

# INFORMATION

## QUARTERLY

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# INFORMAA QUARTERLY

VOLUME TEN NUMBER 2 MAY 1994

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Contributions in the form of articles, case studies, letters, book reviews, are welcome. Please include brief biographical information e.g. position, place of work, previous experience and qualifications and a black and white photograph.

Submissions may be also made in electronic format on a 3 1/2 inch diskette with Wordperfect 5.1 preferred or alternatively as a standard ASCII text file from other word processing software.

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# President's Message

Here we are six months into our Silver Jubilee year, and from what I can gather, almost all Branches are contributing towards our celebrations one way or another. Some Branches are working towards a Records Management Week around August; others have already held very successful functions involving Foundation Members etc. Keep up the good work and remember whatever you do to celebrate our 25th year, we are also promoting the Association.

It is with regret that I inform members of the resignation of one of our longest serving members and Life Member, Jim Shepherd MRMA. Jim has served the Association as a Branch and Federal Councillor for twenty years in varying capacities including Federal President and Federal Treasurer, the



latter for in excess of seven years over two terms. I'm not sure that even Government Treasurers last that long. Jim has worked with absolute dedication to the Association and his valued opinions will certainly be missed particularly at Council level. I'm sure that Association

members will join with me in saying thank you and extend to Jim our very best wishes for the future. Jim's wife Barb and his daughters may well say their gain our loss. Very true, but from our point of view the gap left by Jim will be very hard to fill.

The program for the 11th National Convention has been completed and augers well for yet another successful Convention. Adelaide has everything going for it including an excellent venue and for the connoisseurs of wine, the Barossa, McLarenvale and the Coonawarra region. What more could one ask for after a great Convention and a wobbly trip around the wineries afterwards. Don't forget your early registration.

Cheers  
Ray Holswich ARMA  
Federal President

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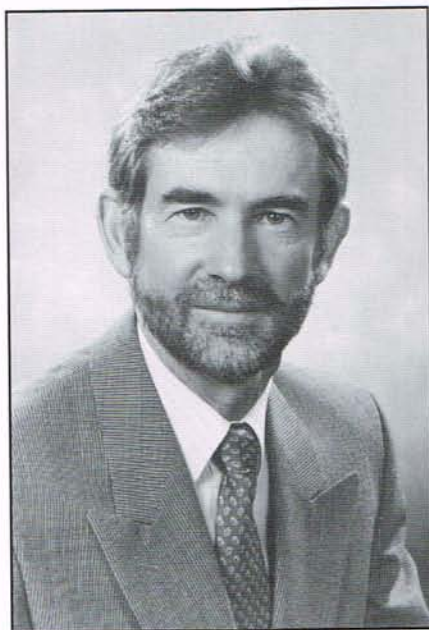
# Editorial

Many Records Managers feel justifiably proud once they have conquered the paper mountain and organised the corporate memory in the agency or enterprise where they work.

However, the very nature of records management is dynamic, changing as organisational structures and strategies change. There is now a groundswell of opinion which is suggesting that large centralised registries are dysfunctional and indeed their continued existence may well lead to the demise of records management as we know it today.

Such arguments are strengthened by the emergence of powerful (networked) desk top computers which allow individual workers to create and manipulate information in a different manner to the way paper has been managed over the last two hundred years.

It is argued that Records Managers must now take a proactive role in



the workplace - if they are to survive - by offering their services as internal consultants and educators/trainers as well as assisting in the design of new systems and so on. Such debate is healthy, and of course, raises peripheral issues such as skill levels and professional education available to our members.

In this edition, Keryn Smart provides us with an example of one such approach. We also provide articles on optical imaging, electronic document management and managing plans which we hope you will find interesting.

Notwithstanding these emerging new trends within our industry, the Editorial Committee is concerned about the apparent pause in the dialogue following the resignation of a Federal Minister and the ensuing public record keeping implications that this incident precipitated. Professor Leslie Marchant, an internationally recognised historian who specialises in public records has agreed to write a paper which we hope to publish in the August edition. Certainly a vital issue for all!

Ken Ridley ARMA  
Chair Editorial Committee  
PO Box 8213, Stirling Street  
PERTH WA 6849

## Annual General Meeting *Records Management Association of Australia*

Notice is hereby given to members that the 19th Annual General Meeting of the Records Management Association of Australia, will be held on **Tuesday, 13 September 1994**. It is to commence at 8.00am and will be held at the Hilton International Hotel, Adelaide South Australia.

### *To all Members:*

In accordance with the Articles of Association, notice is hereby given of the date and time of the Annual General Meeting of the Association.

Article 57 states: A member wishing to bring before an Annual General Meeting any motion or business not relating to the ordinary Annual business

of the Association, shall give notice thereof in writing to the Federal Council not less than forty-five days before the day of the meeting and no business or motion other than the business brought forward by such council shall come before the Meeting unless notice thereof has been so given.

Michael Hangan ARMA  
Federal Secretary

# Development of an Internal Records Management Consultancy Service at BP Australia

*A Case Study*



*Keryn Smart* Ba. Soc. Science  
(Librarianship), ARMA

*The author has over ten years experience in the field of information management and is responsible for the development of BP Australia's records management service. More recently, her consultancy experience has been extended to BP Singapore and to the application of document management technology to improve business productivity.*

Key factors in the development of the service have been the implementation of improved work practices through formal training programs and a shift in focus from providing operational support services only to include internal fee-based consultancy. The aim of the service is to enable internal clients to effectively manage records themselves, while providing a centre of expertise for the implementation of improved systems.

## SERVICE DEVELOPMENT

The key focus of the Records Management Service at BP is to enable business staff to effectively manage their records, rather than to manage records on behalf of the Company.

To achieve this focus, consultancy is one of the major services offered.

Although the internal consultancy approach to service provision is somewhat unique in the field of Records Management in Australia, the techniques that we use can be applied to almost any records management service.

In response to a growing interest in internal consultancy and fee-based services amongst our peers, this article provides a description of the origins of the consultancy service, techniques used to expand the client base and the type of skills that consultants require. In conclusion, the pros and cons of this approach are presented.

## ENVIRONMENT

The Records Management service is located within Information Services Division and is part of the Information Management team, along with e-mail, groupware and library services.

The service is managed like a small business. This requires recovery of all expenditure and costs, customer responsiveness, effective pricing, marketing and selling techniques and continuous refinement of internal procedures.

All service areas are required to achieve 100% recovery of their costs. These costs not only include staff salaries, off-site storage and stationery supplies, but all other costs associated with the service such as pension scheme contributions, use of the library, telephone and electronic mail services, allocation of floor space and a proportion of our management costs. We compete with both external and internal services.

BP is made up of several Business units, each of which is considered by the Records Management service to be either a client or a prospective client.

There are no central registries. Filing systems are devolved and co-located within each Business area. The type of staff supporting the filing systems varies between areas and ranges from administrative and secretarial staff to Branch Managers. The rate of organisational change impacts on filing systems in terms of training requirements, and the physical splitting and merging of systems. The files are not tracked internally as they are generally used within each Business.

## SERVICE ORIGINS

The Records Management Service began in 1987, initially providing a service aimed at improving the management of records stored off-site. The key objective at the time was the development of a computer system which served as an index to archive box contents and managed

the timely disposal of records. The records store itself is managed commercially.

In 1989, a comprehensive review of records management was undertaken and a report submitted to management with cost benefits for implementing a records management program throughout the Company. Key recommendations were the implementation of standardised shelf lateral system supported by a computer system and the microfilming of documents being sent off-site.

The results of the review were met with resistance, chiefly due to the reluctance of management to support a company wide standard, given the relative autonomy of each internal business area.

## MEETING THE CHALLENGE

We developed a marketing program to address the concern and scepticism over the likely success of a company wide system.

The "uniform filing system" was launched which, although based on a standardised approach to file classification, has the flexibility to meet the requirements of individual businesses.

We have now converted 90% of the Company in Melbourne to the uniform system and are moving into the management of electronic records.

## MARKETING

We have taken a bottom up approach to marketing - starting with a pilot, testing products, fine tuning methodology, determining pricing and cost recovery mechanisms and agreeing these with the prospective client base.

