and supportive work environment. Steady individuals thrive when they feel valued and part of a cohesive team.

Recognise their contributions: Acknowledge their dedication and hard work. Regularly express gratitude for their reliability and commitment to the team, though do this in private, rather than make a public fuss.

Provide a predictable routine: Steady individuals appreciate routine and structure. Clearly outline expectations and provide a stable work environment to help them feel secure and motivated.

Encourage teamwork: Promote teamwork and collaboration. Steady individuals find motivation in working together towards common goals and building strong relationships with their colleagues.

Motivating the Conscientious (C)

Conscientious individuals value accuracy, precision, and attention to detail. To motivate them try these options.

Clearly define expectations: Provide detailed instructions and clearly outline expectations. Conscientious individuals thrive when they have a clear understanding of their responsibilities and objectives.

Recognise their attention to detail: Acknowledge their meticulous work and attention to detail. Regularly express appreciation for the precision they bring to the team.

Offer professional development opportunities: Conscientious individuals are motivated by continuous learning and improvement. Provide opportunities for training and skill development to keep them engaged.

Allow time for planning: Recognise their need for planning and organisation. Provide sufficient time for them to plan and structure their work, enhancing their motivation through a well-thought-out approach.

Motivating others based on the DISC Model requires a nuanced understanding of individual preferences and behavioural styles. By tailoring your motivational strategies to align with the Dominant, Influence, Steady, and Conscientious traits, you can create a more engaging and productive work environment.

Remember that individuals may exhibit a combination of these traits, and adaptability is key to successfully motivating a diverse team. Implementing these strategies can lead to improved teamwork, increased morale, and enhanced overall performance.

ABOUT THE AUTHOR

Lindsay Adams is the CEO of 24x7 Assessments. He is an award-winning conference speaker and specialises in understanding people and bringing out the best in people. He has a wealth of experience in the assessment tool industry and has used thousands over the last 23 years in his own business. Today he teaches others how to harness the power of these tools for quality outcomes with their staff and stakeholders. In 2020 Lindsay was awarded a Medal in the Order of Australia, OAM for his services to the professional speaking industry. Contact Lindsay at lindsay@24x7assessments.com.au or www.24x7assessments.com.au

Why Leaders Need To Understand

The 7 Human Needs Of Peak Performing Employees

BY JADE GREEN

When productivity spiked during 2020 many thought that this trend would continue once life returned to a sense of normalcy. However, since returning to the office many businesses are seeing lower levels of productivity and profitability from their employees.

So how do we combat this problem?

The first solution we tend to leap towards is higher pay brackets. But after a certain level of income, this simply does not work anymore. We must look deeper.

Once we look past the paycheck, we see engagement in work. Highly engaged employees record 23% higher profitability than those with low levels of engagement. Highly engaged employees are 87% less likely to leave their organisation and we are all aware that staff turnover not only kills profits, it erodes team cohesion and therefore results.

In today's competitive job market, it is more important than ever for leaders to focus on employee engagement and retention. CEO's it is time to prioritise job satisfaction in the workplace, but the question is, how? By focusing on the seven human needs of peak performance, we can help create an engaged workforce where employees feel supported and have higher levels of job satisfaction. Let us break down these seven human needs:

1 Wellbeing

Physical and mental wellbeing is critical for any peak performing human. If you want high energy, fully focused staff they need access to healthy food, proper healthcare, regular exercise, mental health support and good sleep-in order for them to use their full potential at work. As a CEO, we need to help them prioritise their health and wellbeing.

2 Connection

Connection is key to engagement. Studies show that employees that have a 'best friend' at work are 7 times more engaged and see 81% less absenteeism than those who do not feel they have friend like relationships in the workplace.

3 Clarity and Certainty

Employees need clarity and certainty to truly understand what is expected of them, what counts as acceptable risk, and how they can best succeed in their role. Another added bonus is that clarity allows for employees to become more engaged in their work.

By focusing on the seven human needs of peak performance, we can help create an engaged workforce where employees feel supported and have higher levels of job satisfaction.
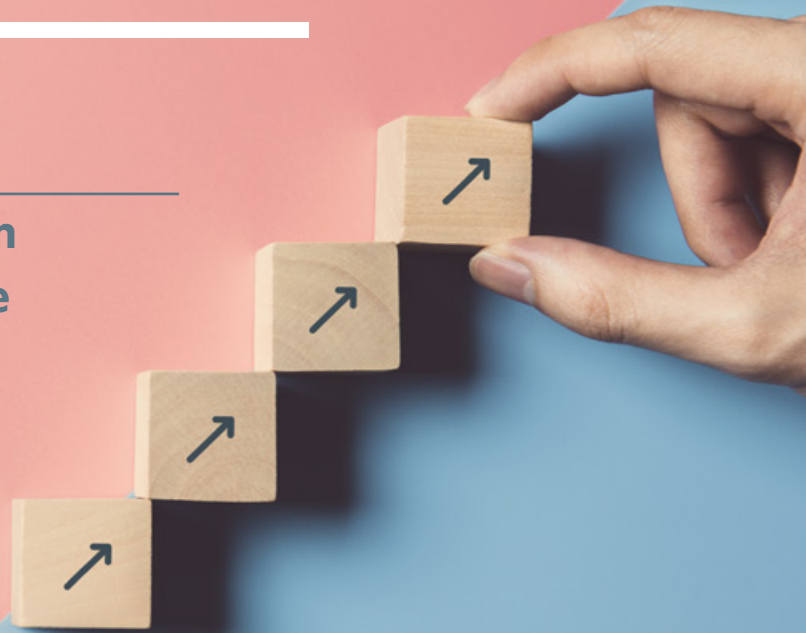
4 Significance

Significance is crucial as your employees need to feel that their work matters and they as individuals' matter. Peak Performers want to feel like they are making a difference. Remember what gets recognised gets repeated so create a culture of catching people doing the 'right' things.

5 Challenge

There is no growth without an element of challenge. Your employees need to be challenged in a way that balances their skills and abilities. It only takes a 4% challenge to skill ratio to achieve flow state and science shows the state of flow results in a 500% increase in productivity!

6 Future Vision

When we run out of hope we run out of drive. As Simon Sinek says, "Start with Why", develop a bold future vision for the company backed with an inspiring Purpose and Mission. Enrol employees in the bigger picture then show them how their work contributes to the goal, this will in turn motivate them to give their best to help achieve it.

7 Happiness

One of the most crucial human needs for peak performance employees is happiness. Happy employees are productive employees, which ultimately leads to increased profitability. According to a study by the University of Warwick, happy employees are 12% more productive than their unhappy counterparts.

They found that when employees are happy, they are more creative, more motivated, and more willing to take on new challenges. And that is not all. The same study found that happy employees take fewer sick days and are less likely to quit their jobs. Happiness is the greatest hack to productivity and profitability and the way to truly unlock the full potential in each employee.

Not sure where to start? This one tip can make all the difference. Start having one-on-one meetings focused on connection. Sit with staff and discuss their life, understand what is chewing up cognitive resources outside of work, the stressors preventing them from feeling safe and able to truly be present when they show up for work. Use these sessions to coach them through achieving both their career and personal goals to unlock their full potential and reap the rewards.

By helping employees to fulfil their needs we can create a work environment where they feel valued, engaged, and motivated to do their best work, creating more productive and profitable teams.
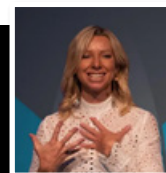
ABOUT THE AUTHOR

Jade Green is an internationally recognised speaker, people & culture specialist, and entrepreneur with a mission to help people and planet conscious businesses unlock the potential in their teams. With accreditations from Mindvalley and The Flow Research Collective, Jade is an experienced facilitator who guides businesses through leadership coaching, strategic HR decisions, creating a high flow culture, and developing teams founded in genuine care and connection. Visit www.jadegreen.com.au

Data Revolution
Unleashed

BY LINDA SHAVE, LIFE FRIM

In this article we shall briefly look at the key components of the data revolution that have been stealthily creeping up on us in the past decade or so. It is necessary to review and understand some of these components to collect and manage meaningful data.