The initial objective of the marketing plan was to determine a target group to follow on from the pilot. In reality, this was not

necessary as clients came to us and the pilot system was used as a demonstration model. Since the pilot, one system after another has been implemented.

Various techniques were used to expand the client base including:

1. *Pilot testing* with a "friendly" client within a Business.
2. *Seeking out or creating opportunities for policy development.* For example, adding value to other projects - input into policies for archiving, back up and directory naming, PC development, local area network development, security, information sharing, e-mail, networking, quality service.
3. *Improving visibility.* Making sure that allied services are aware of the objectives of the service so that a co-ordinated approach to implementation takes place.
4. *Making "free" presentations to potential clients.* Where possible, these are tailored to address client specific requirements. Submitting free quotes to address client problems.
5. *Building credibility.* Obtaining professional accreditation with the RMAA.
6. *Linking into key Company programs* (e.g. quality service). Encouraging records staff to become involved in Company programs and to network. Records staff are viewed by others as contributors with ideas.
7. *Publicising.* Writing an article for an in-house magazine and using information systems with bulletin boards to notify prospects of new ideas or services.
8. *Using others to spread the word.* Most of our work now originates from clients who have changed jobs or those who have seen the systems already in place in another area.

9. *Keeping close to prospects.* Making sure that it is understood why a proposal was not successful and immediately addressing issues where possible. Keeping in contact with prospects with useful ideas or updates on new technologies.

10. *Niche marketing.* Promoting solutions applied to one area to other similar areas (e.g. storage and retrieval of programming documentation or software indexes).

11. *Job titles.* Changing job titles to reflect the work being undertaken. Who would you rather employ to solve a problem - a records administrator or a records consultant?

## SYSTEMS

The current on-line records system was developed in-house. It runs on the same platform as the e-mail system which was being implemented within the Company at the same time that the consultancy service was kicking off. This approach to the system was chosen as programming resources were available, training was simplified as similar commands were used in both systems and it was ideal to be linked with a system which was also viewed as reducing the costs of storing and handling paper. The need for additional start up costs for clients wishing to use the system was eliminated for clients who already had access to the e-mail system.

Our marketing was so successful with some clients that they gained access to the e-mail system primarily to access the records management application!

## STAFFING

"Now you see them now you don't". Staffing of the consultancy service can be likened to choosing volunteers from the audience to participate in a magic show and finding that they really do keep disappearing.

But the show went on....

To meet the steadily growing number of clients in a time of staff ceilings and cost restraints, staff have been pulled from a variety of resources ranging from work experience students, graduate trainees, contractors and temporary staff.

The Records service has grown from one half time to three full time staff. Once the client base expanded, a case was successfully put to management to secure a permanent post for a consultant.

We were fortunate that demand for services was consistently strong and that we were able to retain temporary staff throughout most of the project work and the time spent training new staff was gradually reduced.

### PRICES AND COST RECOVERY MECHANISMS

Two core services are now offered:

1. *Support* - computer system support, management of records stored off-site, supplier account management and procedural development and implementation. These procedures are aimed at either eliminating administrative tasks or devolving them to staff in the business.

2. *Consultancy and training* - implementation of improved systems including technology reviews.

Different levels of service are available, depending on client requirements. Each of these core services can be broken down into individual services or products that can be mixed and matched to meet client specific requirement - e.g. services ranging from equipment needs analysis to full consultancy.

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There are two types of mechanisms used :

## 1. Fixed costs or subscription.

The costs of providing and developing support services are recovered via a fixed subscription which is worked out on the basis of service usage, i.e. the number of boxes in storage and the number of movements over a twelve month period or the number of titles stored in the office. The subscription for filing system support is tied to service level agreement for support and agreed with the client at the time of a system implementation.

It is necessary to build into the subscription a component to allow for strategic local area networking, professional development of records staff, ad hoc consultancy and any development work for which there is no single client, but which benefits the Company as a whole.

## 2. Variable charges based on agreed proposals.

A proposal for consultancy is submitted to each potential client which outlines costs (including staff, file covers and folders). A client can be an individual, a branch, division or department and will usually negotiate a preferred approach to the implementation of a system and level of post-implementation support.

## PRICING

There are many ways to present costs to clients. Our pricing systems are determined in a way that balances the need for records staff to efficiently calculate a monthly charge with the need for price structures that are understandable to clients.

Stationery and equipment - can be purchased directly by clients, however, indicative costs are presented to the client.

Staffing - hourly rates for staff are

formulated by our Division, depending on job grading and level of expertise. Our consultancy fees are equivalent to experienced IT specialist rates, such as systems analysts.

It is common practice amongst service areas throughout BP to benchmark services and charges against peers in the industry and competitors. This information exchange has proven to be extremely useful in justifying and explaining charges and services to clients and management.

## ROLES AND RESPONSIBILITIES DURING CONSULTANCY PROJECTS

The following responsibilities are involved in a typical project of a minimum of four weeks.

*Sponsor:* agrees to carry the costs of the project, nominates key staff to act as co-ordinators, ensures the availability of staff to liaise with Records Consultant, receives monthly progress reports, approves nominees for training and determines level of support.

*Co-ordinators from the client area :* represent and co-ordinate the records management requirements of their area by choosing keywords, assigning retention review periods and nominating files for archiving and disposal.

*Records consultant:* manages the project, liaises with Business staff to determine the filing structure and procedures, reports progress against project local area network, supervises trainee consultant and makes the hand-over presentation.

*Trainee records consultant:* manages the day to day implementation, supervises temporary staff and trains staff in the use of the on-line system.

*Temporary staff:* Physical conversion of files, filing, file audits and data entry.

## SUPPORT AND FOLLOW UP

The client chooses one of several levels of support which are presented in the proposal and agreed towards the end of the implementation when the activities involved in support can be clearly demonstrated. Advantages and disadvantages of the various levels are discussed with clients.

## CONSULTANCY SKILLS

In order to successfully deliver a system, the consultant requires a broad range of skills. Staff with a solid foundation in supervisory, inter-personal and technical skills, have built up expertise in training, marketing and project management.

Standardisation of tools and aids such as guide cards, samples, overheads and pro forma proposals has assisted in the delivery of a quality and consistent message which may be delivered by any consultant on the team to clients.

## CURRENT DEVELOPMENTS

Our retention consultancy service has been boosted by a con-current paper reduction program. However, we need to clarify the level of service that we can offer and find a client who recognises a need for this service. We are currently producing a do-it-yourself approach for clients in order to make this service more accessible.

We are changing our focus from "drivers" to "enablers". The service is moving away from full support towards providing systems which enable clients to increase responsibility for tasks. We see this as a sign of success in terms of changing attitudes and educating our clients.

Multiskilling is the exchange of staff, usually amongst service areas, in order to broaden or blend the skill base. From our clients point of view, information is not divided into library publications, documents or spreadsheets. It is simply "information"

and they are looking to us for ideas and systems to effectively store and access this information.

We are already working with e-mail and groupware teams to develop applications and harness technology for the benefit of clients. This will enable Records Management staff to improve their understanding of technology, expedite our acceptance by other IT specialists and develop our awareness of the needs of clients at a broader level.

Implementation of document management technologies such as optical disk and text retrieval will have to be undertaken in the same way as the traditional records systems - pilot testing to obtain sponsorship from a critical mass of clients. This has proved to be a difficult and frustrating juggling act as start up costs must be minimal in terms of consultancy costs, but the implementation must be effective for the client.

## CONCLUSION

The internal consultant approach to service provision has both benefits and disadvantages.

The prime advantages for records staff are the development of an understanding of the business and skills such as measuring and reporting progress in a way that is

meaningful to management and honing marketing, training and presentation skills.

Administrative costs associated with the repetitive submission of proposals and training of temporary and contract staff feature in the down side of this approach.