Concepts such as big data, analytics, visualisation, data management, cutting-edge technologies and strategies for organisations to leverage data as a valuable asset will be visited.

"The Big Data revolution is less about collecting more and more data. It is about collecting the right data." — Seth Stephens-Davidowitz

EMBRACING THE ERA OF BIG DATA, ANALYTICS AND VISUALISATION

Big data is a collection of data sets that due to the exponential growth of data being collected have become so large and complex that they are awkward to work with using traditional database management tools. Big data sets combine structured, unstructured, semi-structured and sensor data that can be collected from multiple sources such as smart grids, and citizen and customer digital transactions. *See Table 1 Data Types.*

Big data is also defined as the five 'Vs' which stands for volume, velocity, variety, veracity and value. *See Table 2 The Five Vs.*

Every organisation wants to make the best-informed decisions it can, as quickly as it can. Indeed, gleaning insights from data is a key driving force for potential competitive edge and improved products and services. The big data journey can lead to new markets, new opportunities and new ways of applying old ideas, products and technologies. For example, smart cities might feature embedded sensors collecting data from buildings, cars, people and the environment.

By aggregating and analysing this data in real time, many opportunities will emerge for new applications to improve everything from public health to traffic management and disaster response. Similarly, smart energy grids could link together new and existing energy generation technologies to maximise the use and sustainability of resources, among other benefits.

However, to achieve these goals organisations need to identify their data sources. After you have identified your data sources you need to make certain that they are trustworthy, that is the data is complete and accurate and then perform analytics to extract its value. There are four principle types of analytics. *See Table 3 Four principle types of analytics.*

Once you have identified which type of analytics you wish to utilise the next step is to communicate the outcomes. Communicating the results from analytics requires organisations to make data more approachable to end users by utilising data visualisation tools. When combined with data analytics, data visualisation not only makes the data look good, but also makes the data easier to explore, interrogate, understand and interpret. Table 4 provides a brief description of different data visualisation tools and their function.

EXPLORING CUTTING-EDGE TECHNOLOGIES SHAPING DATA MANAGEMENT

Data management refers to the practice of recognising, creating, collecting, transforming, exchanging, processing, analysing, sharing, protecting, reporting and preserving data in databases efficiently and effectively. Big data trends are continuously evolving to meet government, citizen and economic drivers. The following outline some of the cutting-edge technologies shaping data management.

1. DATA FABRICS

A big 'data fabric' is an augmented data management architecture that provides visibility of data and provide the ability to move, replicate and access data across multiple hybrid and cloud repositories. It is a metadata-driven approach to connecting disparate collections of data repositories, devices and tools to deliver capabilities in the areas of data access, discovery, transformation, integration, graph modelling, security and governance. For a business having a data fabric means that data is free to move dynamically across all private and public cloud resources for greater efficiencies.

Table 1 - Data Types

DATA TYPES	DESCRIPTION
Structured Data	• Fixed Layout • Defined Content • Consistent Formats
Unstructured Data	• Unknown Layout • Variable Content • Multipage Documents
Semi-structured Data	• Unknown Layout • Defined Content • Variable Formats • Tabular Data
Sensor Data	Data generated by various technologies or machines. For example, personal devices, smart grids, cyber physical systems, smart cities, CTV cameras, autonomous vehicles, drones and other objects.

Table 2 - The Five Vs

TITLE	DESCRIPTION
Volume	Volume refers to the fact that Big Data involves a large amount of data usually starting at tens of terabytes.
Velocity	Velocity reflects the sheer speed at which this data is generated for example real-time data and other information that is generated and updated at a fast pace.
Variety	Variety describes Big Data types that is processed and stored and comes from many different sources, in various formats and structures. For example, social media sites, networks of sensors, geographical information, images, videos and audio.
Veracity	Veracity refers to how accurate or trustworthy different data set are. For example, how trustworthy is the source, type and processing of the data.
Value	Organisations need to understand the business value of big data sets so that they can make informed decisions and use it effectively.

Data Fabrics depend heavily on contextual information that integrate with pools of operational metadata, technical metadata and utilises machine learning (ML) to enhance data quality with learning models that can be trained and continuously learn from patterns to improve metadata analytics and business outcomes.

2. METADATA CONTENT

Metadata content is about cataloguing the descriptions, attributes and the characteristics of the business, technical and operational content that it owns. Metadata content for data management is instrumental in managing, overseeing, and measuring the data governance process. The next-generation platforms will incorporate business semantics and ontologies where data and components are defined and described with different notations. Automated metadata management tools aim is to ensure better data quality and accelerates analytics workflows. Since metadata management tools automatically tag sensitive data, they improve regulatory compliance and mitigate flaws during data audits.

3. BLOCKCHAIN

Blockchain is a growing list of records, called blocks which are linked and secured using cryptography. In our digital world of gargantuan amounts of digital data (ones and zeros) are being captured, processed and analysed. Any piece of data, document or asset can be expressed in code and referenced by a ledger entry, meaning that Blockchain technology has great potential for the future.

It is therefore worthwhile to better understand how the progress in cryptography distributed ledger architecture and cryptography techniques such as Blockchain might be applied. This might help business in securing information, smart grids, smart cities, smart industries and smart government now and into the future.

Table 3 - Four Principle Types Of Analytics

TYPE	DESCRIPTION
Descriptive	Uses basic statistics or visualisation to characterise a set of data. The results may show averages, totals, frequencies, and perhaps a causal relationship. Most analytics done today falls in this category.
Predictive	Helps you see what the future may hold. You use statistical models to forecast a condition such as revenue, profits, market-share, or operational outcome. Predictive analytics is based on a modelled relationship between a set of independent variables. Companies deploy this type of analytics in different ways, but it is most often used for planning.
Prescriptive	Takes predictive analytics to a new level by optimising the best outcome of a future prediction. It considers new inputs or constraints that are specific to a given situation. It may include the next best action of changing your credit or pricing policies or upselling/cross-selling strategies.
Cognitive	Uses techniques and a high-performance infrastructure to extract relationship from diverse sets of data.

Without the data-driven approach to decision making, Netflix would still be mailing you an outdated mode of movie content and Amazon would be a simple online bookstore.
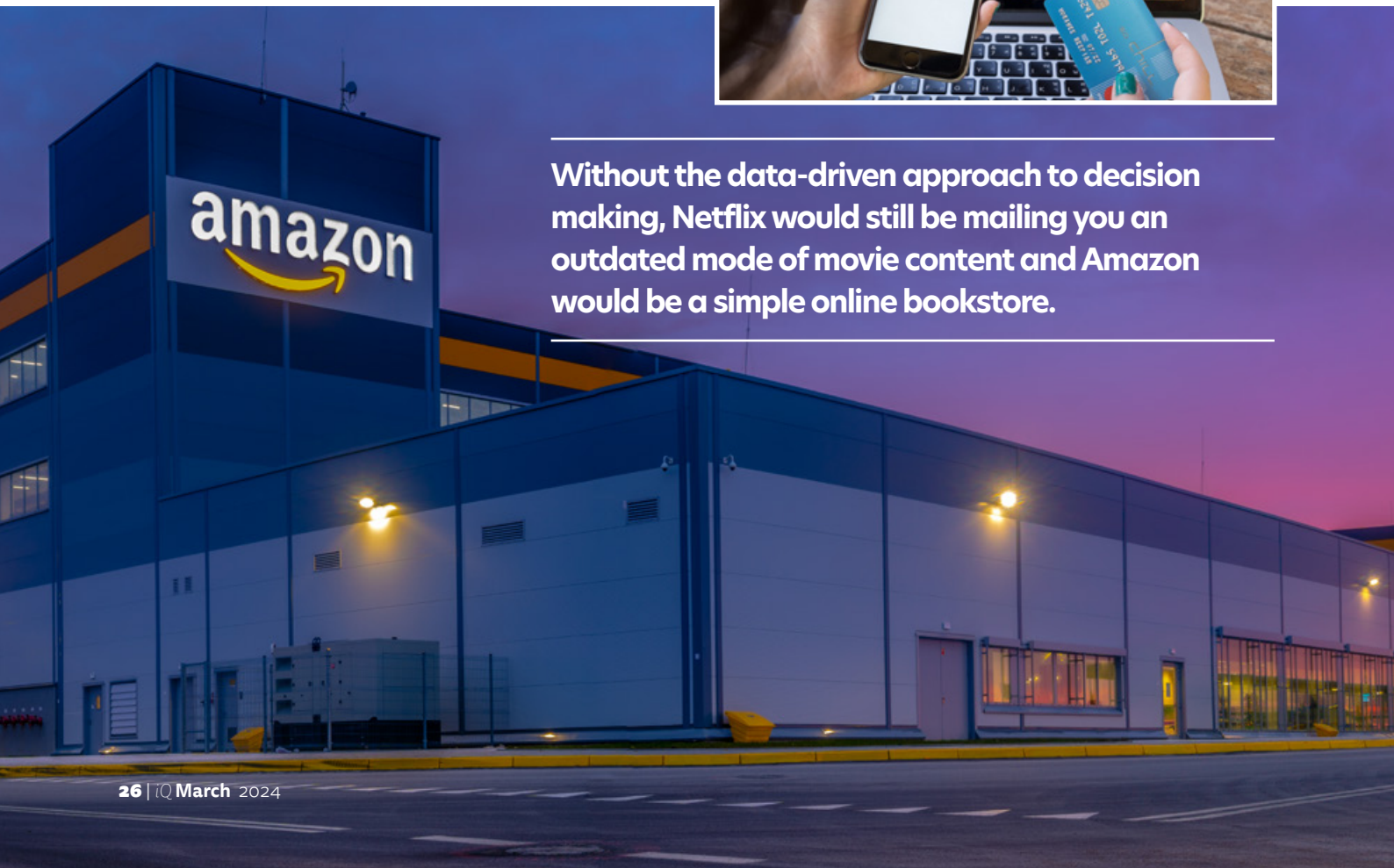
Key protection and key governance in Blockchain are essential as the use of private keys are directly tokenised to assets such as contracts, smart grids, cars and energy. Tokenising assets is the process of digitising an asset by appending a digital representation to an unchallengeable ledger. In this case a Blockchain digital distributed transaction ledger. Securing the 'keys' is also crucial because once the keys are lost or stolen, so are the assets themselves.

4. AUGMENTED DATA MANAGEMENT

Augmented data management is the application of artificial intelligence (AI) to enhance or automate data management tasks. It has the ability of spotting anomalies in large datasets, resolving data quality issues and tracing data back to its origins or source. AI models are more sophisticated and specifically designed to perform data management tasks and often take less time, make fewer errors and cost less in the long run to operate.

Table 4 – Data Visualisation Tools and Outcomes

DATA VISUALISATION TOOLS	DESCRIPTION
Visualisation	A graphical representation of data by using visual elements like charts, graphs and maps. Data visualisation tools provide an accessible way to see and understand trends, statistical outliers and patterns in data for making data-driven decisions.
Story Telling	The process of creating a story from the findings of data analysis, which allows individuals to understand complex aspects and use them to take actions. There are three aspects of the communications in data storytelling, they are narrative, visual, and data.
Democratisation of Data	The process of democratising data means making data accessible in the right forms and channels to as many people as possible within a company. Decisions can then be made using data that is tangible, easily understood, and business focused.
Data Granularity	The process of being able to provide the appropriate right level of detail for the right audience.

CASE STUDIES ON SUCCESSFUL DATA-DRIVEN DECISION MAKING

Data-driven decision making (DDDM) for business and government involves making decisions that are supported by data analytics and modelling. Data is now an integral part of management decision making. Analytics and data allow for decision-making based on objective data, entirely removing bias and guesswork.

Two Australian examples of how data-driven decision making has turned around are the Build Australia construction industry and the Blue Care data driven decision making in aged care case studies can be found below:

https://www.buildaustralia.com.au/news_article/turning-to-data-driven-decision-making-in-the-construction-industry/

https://aginic.com/blog/bluecare-empowering-data-driven-decision-making-in-aged-care/

Further examples of data-driven decisions and organisation success are:

- Netflix, for example. The company started as a mail-based DVD sharing business and based on a data-driven decision, grew to internet streaming— becoming one of the most successful companies today. Without data, Netflix would not have had the basis to make such an immense and impactful decision.
- Amazon is another significant example. What started as an online bookstore has blossomed into a massive online hub for just about any product a person could want or need.

Without the data-driven approach to decision making, Netflix would still be mailing you an outdated mode of movie content and Amazon would be a simple online bookstore.

STRATEGIES FOR ORGANISATIONS TO LEVERAGE DATA AS A VALUABLE ASSET

Data is the primary resource and product created by all levels of government and their agencies. The output of data is information, as the digital economy continues to progress, the value of government information assets will increase, and managing these information assets will be crucial to both government and citizens.

Extracting the value of data is fundamental for all levels of government and their agencies for data-driven decision making. Data-driven decision making in brief, is an approach to business governance that values decisions based on and backed up by information that can be authenticated. The success of the data-driven approach is reliant upon the availability of data, the quality of the data gathered and the effectiveness of its analysis, interpretation and use.

Determining the value of data is based on three factors worth (price and cost), importance (significance and usefulness) and appreciated (innovative and respected).

Government and their agencies are now looking at incorporating 'monetisation strategies' into their business plans and data strategies to optimise the value of data by improving, wrapping and marketing initiatives. Data monetisation is the process of generating measurable economic benefits from available data sources. It enables government and business to unlock the value of data it owns through optimisation approaches such as 'improving' and 'wrapping'.

In brief, 'improving' refers to government and business using data to innovate, redesign and optimise internal processes and tasks. Wrapping refers to government and business using data to enhance the value of existing products with reports, visualisation, scoring, and benchmarks.

The combination of data monetisation and data-driven decision making enable governments and business the agility to:

- respond to economic demands
- create and develop policies
- support decision-making
- make evidence-based decisions
- embrace economic opportunities
- administer programs and services
- ensure transparency and accountability to the public

IN CONCLUSION

The data revolution has been unleashed. With every passing second, the volume of digital information that flows between governments, businesses, people and sensors is expanding rapidly. The collection and use of information about individuals and citizens has accelerated and this data presents enormous potential value to consumers, government authorities and businesses.

Government and businesses not only need to utilise the data to its full advantage they also need to understand the growing risks associated with the data explosion. Risks such as digital footprints, cybercrime, disinformation and malicious intent. All of these and other risks need to be carefully managed to prevent harm to individuals, society and national security.

ABOUT THE AUTHOR

Linda Shave FRIM, is acknowledged as a thought leader and architect of change. She is a researcher, consultant, educator and author on topic areas such as intelligent information management, artificial intelligence, robotic process automation, privacy, and security. Linda is a gold laureate winner for Government Innovation and has an interest in data science, robotics, and quantum computing. Linda is a member of numerous professional organisations. Linda can be contacted at linda.bizwyse@gmail.com

Exploring Cutting-Edge Technologies Shaping Archival Data Management

BY DANIEL WONG

In recent months I made the decision to educate myself on what is inside the black box of Artificial Intelligence. By reading various in academic articles and books on the subject I hope to learn how cutting-edge technology can solve existing problems that do not already have a solution. Problems such as archival data management and ways to successfully implement data-drive decision-making.

I found a wealth of information on ways A.I. will benefit data management. This article is not focused on what it will do, rather where it is up to in its development specific to archive records.