Organisational change takes its toll on information systems in terms of retention of duplicate and redundant information and the loss of skills due to staff turnover. With flatter organisational structures, business managers are often only in a particular job for a few years and do not focus on the long term information needs of the Company. This means that projects tend to take on a narrow perspective, addressing immediate issues, rather than effectively addressing the strategic requirements of the Company. A high level approach, or at least a co-ordinated approach, to information management is required to make an impact.

In conclusion, the success of a records management service in an environment requiring maximum cost recovery depends on the service manager's ability to:

- attune to corporate culture,
- continually demonstrate that the service you are offering is in line with the key goals of the corporation,

- be creative in reviewing work practices and eliminating or redesigning those that no longer fit with the goals of the service or the Company,

- measure and report achievements in terms meaningful to management and other people of influence (it is not sufficient to have satisfied clients),

- maintain the courage and conviction that implementation of standardised systems are of benefit to the Company,

- see the service through client eyes in terms of what is important and what is not,

- progressively educate clients of the benefits of effective management of information.

Our consultancy approach to implementing systems has enabled the records management service to develop in parallel with changes in clients' requirements, and to keep in step as these become more sophisticated.

The principles of providing flexible and adaptable services ranging from training and development all the way through to support, and the process of agreeing service charges with clients can be applied to any records management service and will enable the service provider to fine tune the service to the needs of the organisation.

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# Management of Electronic Records in the Federal Government

*(Extract from the Commonwealth Government IT News)*

**T**owards the end of 1993 the Electronic Data Management Subcommittee (EDMSC), a special subcommittee of the Information Exchange Steering Committee (IESC), was established to consider the development of implementation guidelines addressing principles outlined in the IESC's publication "The Management of Electronic Documents in the Australian Public Service".

The subcommittee, comprised of representatives from several Commonwealth agencies, with invited industry participation, is chaired by Tom Worthington, Senior Policy Adviser, Data Administration Standards, Department of Defence.

Tom has prepared the following outline of thoughts on current developments in the IT industry and the Australian Public Service, for guidance of his subcommittee, reproduced here for readers of IT NEWS.

## "WHY SHOULD WE WORRY ABOUT ELECTRONIC DATA MANAGEMENT?"

By December 1994 I expect that most inter and intra-agency communications in the Commonwealth will be electronic, not paper. Current paper memos, minutes and letters will be replaced by completely electronic equivalents. The explosive increase in the use of facsimile will have started to decline. As most communications will be

created, transmitted and received electronically, there will be a demand for them to be stored and archived electronically. It will not be acceptable to ask people to print a copy and put it on a paper file.

## E-MAIL TAKE-UP WILL BE FASTER THAN FAX

How can such a radical change in the way the Commonwealth does business happen so quickly? The first point is that one such radical change has happened relatively unnoticed - the use of fax. There were no plans for the widespread use of facsimile in government. However, because the technology became practical and inexpensive, it was introduced and used very rapidly. This has caused considerable problems for records management, due to lack of procedures to deal with faxes.

In a similar way, the widespread deployment of electronic mail and other network services is now taking place. There is already high penetration of personal computers in most government agencies, businesses and in many homes. This will drive the use of E-mail.

## MOST OF THE E-MAIL INFRA-STRUCTURE IS ALREADY IN PLACE

Personal computers are now being connected to Local Area Networks (LANs) and corporate Area networks (WANs). This represents

a considerable investment in capital, running costs and training. Organisations are making this investment to be able to provide corporate computer applications and personal applications, such as word processing.

The common way to prepare a document now is for authors to sit at a personal computer and prepare the document themselves, using word processing and other software. They then print the document and either fax it, or send it by conventional mail.

The cost of adding full electronic storage and transmission to such a system is minimal. The organisation needs only to install the E-mail software for each user. With one connection from the corporate WAN to a public network, all staff then have the capability to send electronic documents to all persons on the global network. This includes all staff in other connected agencies, companies and private individuals.

## THE PUBLIC WILL DEMAND THE GOVERNMENT USE E-MAIL

There are currently approximately 400,000 Australians with access to public data networks. I expect this number will increase to more than 2 million by December 1994. Those people can be expected to demand that government agencies accept E-mail as a normal means of correspondence.

## MANY COMMONWEALTH EMPLOYEES WILL BE TELEWORKING

Preparations are now being made to allow government employees to work from home for up to three days per week. It is unlikely to be practical to provide them with paper documents at home. The obvious solution is to keep the documents safely stored in electronic format on the agency's computer system and allow access from home, by computer network or disc copy. This will increase the demand for electronic document access. We might expect to see 40% of all staff working from home for at least one day per week by December 1994.

## MAJOR RECORDS MANAGEMENT PROBLEM

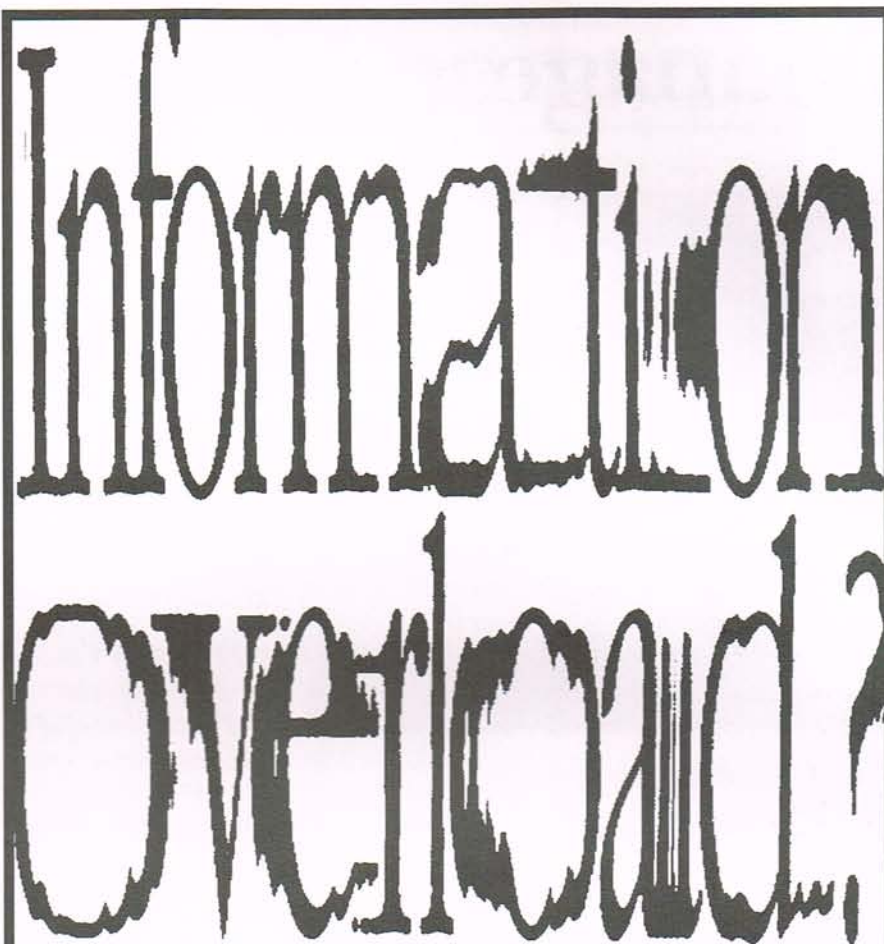
Use of E-mail creates a large and pressing problem for records management. The rate of takeup for E-mail is far faster than for facsimile. Staff who are already trained in preparing documents on screen will commence sending them from the screen, as soon as the facility is available.

## UNLESS POLICIES, PROCEDURES, SERVICES AND STANDARDS ARE IN PLACE, MUCH OF THE COMMONWEALTH'S RECORDS WILL BE AT RISK

The EDMSC's program of work for 1994 addresses this problem at several levels, beginning with the production of a Principles Executive Overview, to be available in first quarter of 1994, followed by a pilot document life cycle and demonstration document format, with production of implementation guidelines scheduled for later in the year.

The Subcommittee welcomes comments on electronic document management.