QUICK HISTORY

From the 1990s onwards, governments and other institutions with archival interests have increasingly worked digitally. This change did not immediately lead to a transformation of archival practice and workflows. The archival process remained defined largely by manual appraisal, selection, and review.

Although modern recordkeeping guidelines emphasise that appraisal is a proactive and not a reactive approach to the creation, capture, and management of records, the reality is that recordkeeping professionals are confronted with ever-expanding volumes of unstructured and non-categorised records. Artificial Intelligence has potential to assist managing such large volumes.

RECIPE OF A.I.

A.I. applications require three key elements.

1. Data

It should not be underestimated that significant groundwork that needs to be done before AI can be successfully applied including data preparation and developing workflows.

2. Domain Expertise

Emerging challenges from the A.I. community call for the application of recordkeeping know-how in the areas of data provenance, appraisal, contextualisation, transparency, and accountability, all topics where archivists have a rich tradition to offer. While this sounds simple, the difficulty of transcending one's own discipline is a common challenge of AI development.

> **I am not convinced cutting-edge A.I. technology has reached the point where it can solve existing archival data management problems**

3. Data Scientists

In 2020, Tim Hutchinson contributed to the Records Management Journal when he researched several software tools and identified five design principles, necessary to be integrated into archive workflows, that natural language processing tools must adhere to.

These include being usable, interoperable, flexible, iterative, and configurable.

WHAT IT MEANS TO BE AN ARCHIVE MANAGER

The digital transformation is turning archives, both old and new, into data. This implies that archivists need to become "masters of data" and develop their soft skills including storytelling, negotiation, and education. It will require a re-thinking what it means to be a professional archivist and the training associated.

CONCLUSION

While much progress has been made, and I am confident much more will be made, I am not convinced cutting-edge A.I. technology has reached the point where it can solve existing archival data management problems that do not currently have an existing solution. Before the many experiments result in new lasting archival practices, archive managers should expect to be working alongside business managers and computer scientists to discuss ways recordkeeping can advance their organisation, and where fit-for-purpose AI solutions can be leveraged.

ABOUT THE AUTHOR

Daniel Wong has over a decade of experience in sales, including Managing Director and Owner of a Financial Planning Practice. Daniel's unique blend of big picture thinking and attention to detail makes him a valuable asset in optimising information management for businesses seeking secure and accessible archival solutions.

Mind Your... Data

Time spent assuring the validity of data, is an investment in the accuracy and integrity of the analysis.

Data is something that is precise and nebulous at the same time. Data is a bit of information. What is it about? What is it for? How much is enough? How much is too much? What are its constructs? What are its parameters? Is it repeatable? How long is it good for? Does it have an expiration?

BY CRAIG GRIMESTAD

D ata can be likened to a piece of a puzzle. A single piece has no value. When combined with the other pieces, it forms a picture. The picture is a record. Data can be likened to clay on the potter's wheel. It only has value when it is shaped into an object. That object is a record.

These examples under-represent the full usefulness and scope of data, as data is not restricted to a single use. Data can be used many times over. It can be used for the same use, taking "snapshots" over time, as well as for different uses. What is important, is that the data have integrity for the purpose(s) for which it is being used, at the time it is being used. When collecting data, it is best to have the intended use of that data already established, as well as the time for valid use. This will help guide the efficient collection of useful data and provide a basis for the rejection of deficient data.

I digress, but I remember a time, many years ago as an engineer, being called into a meeting with a number of others to hear about an astonishing result an engineer in another department was reporting. Let's call this engineer, Ron. My boss at the time was known for his analytical skills, but not his personal interactive skills. We will call my old boss, Harry.

As Ron laid out his results, and the data used to produce the results, Harry started asking some detailed questions. As Ron answered, it became apparent, that the input data was faulty.

What is important, is that the data have integrity for the purpose(s) for which it is being used, at the time it is being used.

At that time Harry exclaimed, "That explains it; garbage in, garbage out!" My boss could have been more tactful in his comments, but he had a point. Bad data will lead to bad results. Data has to be on point for its intended use. If not. it will be "garbage out".

Abraham Lincoln, a famous former president of the US once said, "Give me six hours to chop down a tree, and I will spend the first four sharpening the ax". Time spent in preparation to assure that data is appropriate for its intended use, is time well spent. So is the time that is spent to assure the data is appropriate for all of its potential uses, and for what duration.

Back in my old engineering days, data obtained from the various tests we ran, didn't need to be kept beyond three years. After the test, data would be used in a report to provide an analysis that would be useful in making a business decision.

"Keeping records (or data) you don't need, is like handing the plaintiff's attorney a bag of hammers to hit you over the head with".

If the remaining data wasn't used in three years, it could be discarded. By that time, if data associated with the prior test was needed, a new test would be run.

If you are not going to use data, who are you keeping it for? When data is no longer of use, it should be disposed of. Three years might be a good point in time for differentiation. Initiate a review and determine if data can be disposed of. Identify the value of data kept beyond three years and identify a projected end of its useful life. Be sure the data remains useful for the organization.

I had a client once give me a graphic understanding about retaining data that was no longer of use to his company. He said, "Keeping records (or data) you don't need, is like handing the plaintiff's attorney a bag of hammers to hit you over the head with".

In today's digital world. data abounds. It is too easy to collect data. Despite the new reality of abundant data, some of the old-time principles still apply. Ben Franklin, one of the "Founding Fathers" of the United States, who lived from 1706 to 1790 once said "by failing to prepare, you are preparing to fail".

Those are words to remember even today when developing the parameters for data collection. "Minding" the data collection with the understanding of its intended use, will cause your results to be certain, rock solid, and able to withstand all challenges. Instead of "garbage in and garbage out", you will have "excellence in and excellence out!

ABOUT THE AUTHOR

Craig Grimestad is a senior consultant with Iron Mountain Consulting. His specialty is designing R/IM core components with a sub-specialty for R/IM auditing. Craig holds a Masters of Science degree in Engineering and was the records manager for the Electro-Motive Division of General Motors where he participated in the development of the GM Corporate R/IM program, and implemented and managed Electro-Motive Division's R/IM program. He blogs to: infogoto.com/author/cgrimestad

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Demystifying 'Manage in Place' for Information Management

In a recent market research study commissioned by EncompaaS, 73% of Information Managers confessed to not fully grasping the concept of "manage in place" (MiP) and its potential relevance to their field.

BY SHIMRON SHIMLA

In a recent market research study commissioned by EncompaaS, 73% of Information Managers confessed to not fully grasping the concept of "manage in place" (MiP) and its potential relevance to their field.

RIMPA's COO Jo Kane and I agreed that a great way to kick off the first issue of 2024, was to tackle this topic head on and demonstrate just how important it is to understand this concept.

To start us off, it makes sense to look at the inverse, which is "Save everything in a single system."

Gordon Taylor, EncompaaS PO Lead, offers his take on the evolution of digital recordkeeping:

At first there were records management systems. And then Information Managers discovered records weren't always saved in the right place. This led to posters in the workplace, and training sessions, explaining why and how you had to put things into the right system, in the right location, and provide meaningful metadata.

All of this was to ensure we were classifying and retaining information properly, and that everything had a place in the global order, and no "book" would ever end up on the wrong shelf.

But maybe the problem wasn't that the "book" was on the wrong "shelf," and maybe the problem was the "shelves"?

Before we had the opportunity to unpack this issue, we all moved to working remotely and this is where things really began to unravel.

To help us start the new year with greater clarity and confidence in this concept, I address five of the most common questions I get asked:

1. "What does a MiP platform do that I am not doing already today?"

A: The main difference between MiP and traditional approaches is in reach, responsiveness, and level of coverage, but at the expense of structure.

MiP platforms introduce a new "stage" quickly mitigating data loss before applying governance rules, allowing retrospective application without obliging users to take action, as illustrated below:

The downside is the lack of "structure," meaning information may not be filed optimally for long-term retrieval.

MiP platforms scan various systems on an ongoing basis. When new items are added or updated in any system, the platform discovers their metadata, content, and permissions, and retains a "precaution" copy of the item, ensuring its lifecycle management commences at creation.

It effectively creates a synchronised replica, offering consistent governance rules that are source system-agnostic.

2."What will my business have to change for this to work?"

A: Nothing really. One of MiP's greatest advantages is that it requires minimal behavioural changes from users. While promoting good Information Management practices is useful, MiP mitigates the risk of non-compliance when these practices are not followed.

Business users may name items incorrectly, save them in the wrong location, duplicate them, provide inaccurate metadata, and more, without jeopardising compliance or findability.

| Item created/ updated | → | NEW: Automatically file and de-risk | → | Item Managed / Governed | → | **Item Lifecycle**
• Dispose/Retain
• Transfer
• Review
• provided in requestes |
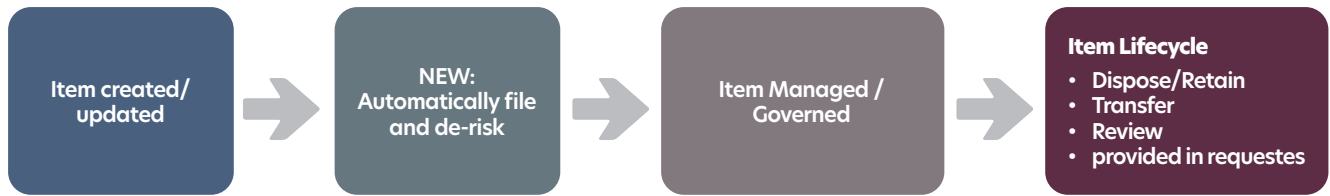
3. "What additional effort will the Information Management team have?"

A: A little bit at first (if warranted), but with generous time saving overtime.

Before you jump the gun and worry that your workload will be overburdened with cleaning up after users, this does not happen in a properly executed MiP strategy.

The skills and experience that records specialists, archivists, librarians, and other Information Management professionals bring is essential for running a well-informed business, but it needs to scale and quickly discern between high risk/high value activities and normal administrative practices.

MiP platforms automate straight-forward actions like filing and metadata, freeing much needed time to focus on high-value activities.

Especially nowadays, artificial intelligence and machine learning automation with adjustable trust levels gradually earned, can help achieve even greater coverage and scale.

4."'Duplication' worries me, why do we need it? and is it a MUST?"

A: Duplication in MiP isn't mandatory, you can define areas where synchronised replicas are desired or not, but there are important benefits to consider.

Let's examine this sample yet common scenario:

- Approved "meeting minutes" are uploaded to the EDRMS.
- Jane emails Eric, delegating some actions to him.
- Eric is not familiar with some of these and asks Brett for advice in a chat, while pasting the document within.
- Brett saves the document locally, planning to take a closer look later this evening.

- Brett comments with instructions, saves it in OneDrive, and shares it back with Eric.
- Eric reviews and emails it to Jane, asking if she's comfortable with this approach, CC'ing Brett, thanking him for his assistance.

By now, there are 7-8 copies of the document in 5 different systems.

The MiP platform, connected to all these systems, synchronises these, so as many as 15 different copies now exist in the organisation, with only subtle variations between them.

Why?

The MiP platform can identify that these documents are similar (duplicates, or "near duplicates," with the difference being only a few comments) because it can compare them, whereas this wouldn't be easy to do across systems.

It also groups them together, allowing Information Managers to treat them as one, while users continue to interact with the versions they need.

This means that if an item is accidentally or maliciously removed or altered, the MiP platform will have the "precaution" copy and the entire audit history of how that happened.

Most importantly, when disposal is due, the MiP can also automatically include all copies in the disposal process, preventing rogue copies from surfacing in information requests.

There are additional benefits not otherwise possible or practical, for example a central enterprise-wide search experience.

5. "OK, but where is the 'source of truth' of the record now?"

A: It remains where it has been, but is now easy to spot, and is linked with all revisions, renditions, or branched extracts anywhere in the business.

EncompaaS CPO, Jaimie Tilbrook, notes that "the notion of 'source of truth' has changed over the years. Documents can be copied and change context yet remain important in

all their previous locations, there's isn't just one central 'source of truth' anymore, and depending on what the use case, different copies may fulfil that role."

MiP represents a paradigm shift in Information Management, offering a dynamic and responsive approach to the challenges posed by the evolving digital landscape. It empowers organisations to manage information effectively without overburdening users or sacrificing compliance.

As the Information Management landscape continues to evolve, embracing innovative solutions like MiP becomes imperative for staying ahead in the digital era while allowing Jane, Eric, Brett, and all of us, find our preferred effective ways of collaborating.

ABOUT THE AUTHOR

Shimron is an expert in Information Management that can leverage Machine Learning and Artificial Intelligence capabilities and with over 25 years of experience in both vendor and inhouse information management teams. With a computer science background, Shimron thrives on utilising technology to drive industry advancements. At EncompaaS, Shimron is responsible for aligning challenging business challenges to innovative technology-led design patterns and approaches, and helps clients improve processes, reduce risk, and ensure data accuracy. In his experience in in-house records teams, Shimron spearheaded initiatives to modernise practices and reduce business risk, through technologies like artificial intelligence and natural language processing, optimising efficiency, and improving compliance. An active participant in industry conferences and publications, Shimron is recognised as a trusted advisor, bridging technology and business requirements.

A Case Study:

Cultivating Ethical Governance through Records Management

BY JIM MEYERS, DIRECTOR OF ETHICS FROM THE DEPARTMENT OF STATE DEVELOPMENT, INFRASTRUCTURE, LOCAL GOVERNMENT, AND PLANNING

Jim Meyers, an esteemed public servant with four decades of experience in Queensland's Public Service, recently enlightened attendees at the RIMPA Live 2023 convention. Serving as the Director of Ethics for the Department of State Development, Infrastructure, Local Government, and Planning, Meyers articulated the pivotal role of records and information management in fostering ethical public administration.

His presentation, "The Importance of Records and Information Management to Building Cultures of Accountability, Transparency, and Ethical Conduct within Organisations," delved deep into the essence of governance.

THE SIGNIFICANCE OF RECORDS AND INFORMATION MANAGEMENT

Meyers commenced his discourse by underscoring the fundamental role of records management in the realm of public administration. He narrated a personal incident involving an urgent request from the Queensland Police, demonstrating the indispensable nature of efficient records management during critical times. This anecdote powerfully showcased how records and information systems are the backbone of accountability and transparency.

ACCOUNTABILITY AND RECORDS MANAGEMENT

In the context of accountability, Meyers emphasized the imperative for robust records capture and the implementation of effective systems for complaint management. He highlighted how these systems are crucial for identifying trends, generating reports for leadership and external entities, and serving as evidence in investigations related to fraud, corruption, misconduct, and legal or data breach responses.

TRANSPARENCY THROUGH RECORDS MANAGEMENT

Meyers accentuated that transparency is a direct outcome of effective records management. He pointed out the significance of respecting the public's right to information, privacy, and human rights. Additionally, Meyers discussed the impact of openly publishing agency information, policies, and charters, noting how these practices engender trust and foster a culture of integrity.

ABOUT THE AUTHOR

James Meyers is the esteemed Director of Ethics at the Department of State Development, Infrastructure, Local Government, and Planning. With a career spanning nearly 40 years in the Queensland Public Service, Meyers has dedicated the past 22 years to ethical standards, integrity, and governance, including a six-year tenure with the Queensland Ombudsman's Office. His extensive experience spans various areas of public administration, coupled with a fervent passion for preventing fraud and corruption and championing ethical public administration.