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# Managing Plans

*A Case Study*



*Samantha Hughes BA,  
Dip Info. Mgmt - Archiv Admin*

*Samantha has held the position of Records and Archives Management Consultant with Siller Systems Administration since February, 1992. She has had over seven years experience in the information management field. Her particular skills are in archives and records management consultancy and project work.*

## ABSTRACT

The management of plans is an information resource problem faced by records managers, archivists and librarians in both private and public organisations. This article draws attention to the ways in which a large local government body - Sydney City Council - dealt with a backlog of non-current plans and how, through the Microfilming of City Engineer's project, Council laid the foundation for the ongoing control of its semi-current and current plans. In this article the focus is on the City Engineer's Department (CED) of the Sydney City Council however the same

problems and probably some of the solutions will apply to many local government bodies and possibly to other organisations where the creation and use of plans is essential to their business.

\* This is an abridged version of an article published in *Archives and Manuscripts*, V.20, No. 2 November, 1992.

## INTRODUCTION

In 1986 the Sydney City Council commenced a program of conservation and microfilming of its building application plans which date from 1909. The project was located in the council's archives section; the bulk of building applications plans - both current and non-current were stored on the same premises as most of Council's semi-current and archival records. The success and cost-effectiveness of this project, which reduced the volume of plans through a culling and disposal program, ensured the preservation of permanently valuable items and improved access by making the plans available on aperture card, led to the decision to commence a similar project to deal with its collection of City Engineer's drawing and plans.

The Microfilming of City Engineer's Plans Project was approved by Council in October 1989 and I was appointed Project Archivist in March 1990. The initial staffing proposal recommended the appointment of one archivist and one clerk/conservation assistant for a period of two years.

The aims of the project were to:

- develop and implement a disposal schedule

- investigate the extent of micro-filmed plans and arrange further filming
- identify and register plan series
- undertake conservation of plans to be retained permanently
- provide Council and the public with access to plans

The project was initially located in a former wool warehouse in Ultimo which was used for off-site storage for some of council's records, archives and plans. The warehouse was completely inadequate for storage of records and offered appalling working conditions for staff. The warehouse was abandoned during the course of the Project and relocated to Rosebery.

The City Engineer's plans occupied over 60 horizontal plan cabinets and in addition there were numerous dirty and dusty bundles of plans piled on top of the cabinets. The plan cabinets sat directly on the floor, many were old, rusted and in a damaged condition. Many of the drawers could not be closed or opened (some had to be forced open with an iron bar!). The drawers were overfilled and damaged plans were jammed in the hinges. Apart from the dust and dirt, damage had been caused by the infestation of mice and rats.

Environmental monitoring and control did not extend to the area where the City Engineer's plans were stored. To improve air circulation large fans were installed and later a dehumidifying unit and thermohygrograph were used to monitor and control the environment. Over a period of several months the relative humidity level ranged from 48% to 81% and the temperature ranged

from 13 to 29 degrees Celsius - hardly ideal storage conditions.

I spent the first few months of the Project familiarising myself with the collection, identifying plans that could be destroyed immediately - to clear some work space, identifying conservation problems and forming ideas for the content of the disposal schedule.

## THE DISPOSAL SCHEDULE

It was crucial to have the disposal schedule written and then approved (the City Engineer was required to approve the schedule) as quickly as possible in order to facilitate the microfilming, conservation and destruction programs. A great deal of time was spent in consultation with the staff of the City Engineer's Department. Given their reluctance to destroy any records and their opposition to transferring some

records onto microfilm, much time was spent gaining their confidence and explaining that the information record on the plans would not be lost and that the original paper format of the plans, was, in the majority of cases, irrelevant to the ways in which the plans were used.

The disposal schedule was to be used in two ways: in the short term it could be used to clear the huge backlog of 30,000 plans and in the long term it was to be used as the basis for a regular program of microfilming, destruction and transfers that the Department could implement on its own.

The schedule identifies all the types of engineering plans created by Council. The entries therefore appear as 'Road Reconstruction plans', 'Engineering Survey plans', 'Traffic plans', 'Lighting plans', 'Drainage plans' and so on.

Distinctions are made between drawings created by Council and those lodged at Council for action or information. Separate entries appear for drawings which cannot adequately be copied onto black and white microfilm and plans drawn in the 19th century (identified in the General Records Disposal Schedule for Local Government in N.S.W as permanent in original format). It was also borne in mind that different drawing techniques, old types of drawing papers and plans produced by redundant copying/processing techniques may be kept permanently on these bases. That is, in some instances the format and not the information influenced the appraisal decision (a few examples of this occurred).

The collection also included drawings and plans that were not created by Council and no clear relationship could be established -

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these drawings were disposed of either by donation (e.g. one plan was donated to the Australian National Maritime Museum), destruction, and in some cases permanent retention on the basis that one could reasonably expect researchers to apply to council for those plans.

Many plans in the collection had to be kept permanently because they contained coloured ink or colour wash to identify services (gas, water mains, electricity cables etc) or to distinguish a portion or easement, or a resurfaced from a non-resurfaced area etc. Black and white copies of these plans would be completely useless so the plans were retained in their original format. Modern drawing techniques including the use of ink patterns in place of colour wash will reduce this problem.

The remaining plans were microfilmed onto aperture cards then destroyed. The engineers agreed that most of the plans had a current life of 2 to 5 years in the department after which they could be transferred to secondary storage or filmed and destroyed. On an annual basis the CED implements disposition of its plans. Owing to a reduction in physical size of the city of Sydney and with the transfer of many of its engineering responsibilities in 1990 the CED is now only creating an average of 200 plans annually. Councils would create a great deal more than 200 plans a month.

Implementation of the disposal schedule consisted of the following phases:

- sentencing
- conservation
- microfilming
- destruction

In order to facilitate the conservation and microfilming programs I had to sentence each

plan individually. While the schedule designates a retention period for each series or type of plan, peculiarities in drawing techniques as well as the use of colour as mentioned above necessitated play-by-plan appraisal. This was a time consuming - but essential - part of implementing the disposal schedule.

## CONSERVATION

One aim of the Project was to undertake conservation of plans to be retained permanently. An interim report by Westpac conservators (who frequently visited Council on a consultancy basis), identified major problems resulting from the way plans had been stored and retrieved, the lack of environmental control and problems associated with the physical properties of the plans. This report recommended we undertake a sample of the plans based on a 10% sample in order to decide on the most efficient approach to achieve the Project's conservation objectives.

## THE SURVEY

The aims of the survey were to:

- establish how many plans were in the collection (the original estimate was 60,000)
- determine what quantity of plans were temporary and permanent
- assess their condition and specific conservation needs

The survey established that the collection considered to be within the scope of the City Engineer's project consisted of 24,580 items. Other statistics collected revealed that 12,095 plans required cleaning and over 4,000 items required repairs to damaged edges and removal of adhesive tape. The vast majority of the plans were considered to be in 'ok' condition and only required light to medium conservation. Of

the 2,054 original drawings on paper, 178 were in poor condition and required extensive conservation. By extrapolating the statistics from the sample I was able to calculate that to apply the ideal level of conservation to both temporary and permanent plans, and allowing time for processing the documentation, 6,790 hours were required - or one person working non-stop for 49 months!! I had one person for 19 months. An immediate request to appoint an additional conservation assistant was approved.

## THE CONSERVATION PROGRAM

The next phase was to write the conservation program. Due to the Project's time constraints it was impossible to undertake a program applying the ideal level of conservation.

I decided that the temporary plans would receive the bare minimum prior to microfilming - flattening, light cleaning of the front only and magic tape repairs to major tears, i.e. just enough to ensure a clear image on the microfilm. The permanent plans would be treated for a maximum of 90 minutes each - they were cleaned front and back, tears and damaged edges repaired using Japanese paper, heat set tissue and methyl cellulose paste, all adhesive tape would be removed. (for more details on the conservation aspects of this Project see [Archives and Manuscripts](#), V.20, no 2, November 1992)

## MICROFILMING

Another aim of the City Engineer's Project was to investigate the extent of plans already filmed and to organise further filming.