...the future of public sector records management would be increasingly intertwined with technology, emphasizing the need for organisations to stay ahead of the curve in adopting innovative.

ETHICAL CONDUCT IN PUBLIC SERVICE

Delving into the realm of ethical conduct, Meyers stressed the importance of adhering to codes and ensuring compliance, particularly in managing and disclosing official information. He addressed the challenges in IT procurement and recruitment, focusing on conflict-of-interest management. The role of leadership in setting the tone for ethical behaviour, primarily through transparent practices and honest record-keeping, was also underscored.

CHALLENGES AND SOLUTIONS IN IMPLEMENTING RECORDS MANAGEMENT

Meyers identified several challenges in implementing effective records management systems in public administration, including integrating technology, training personnel, and ensuring compliance with evolving regulations. To address these issues, he recommended adopting advanced digital solutions for better data storage and retrieval, continuous staff training programs focusing on the importance of records management, and a robust compliance framework that adapts to changing legislative landscapes.

FUTURE IMPLICATIONS OF MEYERS' INSIGHTS

Meyers' insights are particularly relevant in the era of digital transformation. He emphasized the importance of evolving records management practices to address cybersecurity concerns and protect sensitive data against emerging threats. Meyers also predicted that the future of public sector records management would be increasingly intertwined with technology, emphasizing the need for organisations to stay ahead of the curve in adopting innovative solutions.

CONCLUSION

In conclusion, Meyers' presentation at RIMPA Live 2023 vividly highlighted the integral role of records and information management in nurturing accountability, transparency, and ethical conduct in public organisations. His profound insights, coupled with his practical recommendations for overcoming implementation challenges and preparing for future trends, offer a comprehensive roadmap for organisations striving to cultivate a culture of ethical governance.

Meyers stressed the importance of adhering to codes and ensuring compliance, particularly in managing and disclosing official information.

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A Futurist View:

How Do We Navigate A Future Of Information Made Up Of Spiralling Volumes Of Digital Data And Records, Increasingly Disconnected From Management And Meaning?

BY PROFESSOR DEEN SANDERS

NOTE: this article has been extracted from a session presented at RIMPA Live 2023 on the Gold Coast.

The law of data is in a state of confusion. The tools of data are in competition. The systems of data generation are growing exponentially, and the truth of data is unravelling.

In the ever-evolving landscape of data and information management, Records and Information Practitioners stand at the forefront, navigating a future where the role of human expertise amidst advancing technology continues to be redefined. Professor Deen Sanders, in his keynote at RIMPA Live 2023, emphasizes the profound shift towards a future where these practitioners are more than mere custodians of data; they are curators of truth, narrative shapers, and guardians of data integrity.

The realm of data and records is transcending its traditional confines, as metaphorically indicated by Professor Sanders. The need for flexible, metaphorical thinking reflects the complex, evolving nature of data, which is no longer a static entity but a living, relational fabric of our society. This dynamism requires a professional, responsible, and trusted approach, underpinned by a community of practitioners and users who value expertise and the ethical stewardship of information.

As the legal and economic frameworks that traditionally governed data ownership face growing challenges, the role of Records and Information Practitioners is increasingly about navigating these complexities. The property-based approach to data is being questioned, giving rise to concerns about privacy, power asymmetries, and the very nature of ownership when it comes to community, corporate, or machine-generated data. In this context, the future of information management is not about enforcing rigid rules but about curating narratives that identify rights, responsibilities, and the intrinsic value of data.

Professor Sanders underlines the importance of trust and expertise in this evolving landscape. There is a pressing consumer and regulatory need for professions that can confidently navigate the intricacies of digital data and records. This future calls for Records and Information Practitioners to evolve from holders, movers, or users of information to being curators of truth and meaning-makers, ensuring that the data's story reflects its true significance and impact.

The presentation challenges the traditional view of data as a mere commodity, proposing a future where data is seen as alive, relational, and representational. It is a future that demands a profound understanding of data's place and provenance and a commitment to preserve its truth and integrity. For Records and Information Practitioners, it is a call to embrace their evolving role as storytellers and wisdom-makers, crafting narratives that resonate with the truth and uphold the professional responsibility of care towards data and information.

In conclusion, Professor Sanders's insights offer a visionary perspective on the future of information management. It is a future that holds challenges but also immense possibilities for those ready to navigate its complexities with professionalism, responsibility, and an unwavering commitment to the truth.

If you would like to view the live presentation www.youtu.be/QZVU-w3skZ4?feature=shared

ABOUT THE AUTHOR

Professor Deen Sanders OAM is a Worimi man from the freshwater country of Gloucester. His professional background is in Law, Business and Government. He holds a PhD in complexity and systems thinking and is the Lead Partner for Deloitte: Integrity, working with clients around the world to solve complex problems.

The Time Is Now:

Why Enterprises Should Invest In Systems Of Intelligence

BY JANAKIRAM MSV

Though artificial intelligence has been making inroads into the enterprise, the rise of generative AI is accelerating the pace of adoption. It's time for enterprise CXOs to consider building systems of intelligence that complement systems of record and systems of engagement.

In the last two decades, enterprises have invested in building solid foundations for managing data and information. Relational databases such as Oracle and Microsoft SQL Server became the cornerstone of information systems. Built on this foundation were customer relationship management, human resources management, supply chain management and other line of business applications that quickly became the digital backbone of an organization. Data warehouses and business intelligence systems enabled enterprises to transform information into insights. These investments led organizations to create systems of record that acted as a single source of information for all stakeholders.

Examples of systems of record include enterprise resource planning systems, customer databases, financial management systems, electronic health records in the healthcare industry, and document management systems, among others. These systems play a crucial role in supporting operational efficiency, decision-making and regulatory compliance within organizations.

If systems of record transformed data into information and insights, systems of engagement made them accessible to employees, customers and partners. This layer unlocks the potential of information by making it accessible via desktop, web and mobile experiences.

The primary goal of a system of intelligence is to transform raw data into actionable intelligence, empowering organizations to gain a competitive edge, improve operational efficiency, enhance customer experiences, and drive innovation.

The primary purpose of systems of engagement is to enable meaningful and dynamic interactions, foster relationships, and enhance collaboration among stakeholders. It provides tools and capabilities that facilitate real-time communication, information sharing, feedback gathering, and collaboration across multiple channels and devices.

Examples of systems of engagement include customer relationship management systems, social media platforms, collaboration tools like project management software and enterprise social networks, customer self-service portals and online communities. These systems play a vital role in building and maintaining relationships, enhancing customer satisfaction, supporting employee collaboration and fostering engagement with various stakeholders.

The rise of AI-assisted chatbots and agents is forcing enterprise CXOs to build a new layer that acts as a system of intelligence.

A system of intelligence refers to a framework or infrastructure that combines data, analytics, and artificial intelligence technologies to generate insights, make informed decisions, and drive intelligent actions within an organization. It leverages advanced analytics techniques, machine learning algorithms, natural language processing, and other AI capabilities to extract valuable insights from large volumes of data and enable data-driven decision-making.

The systems of intelligence significantly overlap with the systems of record and engagement. It uses the internal systems of record as a single source of truth to deliver insights through new interactive channels that integrate with the existing system of engagement.

The primary goal of a system of intelligence is to transform raw data into actionable intelligence, empowering organizations to gain a competitive edge, improve operational efficiency, enhance customer experiences, and drive innovation. It goes beyond traditional business intelligence systems by incorporating generative AI and natural language processing to automate data analysis, uncover patterns, predict outcomes, and provide intelligent recommendations.

SOME OF THE KEY CHARACTERISTICS OF SYSTEMS OF INTELLIGENCE INCLUDE:

- Data Integration and Aggregation: SOIs integrate and aggregate data from various sources, including structured and unstructured data, internal and external data and real-time or historical data. This enables a holistic view of the organization's data assets for analysis and intelligence generation.