In 1977 the CED had arranged for the filming of 12,000 plans with the intention to destroy the originals. The destructions were not carried out. Under the terms of Evidence (Reproductions) ACT 1967 all microfilmed copies of records are required to carry a certification with

the signature of an approved person stating that the person owned and controlled the record at the time of filming and that it is an approved copy, filmed on an approved machine to the appropriate specifications. I discovered that the microfilming undertaken by an outside firm in 1977 did not carry the certification and these microfilm copies were therefore inadmissible as evidence in litigation. It was necessary to re-film many of these plans. Plans deposited with Council (as apposed to plans created by Council) fortunately did not require re-filming because Council could not be expected to produce an original or certified copy; they were held at the Land Titles Office.

Under a cross-servicing agreement established in 1989 the South Sydney City Council provided the Sydney City Council with a reprographics service. This represented a huge cost- saving for the City Engineer's plans project, I was also assured of the service's expertise and experience in microfilming plans, duplicating aperture cards and carrying out methylene blue and other tests on the microfilm. Another advantage was that a fast turnaround in delivery and retrieval of plans was guaranteed.

Plans were filmed to Australian Standards onto aperture cards. We

were provided with one security master on silver halide film and three copies on diazo film; one for reference purposes in the archives and one copy each for the plans rooms in the Councils.

## STORAGE

Storage options had to be considered that would maximise space usage, provide easy retrieval and cause least damage to plans. A vertical system whereby plans are encapsulated and attached to hanging strips was unsuitable for the City Engineer's plan collection: the majority were very large and heavy because of their cloth backings. It was unlikely the hanging strips could support their weight. The best alternative was to purchase new horizontal ten drawer plan cabinets.

The drawers are lined with archive text (an acid neutral paper) to prevent contact between the plans and metal surfaces, every plan is interleaved with archive text to protect plan surfaces and deter acid-migration, a 2-ply board is placed on top for added protection and weight.

The outsized plans posed a particular storage problem; some measured over two metres in length. These items were rolled with archive text interleaving and stored in extra long custom made boxes. Although not the ideal storage method - plans become

misshapen when stored this way - it was the only option which would meet time and financial constraints.

## CONCLUSION

The project was completed within its budget and two-year timeframe and resulted in huge cost saving in terms of space - the original 66 plan cabinets had been reduced to 22. The City Engineer's plans project achieved all its short term aims and laid a firm basis for long term benefits, not least the greatly improved access to plans for Council staff and the public. Intellectual and physical control of the collection now exists and access to every plan is now possible either in original or microfilm format. Series description documentation for all plans is available at the archives and access to the numbered plans exists via the street card index in the plans room. During the course of the project an automated version of the street card index called PLANES was being perfected and it includes fields for the archival series number, location and disposal action. With improved means of access, research use of the plans will hopefully grow; Dr Shirley Fitzgerald (Council's historian) includes some of the City Engineer's plans in her publications for the sesquicentenary and notably her new book *Sydney 1842-1992*, Hale and Ironmonger, Australia, 1992.

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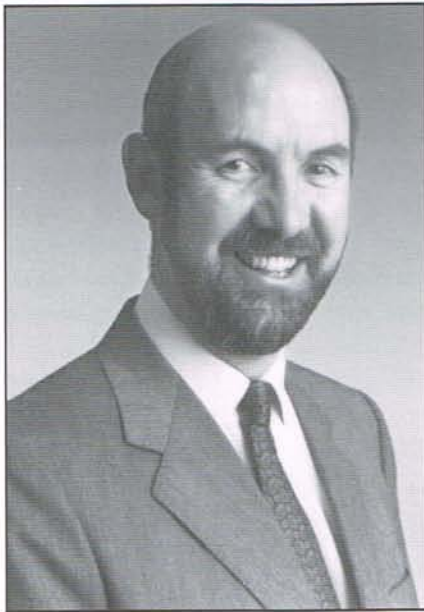
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# Electronic Document Management

*A Case Study*

By Anthony Meggitt,

Managing Director, Systematics  
Information Systems Pty Limited



Anthony started Systematics in 1982, marketing text retrieval software for libraries, records management and other text applications. Systematics has grown from this "one man band" and now supports clients using its products in all Australian States and Territories and in New Zealand. Prior to Systematics, Anthony worked with international management consultancy, PA Consulting Services in Australia and Hong Kong. It was this general, broad based experience which enabled Anthony to assist clients determine the most appropriate solution to their text management requirements. Systematics markets and provides training and on-going support for a range of software products with professional library and records staff operating from offices in Sydney and Canberra. This article is based on experience gained from work with one of these clients.

## INTRODUCTION

There were two significant articles in November 1993 issue of Informaa, *Electronic Records Conference Shocks Audience* by Laurie Varendof, ARMA, and *Records Management or Information Management* by Frank McKenna. I agree with Frank's comments and thought our experience working with a client on the implementation of Information Management systems might be of interest. This client decided, some time ago, to move to the "new plane with regard to handling of electronic records"<sup>1</sup>.

This client is the Reserve Bank of New Zealand (RBNZ) who has adopted an electronic documents management system and are planning to use this for the management of their physical records, too.

## THE RESERVE BANK OF NEW ZEALAND'S EXPERIENCE

### Background

In 1991, Systematics assisted RBNZ install TINLIB for their Library. At this time, they knew that they would be installing a records management system in the near future and part of their consideration of library software was whether the same system could be used for records management. This was a theme pushed by a number of vendors, including Systematics, at the RMAA Conference held in Sydney in 1991. In analysing their requirements, RBNZ realised that an increasing percentage of the

information being managed in the organisation originated in word processors and other office products and was held electronically. They did not have a central records management activity with each department being responsible for their currently active files. Inactive files were archived and stored in the basement which, I imagine, is similar to Frank McKenna's amusing description of "records management"<sup>2</sup>.

RBNZ recognised that there was a wealth of information held in files and on hard disks but there was no effective way of providing users throughout the Bank with access to this information. They issued a request for proposals aimed at correcting this.

RBNZ found that there was no single product which provided all they were looking for. As a growing percentage of documents were held electronically, they opted to base their developments on a document management system, PC DOCS OPEN, rather than endeavour to modify a records management system for handling electronic documents.

## A BRIEF INTRODUCTION TO PC DOCS OPEN

PC DOCS OPEN is an SQL based document management system with a flexible Windows "front end" or user interface. It provides organisation wide LAN and WAN based visibility of all electronic documents.

It is not generally sold as a records management system in the traditional sense of this function but with an appropriate "front end"

developed by Systematics and its New Zealand partners, Tech-Tonics, it provides most of what is required for effective management of an organisation's records. The major change provided was the facility which enables staff to register physical documents as well as electronic ones and for both to be managed through their life cycle.

The key difference between PC DOCS OPEN and traditional records management systems is that it provides visibility at the document level rather than at the file level.

Information on all documents is entered by the users into this "front end" or "document profile" and is stored in tables in the underlying SQL database. The designer has the option to use standard fields, such as *Title*, *Author*, *Entered By*, *Document Type*, *Application*, and *Notes*. Some of these have specified functions associated with them and, in some cases, are filled in auto-matically. For example:

- PC DOCS OPEN is tightly linked to the major word processors and spread sheets and the *Application* field shows this automatically.
- The *Document Type* is linked to the archive process and different archive periods can be defined, in the underlying SQL database tables, for different document types such as "MEMO", "LETTER" and "CONTRACT".

In addition, the designer can define other fields and tailor the screen to suit individual organisational needs. This includes changing the position and prompts for pre-defined fields.

Data entry in PC DOCS OPEN is assisted by the designer being able to assign default values, by individual or group and, as far as possible, values such as user names, dates and times are taken, for example, from the underlying network. Further,

because of the underlying SQL database, fields can be defined so that only information in the database can be entered in the field; this can be by look-up and cut and paste thus making it possible to control the vocabulary used and making it easy for staff to complete fields where they may be uncertain of the correct entries. Fields can be designated as mandatory and full text indexing of the underlying document can be selected.

This approach to records management has several implications for staff. Firstly, all staff become involved in the process as all

with their use of word processors and other office systems. As implemented at RBNZ, users, in response to specific inquiries, are also given access to details of all physical documents along with the electronic ones.

## PC DOCS OPEN at RBNZ

In implementing the system at RBNZ, considerable effort was devoted to designing the document profile. In addition, a separate document Search Profile, closely matching the input profile, was designed. The resultant Search Profile is shown in Figure 1.

The screenshot shows a software window titled "Reserve Bank Document Profile". It contains several input fields and sections. At the top, there's a "Title" field with a "#" symbol to its right. Below this are fields for "Author", "Entered By", "External Party", "Document Created", "Document Type", and "Retention Type", each with a small "..." button. To the right of these is a "Keyterms" section with a list box and a "+" button. Below the main fields is a "File Classn." and "Volume" section with a list box and a "+" button. At the bottom left is a "Notes" text area. On the right side, there are checkboxes for "Security" and "Access", a "Full Text Index" checkbox, a "Doc Status" dropdown menu, and a section with labels for "Application:", "Profile Created:", "Last Edit:", "Last Edit By:", and "Availability:". At the top right of the window are "OK" and "Cancel" buttons.

Figure 1: The Reserve Bank of New Zealand Document Search Profile

documents created are filed by staff when the document is stored on the network. This also applies to incoming physical documents. Thus, RBNZ, perhaps because it has never had a formal records management process, has adopted "the concept of linking records with ordinary business activities"<sup>1</sup>.

Secondly, and as a "quid pro quo" for expecting staff to do records management work, users no longer have to worry about DOS directories, sub-directories, EIGHT.THREE document names and naming conventions! PC DOCS OPEN makes searching for documents much easier and provides users with many other features which assist

The purpose of some of these fields, such as Notes and those in the bottom right hand corner do not need any comment but it is worth discussing the way others are used.

### Title:

This is the document title. The file title is covered by File Classification, which is described below.

### Document Type:

This is not the standard PC DOCS OPEN field but a user defined one with no specific attributes.

### Retention Type:

This is the standard *Document Type*

field re-named to provide more specific disposal schedule information. With the standard field, archive information is tied to document type and is used for network archive management rather than records management disposal schedule information.

#### *File Classification:*

This is a three level classification system specified by the RBNZ Records Manager. Details of this is given in Figure 2 (right). There are various ways in which data can be entered into this field. In the worst case, one where the operator does not know any of the three levels, the operator uses the Windows mouse to click on the box beside the first level and a window is displayed which shows the first level options. The operator selects one of these and the number is entered in the field and the full name is displayed on the rest of this line. This process is repeated for the next two levels but at each of these stages, only valid information for that level is displayed in the window. If the operator knows the full number, it can be entered in the third level field and the rest of the information is automatically entered in all of these fields.

#### *Volume:*

This field is for the Volume Number of the physical file shown under the *File Classification*. It is primarily used for physical documents and the system automatically assigns the current number when a physical document is registered. This is linked to the *Current* and *Permanent Location* field, see below.

#### *Keywords:*

Up to three key terms can be entered into the input profile.

#### *Full Text Index:*

This field is currently only relevant for electronic documents and when

S2	Corporate Administration
S2-100	Administration Services
S2-100-010	Safe Custody - Contracts
S2-100-020	Insurance Brokerage
S2-100-040	Overseas Visitors
S2-100-060	Bank Holidays
S2-400	Library Services
S2-400-100	Objectives
S2-400-101	Collection Development / Marketing / Reviews
S2-400-102	Reference Query Log Sheets
S2-400-103	Publisher's Reference Material

Figure 2: An Extract from the RBNZ File Classification System

it is set to ON, the underlying document will be automatically full text indexed and can be searched using the *Full Text Search* box at the bottom of the Profile Search screen.

#### *Document Status:*

The valid values for the *Document Status* field are: DRAFT, FINAL or SIGNED. When this is set to SIGNED, a process run by the supervisor sets a flag in the SQL database and the document is made permanently read-only.

## RECORDS MANAGEMENT FUNCTIONS

The document profile, together with the other information held "behind the scenes" in the SQL database, provides an effective record of all documents in RBNZ.

But, how are they using it to perform the normal records management functions of file movements, resubmits and such like?

Prior to this project, RBNZ did not have a Records Manager but an experienced person has now been appointed to this position. This person has functional responsibilities for records management throughout RBNZ.

As was stated above, RBNZ has

taken a decentralised approach to records management and all active files are stored in the operating department responsible for them. For example all the active S2-400 files are held in the Library. When files are no longer required in a department they are transferred to archive storage in the basement. There is a person in each department assigned to assist staff with records management activities; this is a part time activity and these people will liaise closely with the Records Manager on all aspects of the new system: document classification, staff usage of the system and other records management activities.

Given that all active files will be retained within a department, it is not expected that there will be active file movement control. The document profile has fields for *Current Location* and *Permanent Location* and the latter will tell staff where the file is held, either within the department or in archive storage. A routine will be established to note the current location but **only when an active file is borrowed by another department**. This applies to both active and archived files.

With regard to re-submits, RBNZ is implementing the WordPerfect Office e-mail, scheduling and

calendaring system. This provides each officer with an electronic calendar which enables action items to be entered for any future date. It includes auto-date facilities which enable regular events such as monthly accounts, quarterly reports, annual license renewals, to be scheduled. This is clearly consistent with their decision to follow "the concept of linking records with ordinary business activities"<sup>1</sup>.

There are many other records management activities, particularly disposal scheduling and management and report generation, which the Records Manager and others working with him will perform when the system is fully implemented.

And what happened to the Library? This is another story but don't be surprised if there is not another *Document Type* called *Library* before too long!

## CONCLUSION

RBNZ identified a number of issues with their previous approach to records management. These included the usual ones relating to the difficulty in finding filed documents. Others included staff not being aware, in some instances, of the existence of relevant information and the reliance on individual staff for "corporate memory".

The objectives set down for the records management program were:

- to improve the availability of information records across RBNZ and provide reliable and efficient retrieval of those records (both physical and electronic).
- manage information record throughout their life-cycle.

While the project is still in its early stages, those responsible for its implementation are confident of achieving these objectives.

In doing this the Project Team, which includes staff from IT, Records Management, the Library and user departments, are leading the Reserve Bank of New Zealand "onto a new plane with regard to the handling of electronic (and physical) information"<sup>1</sup>.

*The author wishes to thank the Reserve Bank of New Zealand and the members of its Project Team, particularly the Project Manager, Mr Grant O'Neill, the Records Manager, Mr Kevin Bourke and the Tech-Tonics consultant, Mr Rob Vanderpoel, for their permission to write this article and assistance with its technical content.*

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1. Varendof, Laurie, ARMA. *Electronic Records Conference Shocks Audience*, Informaa, November 1993, p17
2. McKenna, Frank. *Records Management or Information Management*, Informaa, November 1993, p19



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# Local Government Training in Victoria

The local Government Chapter of the RMAA Victorian Branch has organised a series of seminars for records management staff working in local government throughout the state in 1994.

Prompted by the mutual requirement for efficient management of information, particularly in relation to the introduction of FOI legislation, affecting local government, the members of the chapter discussed the need for all records staff to be trained in standard and correct records management principles.

The matter was first dealt with at a meeting of the Local Government Chapter in February, 1993. Later, at the April State Seminar in Bendigo, the chapter elected a committee consisting of Julie Apps (co-ordinator of the project), Tom Henderson, Kay Lewis and Angela Stitt.

The aim was to have all records staff in local government records departments trained in basic principles and

to promote understanding of the role of records management, and its importance, in local government and in the community.

The committee had to devise a training program that could be easily transported to all country and metropolitan areas; it had to be economical, effective and straightforward. The committee members knew there was a need for records staff, at all levels, to discuss and share their ideas and experiences.

The solution was found by planning a set of six workshops to be conducted by experienced records managers using a specially prepared manual which provides the session leader with step-by-step directions on how to conduct each session. Each workshop will be based on different aspects of records management, such as the basic principles, classification, or disposal scheduling. Overhead transparencies and references from where the information was taken are

also included. The informal workshop environment allows interaction between participants, and with the session leader.

Workshops will be held at several venues simultaneously in Victoria and the plan is to conduct six full-day workshops in the first half of the year and repeat them in the second half allowing for wide participation.