- Advanced Analytics and AI Techniques: SOIs employ advanced analytics techniques, machine learning algorithms, statistical modeling, and AI capabilities to extract insights, discover patterns, detect anomalies and predict future outcomes. These techniques enable organizations to uncover hidden patterns in the data and make accurate predictions.

- Automation and Intelligent Decision-Making: SOIs automate data analysis processes and decision-making through AI technologies. They can autonomously process and analyze large volumes of data, identify trends and generate intelligent recommendations to support decision-making processes.
- Real-Time and Predictive Insights: A System of Intelligence provides real-time and predictive insights, enabling proactive decision-making. It can analyze data in real-time, detect emerging trends, and predict future outcomes allowing organizations to take timely actions and capitalize on opportunities.
- Actionable Outputs and Integration: SOIs deliver actionable outputs, such as visualizations, reports, alerts, and recommendations, to stakeholders across the organization. They often integrate with existing systems and processes to deliver insights and recommendations directly into operational workflows.

The SOI will enable enterprises to build fraud detection systems, predictive maintenance systems, recommendation engines, intelligent virtual assistants and AI-powered analytics platforms. These systems enable organizations to harness the power of data and AI to gain valuable insights, make informed decisions, and drive intelligent actions, leading to improved operational efficiency, better customer experiences and enhanced business outcomes.

If RDBMs and BI systems are the foundation of systems of record, vector databases and semantic search become the key elements of systems of intelligence. A vector database converts structured and unstructured data into a set of real numbers, called vectors, that are stored in an index database that supports fast retrieval. It also maintains the metadata and catalog that cite the source in existing systems of record. A semantic search service leverages the vector database by performing similarity searches and retrieving contextual information.

This context, when combined with advanced prompt engineering, helps enterprises build intelligent AI-based assistants on the lines of Microsoft Copilot or Google Duet AI.

...harness the power of data and AI to gain valuable insights, make informed decisions, and drive intelligent actions...

The foundation models become the core of systems of intelligence. The contextual information generated via semantic search is fed to these generative AI models, which deliver rich insights and accurate information to users. The use cases aligned with SOI go beyond typical chatbots. Different teams within an organization will use them to handle a range of scenarios, from marketing to sales forecasting.

The next generation of platforms, tools, and cloud services will be focused on enabling businesses to build and consume systems of intelligence. Platform and cloud providers are rapidly developing tools and services to support this trend.

ABOUT THE AUTHOR
Janakiram MSV is a multifaceted professional with extensive experience in the tech industry. He is the founder of Janakiram & Associates and previously established Get Cloud Ready Consulting, which was later acquired by Aditi Technologies. Janakiram is recognized for his expertise in cloud and IoT technologies, holding several prestigious certifications and titles from major tech firms like Microsoft, Amazon, and Google. He has a notable corporate background, having worked with leading companies like Microsoft, AWS, and Alcatel-Lucent, and contributes to the tech community as an analyst, writer, and speaker. He also engages in academia as a guest faculty member at IIIT-H, sharing his knowledge in areas such as Big Data and DevOps. Janakiram's career highlights include his role as a technology evangelist at AWS, where he was the first employee in India, and over a decade at Microsoft, focusing on Azure as a cloud architect.

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- Interviews with pioneers in developing transformative technologies.
- Case studies on successful integration of new technologies.

DECEMBER 2024: LEADERSHIP AND GOVERNANCE IN INFORMATION MANAGEMENT

- Exploring the role of leadership in navigating information management challenges.
- Best practices for establishing effective governance frameworks.
- Interviews with industry leaders on their vision for the future.
- Strategies for fostering a culture of continuous improvement and adaptability in information management.

Contribute to iQ Magazine
Email: editor.iq@rimpa.com.au

Capability Statement
Social Enterprise solutions

RIMPA Global proudly partners with Ability Works Australia

We are dedicated to fostering inclusivity in records and information management. Together, we're shaping a diverse community where everyone thrives professionally.

Explore Ability Works' impactful initiatives at **abilityworks.com.au** and join us in building a more inclusive future for our profession.

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At Ability Works we believe employment is the best way for people living with a disability or experiencing social disadvantage to achieve a sense of purpose, pride and belonging.

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"Transurban has successfully partnered with Ability Works for the past ten years. We're extremely satisfied with the exemplary service and commitment delivered for our customers". **– Darren Wallen, Head of Channel Management**

Relationships Australia (Victoria) – record preparation, scanning, coding.

SPOTLIGHT MEMBER
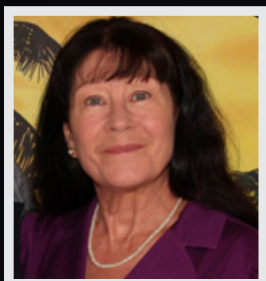
PROFILE

GETTING TO KNOW...

Linda Shave Life FRIM

RIMPA GLOBAL

A Lifelong Advocate for Records and Information Management

In this insightful interview, Linda Shave Life FRIM, a long-standing member of RIMPA Global, shares her remarkable journey and unwavering commitment to the field of records and information management. Linda discusses her motivations, pivotal moments, and aspirations for the industry while providing a glimpse into her creative process as a prolific writer and advocate. Join us as we explore Linda's unique perspective and the profound impact she has had on the profession.

JK: Firstly Linda, congratulations on being awarded life membership status for your invaluable contributions to the information and records management industry. How does this recognition feel for you, and what motivates you to continue championing the industry?

LS: The profound impact of feeling recognised is undeniable. Being appreciated validates my steadfast contributions to the information and records management industry. My motivation emerges from my passion for the industry and profession. I do not see myself slowing down anytime soon in championing for the records management industry and profession.

JK: Reflecting on your career journey, can you highlight one or two pivotal moments where you felt your contributions significantly impacted the industry's perception or direction? What were the key takeaways from these experiences?

LS: Reflecting on my journey, two pivotal moments stand out. Initially, my role in Air Traffic Control with the British Forces introduced me to early augmented technologies, sparking my interest in research and writing. This involvement profoundly influenced my approach to change, lifelong learning, and my contributions to the R/IM profession since 2010. Another defining moment was winning the Gold Medal Laureate for Government Innovation in Washington DC for achievements in digital information management. This recognition fuelled my motivation to advocate for the R/IM industry and shaped my career path significantly.

The key takeaways from these experiences have been the realisation that I am personally responsible for my own lifelong learning, and it is important to encourage others to embraced lifelong learning as well.

The key takeaways from these experiences have been the realisation that I am personally responsible for my own lifelong learning, and it is important to encourage others to embraced lifelong learning as well. Further, I would like to think that if one person can be inspired by my writings and my passion to embrace the future then I have achieved my goal. JK: As a life member, your legacy in the information and records management field is secured.

JK: Looking forward, what aspirations do you have for the industry, and how do you envision your continued role in shaping its trajectory?

LS: A good question. My aspirations for the R/IM Industry are to continue to provide a wide range of articles and workshops on emerging topics. In fact, 2024 will be cram packed with 6 workshops that I will be delivering. I also envision that my continued role in shaping its trajectory is being committed to producing content for new and evolving courses including maybe the introduction of micro-credentials.

JK: What initially inspired you to journey into the world of records and information management? How has your motivation evolved over the past ten years?

LS: Ever since my first job as a civil servant in Air Traffic Control in the British Forces data, analytics, records and information management has played an important role in my life. After I came to Australia I worked for Qantas and again data, analytics, records and information played a crucial role in business decision making. I then moved into senior executive positions at Federal, State and Local Government levels, all of these positions relied on data, records, information management and statistical analysis for policy making, decision making, products and services.

SPOTLIGHT MEMBER
PROFILE
GETTING TO KNOW...
Linda Shave Life FRIM

Over the past ten years I have made it my mission to being an independent advocate for the R/IM profession as well as being a campaigner for continuous learning, upskilling and reskilling for the R/IM Profession and Public Service as a whole.