Julie Apps, who was closely involved with the preparation of the workshop manual, says that RMAA members in other states have expressed an interest in the project. All records management staff employed in local government throughout Victoria will have the opportunity to attend the free presentations conducted by the members of the Local Government chapter, RMAA Victorian Branch.

Members of the chapter are to be congratulated on this excellent initiative. Here is a success story to inspire all!

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# Optical Imaging Technology

*Helen Challen*

*B.Soc Sci., AALLA*



*Helen has a Bachelor of Social Sciences in Librarianship, is a committee member of the Australian Geoscience Information Association (AGIA) and a member of the RMAA, SA.*

*She is currently studying the Certificate in Records Management being the core application subjects for the Associate Diploma in Information Systems.*

*With 20 Years information management experience, largely in the mining industry, Helen's professional expertise covers design, implementation and management of both Library and Records Management Systems.*

## THE IMPACT ON RECORDS MANAGEMENT FUNCTIONS

**W**e call it 'information overload'. Too much information generated, by too many organisations, about too many things. Is all this

information necessary is one question. But the problem of managing, storing and retrieving it when needed is another.

Optical imaging technology now seems poised to come to the rescue. So what is imaging technology?

Imaging is the technology of digitally storing images. It encompasses the hardware and software needed to capture or scan, store, retrieve, display and print those images as required.

Images are mostly scanned from paper documents but are often converted from microfilm as well. Some systems also capture computer generated data such as word processing (WP) files, graphics and data processing reports.

Most imaging systems use optical technology which stores digital data as a series of fine pits on the disk. This data is retrieved by bouncing a laser beam off the rotating disk. It is essentially the same technology as that used for domestic CD's.

Digital images can also be stored on magnetic media; however, optical disks are capable of storing much higher volumes of information far more cheaply. The 5.25 inch optical disk is capable of storing an average of 12,000 A4 images per side. For speed and efficiency in large, often networked, imaging systems, jukeboxes are used to automatically load disks.

Both WORM (Write Once Read Many) and now erasable optical disks are available in imaging systems, the later are known as magneto-optical disks.

So where do records managers come into the optical imaging picture you might ask?

The vast majority of us don't of course considering 90% of records management systems in Australia are manual and totally paper based. The complexities and uncertainties of entrusting our beloved files to a yet unproven technology waiting impatiently in the wings for its turn on centre stage, leave us sceptical about the adequate control of these resources and our own role in the future management of information.

To quote Canon's Tony Poynton:

"The profession seems hesitant, uncertain, reluctant to leave the culture created by paper based records management and venture beyond, among the technocrats, to claim its rightful place at the head table of the information management age". (Poynton, 1992, p26)

I agree there is an urgent need for records managers to move away from the practice of managing physical things and concentrate on the informational/intellectual content of records, files and other media. After all, the record medium is unimportant to the application of records management principles to ensure control, security, retrieval, storage and disposal.

The advantages of optical imaging technology are instantly enticing:

- it has the potential to capture ALL the information within the organisation, virtually offering a 'one stop information shop'
- networked systems allow access to information from many geographical locations
- access can be provided to more than one user at any one time
- retrieval of information is rapid
- misfiling becomes a thing of the past

- cost is becoming less prohibitive, although hardware and software outlay for small organisations is still considered very expensive
- duplicate back-up copies of the entire system can be produced relatively inexpensively for off-site storage and disaster prevention
- reduced storage costs and potential savings in office space requirements
- increased efficiency and productivity by staff

On face value the list is impressive, so why the hesitation by records managers to embrace imaging technology? Some of the concerns are highlighted.

One problem with optical imaging systems is the changed nature of the record itself. In Australia, the registry system of records management predominates. We manage records as physical things.

Even with imaging technology, we will continue to receive correspondence and hardcopy records for a considerable time to come; however, records will also be created through electronic facsimile transmission, electronic mail, electronic data interchange, word processing systems and so on. Our definition of a record must embrace any format, any medium and any transaction. The archivists definition "records are recorded transactions" seems more appropriate than existing definitions which concentrate on physical form.

Files as we know them will change. So what is a file in an electronic system? In practice there are no files. Records dealing with the same subject may be scanned together; however, they may equally be added independently. There is no attachment of records to files as in the registry process.

In imaging systems, a record can

belong to many files and we are free to create any file at the point of our enquiry. Only by using keywords exactly as they were used in the original search, will we retrieve the same file as before. Files are created from that moment, to meet a particular need, then dispersed. Therefore, one document may belong to many files simultaneously depending on the enquiry.

Thus, the emphasis will move from the registry practices of file creation and distribution to the classification and indexing of information. Trained, skilled records staff will be crucial right from the beginning to capture, not only the intellectual, informational aspects of each record through language control, indexing and classification, but attributes for legal verification and historical context, plus disposal scheduling and security for each and every record.

A major problem as we move away from the physical record is the uncertainty of the legal status of computer documents. Hardcopy records, because of their contextual and historical relationships to other records, provide an audit trail of the functions performed. In electronic systems, records can be manipulated, amended or deleted and therefore, undermine the accuracy of records.

The evidential problem mainly relates to the technical aspects of electronic record keeping. There is a need to prove that optical imaging systems are error free and backed-up by comprehensive operating procedures. In electronic records management, preservation equally means the system itself, ensuring software errors, hardware breakdowns and power failures are minimised to achieve accuracy and record integrity.

It is vital that records managers establish procedures for optical imaging systems to identify the

original or key record, to ensure it is complete with all facts contained and somehow authenticated. At the point of receipt, we must lock in the origin of the document and the purpose of creation, in order to provide, at some later point in time, a contextual history, without which interpretation of information will be affected.

The practicalities of managing optical imaging records management systems will not be easy. As I have mentioned, the classification and the indexing process will become the focus of control. Today, whilst the paper medium predominates, initial registry, stamping, registration and classification will be largely superseded by scanning. Imaging systems will demand the daily detailed indexing of possibly 100's of individual documents. Distribution will be via networked individual workstations and action officers will be altered by E-Mail that documents are waiting for action.

With distributed data processing and networked PC's, action officers will undertake their own searching. Training on retrieval and searching techniques for staff will be vital. Users may never know if they have found everything, especially where free text searching is available, without thesaurus control.

The onus will be on the records manager to update the thesaurus continually, particularly during the scanning and indexing stage.

Obviously we will have a more comprehensive retrieval capacity, for example, keyword searching and other parameters as source, addressee, organisation, document date, date received, document type.

If records managers are to continue to provide the re-submit service, they will need to carefully note the search strategy and keywords used to

initially create the 'file', otherwise a different file could result for the re-submit action.

File tracking and file movements, a function to assist with the issue and return of files to the registry, would become redundant in the totally electronic records management system. Users who require copies of records or files would print as needed. Instead records managers would concentrate on audit trails of documents, that is, who's had access to information. Security and access levels must be managed carefully to prevent corruption or changes to records.

The biggest temptation with optical imaging systems is to store everything forever. Unless records are removed from the system regularly, it will grow to an unmanageable size and impair retrieval of information, particularly if individual optical disks need to be continually loaded into the disk drive.

Archivists will play a vital role in identifying the life cycle of our electronic records. At the point of creation, we need to tag each record in terms of its continuing value. Disposal of records must be continually exercised. This includes completely erasing records from the system through to permanent retention on WORM disks.

So far the experiences of fully integrated optical imaging systems are few. For those who have gone down the imaging path what they have in effect are computerised records management systems with imaging capabilities. The imaging computer hardware (networks, scanners, disk drives, printers) relies on the records management software to provide classifying, indexing, thesaurus control, archiving, access, retrieval, security, coordinated work procedures and reporting.

However, when reading about imaging systems, there is little

feedback as to what actually happens to the paper records and files. Not one case study states categorically that all paper versions were destroyed. We understand the legal impasse, but to maintain parallel systems, even if the bulk of the hardcopy is stored cheaply off site, seems to defeat the purpose of technology.

This unfortunately, may be the reality for some time to come. We must manage the increased workload of maintaining dual systems and address the issues of how to 'trap', and therefore control, information electronically generated.