JK: Can you share a particularly memorable or impactful article you've written for the magazine? What made it stand out, and what did you hope readers would take away from it?

LS: I have written so many iQ articles and all have hopefully given R/IM readers encouragement and something they can take away and use. Having said that for me I think it was the April 2022 article 'Modernising the foundations of records and information systems: Big Data'. The conclusion of the article highlighted that modernising the foundations of records and information systems in the era of Big Data 3.0 is the next frontier for innovation, competition and productivity. It also highlighted the arrival of information systems in the era of Big Data 3.0 and Quantum technologies which will require a new workforce, with special skills and expertise.

The takeaway message from my article was for R/IM professionals to be aware of the need for continuous learning and upskilling.

JK: Reflecting on your writing journey, have there been moments when your personal experiences or beliefs strongly influenced the content of an article? Can you share an instance where your personal perspective added a unique and thought-provoking layer to your work?

LS: Yes, there are two recent examples of how my personal experiences and my beliefs as an advocate for the industry strongly influenced the content of two of my iQ articles. The first article was the July 2023 article 'Strategies for obtaining executive and business support: Transforming your workplace culture'. Whilst the structure of the theme was followed, I felt compelled to highlight the World Economic Forum, Future of Jobs Report 2023 that predicts 26 million

> **Over the past ten years I have made it my mission to being an independent advocate for the R/IM profession as well as being a campaigner for continuous learning, upskilling and reskilling for the R/IM Profession and Public Service as a whole.**

fewer jobs by 2027 in Recordkeeping and Administrative roles. I highlighted the need for upskilling and reskilling our members for the future of jobs.

The second article was the December 2023 article on 'Progressing your Career and Emerging Practitioners: Strategies and Methods to Secure your Future' in this article I outlined that if only 5% of the Queensland 246,309.49 public sector full-time equivalent (FTE) where to be impacted by the rise and use of Artificial Intelligence, Machine Learning and Intelligent Process Automation approximately 12,315 Queensland recordkeeping and administrative job roles will be lost by 2027, if not sooner. Again, the article highlighted the importance of continuing professional development (CPD), upskilling and reskilling for the new jobs of the future.

JK: Linda, I cannot express enough gratitude for the opportunity to sit with you and delve into your remarkable journey. Your insights and experiences are not only inspiring but also deeply enlightening. Thank you for sharing your time, your stories, and the wisdom you've gathered along your impressive career path. It has been an absolute privilege to learn from you directly.

Content Chronicles

Your Quarterly Digest of Blogs, Newsletters, and Essential Links

This page will be a regular feature of iQ and is carefully curated by, and for, our community members. It's designed to boost our collective knowledge and efficiency by staying up-to-date with the ever-evolving world of Records Management.

BULLETINS AND NEWSLETTERS	
GAIN Australia (Government Agencies Information Network)	www.naa.gov.au/information-management/gain-australia
The Data Administration Letter	www.tdan.com
Dataversity	www.dataversity.net
State Records NSW	www.staterecords.nsw.gov.au/guidance-and-resources/the-record-enewsletter
Public Records Office Victoria	www.prov.vic.gov.au/explore-collection/publications/current-newsletters
WA State Records Office	www.wa.gov.au/organisation/state-records-office-of-western-australia/state-records-office-newsletter

BLOGS	
Digital Preservation Coalition	www.dpconline.org
IRMS Blog - Information and Records Management Society UK	www.irms.org.uk/blogpost/1576087/IRMS-Blog
Gaia Resources	www.gaiaresources.com.au/blog
Think Clearly Blog	Lucidea	www.lucidea.com/blog
Arkivum	www.arkivum.com/blog
British Library Collection Care	www.britishlibrary.typepad.co.uk/collectioncare www.britishlibrary.typepad.co.uk/endangeredarchives
Andrew Warland - Focus on Microsoft 365	www.andrewwarland.wordpress.com
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PODCASTS	
Make Data Talk: Hosted by Dr Selena Fisk	www.selenafisk.com/podcast
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iCognition is an Australian SME and the trusted advisor of choice to our clients for enterprise-wide information management and governance, consultancy and solutions implementation. We provide IMG services and software to government, not-for-profit, education and private sector enterprises across Australia and overseas. iCognition's goal is to ensure enterprises maximise the value of their information, while minimising cost and risk. Locations: Canberra, Sydney, Adelaide and Brisbane

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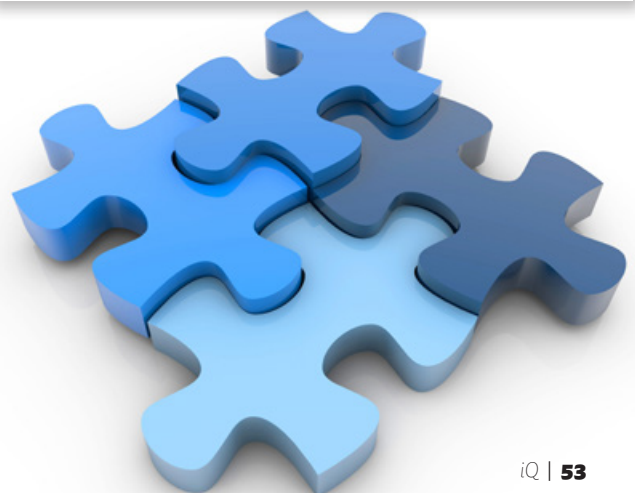
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RIMPA's Board of Directors bring decades of industry insight and a wealth of experience, who formally represent the organisation.

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Advocacy & Collaboration

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Strategic Pillar:
Member Engagement

David Pryde Life MRIM
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Strategic Pillar:
Innovation and Standards

Ruth Edge ARIM
Appointed Director 2023-2025
Strategic Pillar:
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David Moldrich Life FRIM
Elected Board Director
Strategic Pillar:
Standards

Meryl Bourke Life MRIM
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Strategic Pillar:
Member Engagement

MEET THE TEAM BEHIND THE SCENES

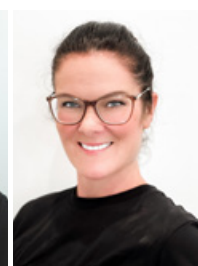**Anne Cornish MRIM**
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Sunshine Craig
Executive Assistant and Finance Officer

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Membership Engagement Manager

Khobi Ryan
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RIMPA GLOBAL

RIMPA GLOBAL CENTRAL OFFICE

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Digital Marketing Coordinator
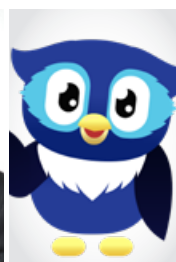
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Content and Information Specialist

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Exedee is excited and enthusiastic about our 2024 RIMPA Global Diamond Sponsorship!

Exedee was founded on our passionate recognition of the value and importance of every organisation's information and how it contributes significantly to the effective and efficient running of each organisation. This passion led us to enthusiastically become the RIMPA Global 2024 Diamond Sponsor.

Our track record includes achieving market-leading 99% accuracy in data extraction and digitisation. Through our Diamond sponsorship, we will ensure that this, and our deep experience integrating the power of Artificial Intelligence into our innovative, automated business processing and Information Management software will provide many benefits to RIMPA members in the dynamic, ever-changing records and information landscape.

Exedee is looking forward to engaging with RIMPA members this year, to work together and enable improvements in your business processing and information management systems and processes. Our plans for the RIMPA 2024 Diamond Sponsorship engagement include:

※ Regular communications to RIMPA members through newsletters and eDMs

※ Networking and sharing our extensive experience and knowledge of the use of Artificial Intelligence in the areas of records and information management

※ Relevant webinars for RIMPA members to join and expand their knowledge

※ Scheduling workshop sessions that can show you how our software can help improve and streamline your work processes, so that you enjoy your work more!

※ Encouraging the use of "pilot projects" to RIMPA members to trial the use of AI driven software to help achieve excellent records and information management results.

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