For example, integration with work processing now at least will give records managers access to this electronic information which remained largely outside of our control until documents were received as paper copies. Imaging systems can capture the source documents direct from the word processor file and conversely, OCR capabilities can convert scanned images into text for downloading in word processor systems.

Somehow we must develop careful procedures to classify WP documents, provide language control for indexing and titling, sentence them, apply security, ensure throughout the life cycle unaltered copies are kept or at least the important changes annotated and the latest versions are maintained.

Electronic mail must have similar procedures as this can be a vital information source (eg disciplinary warnings). Equally a source of rubbish, procedures must exclude irrelevant matter.

Finally, records managers must not fall into the trap of believing that the potential of unlimited storage capacity in optical imaging systems will solve our problems in the management of records.

Instead we need to merge with other disciplines, adapt and develop their

techniques to our own advantages and take a proactive role in electronic records management system development. With the cumulative information skills of archivists, librarians and records managers we can put the responsibility and control of information management where it belongs and out of the hands of the computer technocrats.

Records managers must meet the challenge or be packed up with the registry.

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## INFORMAA Quarterly CALL FOR PAPERS

Readers are invited to submit articles for publication. They may be in the form of case studies, conference papers, book reviews, surveys or any report which may be of national interest.

Contributions should be typed & double spaced. Please include a short biography together with a black and white photograph.

Submissions may also be made in electronic format on a 3 1/2 inch diskette with Wordperfect 5.1 preferred or alternatively as a standard ASCII text file from other word processing software.

Send articles to  
Ken Ridley, Chair Informaa  
Quarterly Editorial Committee,  
PO Box 8213 Stirling St.  
PERTH WA 6849

# Federal Education Report

## COMPETENCIES FOR THE INFORMATION PROFESSIONS

On the 7th October, 1993, as a result of the discussions that took place at the RMAA September, 1993, Federal Education Meeting in Hobart, I wrote to all members of the FAO (Forum of Allied Organisations) on the above issue and also on Course Recognition and Accreditation.

My statement in regard to the former was as presented in the Minutes of that meeting, that is:

The Committee (Federal Education) was concerned that the various States were looking after records management competencies and other competencies for similar professions under the Arts Training Authority. As there appears to be some divergence as to where the different groups are placed it was decided that the issue should be placed through the FAO. I reiterate the motions that were adopted and that the FAO should:

- (i) address the appropriateness of Arts Training Australia being responsible for determining competencies for all information professions, in particular records management;
- (ii) determine the most appropriate structures to ensure a uniform approach to policy making and competencies for the information professions; and
- (iii) work towards it's (the FAO's) eventual recognition as the officially recognised national training advisory body for the information professions.

The only response that the above has achieved was that from Michael

Piggot on behalf of the ASA and the ACA. Michael and I had some preliminary discussions in November/December. Peter Smith on behalf of TAFE NSW also made comment on the issue both to myself and the Federal President, Ray Holswich, towards the end of October. Following Peter's inputs I commenced dialogue with Andre Lewis and Diana Cooper of the National Training Board.

Diana forwarded correspondence on 7th December stating that it would be most useful for us to talk about our options for bringing standards to her Board. To quote her, "As you rightly say, this will involve coming under the coverage of an appropriate Competency Standards Body (CSB), however, the system is "industry driven" and therefore we rely on industries approaching the NTB when they wish to participate.

The Victorian Branch of the RMAA through their Chair Education, Chris Hurley, and as a follow-up to the Federal Education Meeting, had also discussed this particularly in relation to a coalition approach to develop and implement a common defence strategy in relation to inclusion under the "Arts Industry" and to the NTB. These were also my sentiments, particularly in relation to Archivists.

The issue was taken up by the Federal President and resulted in the Sydney meeting on 21 January, 1994, with Diana Cooper and including the Archivists representative, Michael Piggot. I was invited to attend in my Federal Education role. A further meeting between the RMAA working party is to take place on April 15. The National Training Board and representatives from ASA, ACA, AIIM, Australian Services

Union and the Business Management Competency body were invited.

This is a very important issue and one that is obviously much wider than that of education alone. Members and Branches will hopefully take a united front and work with the Competency Committee when it is established. There will be tasks for all Branches to involve themselves in.

## COURSE ACCREDITATION

This long process is finally reaching fruition. I have had word from the Western Australia Branch that Maggie Exon is putting the final touches to the recommendations that will be passed to the Federal Executive. The final document is expected before the end of April 1994.

There have been a number of major changes in the Records Management courses on offer in that State. Additional courses have commenced, existing staff moving from teaching institutions, including the loss of a senior lecturer to Wales. This has kept Maggie extremely active and our project has been the loser for a short time, all in a good cause. However, it is an important project to Maggie and she is keen to see it to completion.

## ACTRAC NATIONAL PROJECT IN RECORDS MANAGEMENT

The Victorian Branch had some disquiet about this project falling mainly into the areas of process and content. A copy of their comments was forwarded to me together with the request that they be circulated to

other Branches. These were circulated on 7 December, 1993, and responses sought from Branches. I also sought any problems that they may have discussed or encountered plus more positive responses if they wished to make them. To date I have not received any written responses but several branches have passed positive comment on the process adopted by NSW TAFE. In all fairness, there were also some negative comments, but mainly concerning time frames.

I believe that the TAFE representative

from Victoria on the National Steering Committee may well have spoken to representatives of that Branch on his return from the last meeting of that body in December. If this is the case, then I expect most of their problems and fears have been allayed.

The final review of modules and discussion between the Steering Committee and Industry representatives took place in Sydney in December. The final rewrite of modules is almost complete. Revised module descriptors will be

forwarded to writing teams in mid-February for comments and change (of a minor nature). The feeling between the two groups that met in Sydney, National Steering Committee and the Industry Reference Group, was very positive and there was general consensus with the planned final modules.

The final product should be ready for release in January/February 1995.

**DENNIS G WHEELER ARMA**  
Chair, Federal Education  
Committee.

# RMAA *Literary Award*

**I**n an effort to stimulate the writing of original articles for publication in *Informaa Quarterly* and to promote the concept that practitioners need to accept responsibility for developing professional literature and making it credible, Federal Council meeting in Hobart in September 1993, resolved to support an RMAA Literary Award.

The award is for the best original work dealing with Records and Information Management issues suitable for publication in *Informaa Quarterly*. Entries will be judged on content, interest and contribution to the literature on Records and Information Management.

The successful recipient of the award will receive a wall plaque and either free travel/accommodation/registration at the next annual convention OR \$1000 cash.

## PANEL

The selection panel will consist of the *Informaa Quarterly* Editorial Committee. The Committee reserve the option of not making an award in any one year due to lack of or unsuitable entries.

## GUIDELINES FOR ENTRIES

- Be submitted in triplicate by closing date below.
- Up to 2000 words in length.
- Of interest to the field of Records and Information Management.
- Include a declaration stating that the entry is the persons own work and has not been previously published.
- Members of Federal Council ineligible.

- The award will not be available to the same person in two consecutive years.

More detailed guidelines are available on request.

## CLOSING DATE

Entries close on the 5th day of July 1994 and should be sent to:

RMAA Literary Award  
PO Box 8213  
Stirling Street  
PERTH WA 6849



# Kodak Education Grant

Well it's time to commence thinking about and preparing your applications for the 1994 Kodak Education Grant. You will recall from the article on this matter last year that Kodak (Australia) has provided an annual grant to the Records Management Association of Australia to be used for an educationally related project.

The project is to benefit those within the profession and to the industry in general. The grant of around \$3500 will provide a member of the Association (Associate, Member and Fellow) the opportunity to travel, deliver a Paper, undertake research, study, or other similar project of merit which will result in some benefit to the profession and practise of records management. In 1994 preference will again be given to those applicants who have developed projects of their own rather than applicants to attend or be involved in activities provided by others.

The grant may also be made available for *visiting speakers* who would be providing a significant contribution to upgrading of professional knowledge and/or expertise. The grant will not be allocated for the sole purpose of providing speakers for scheduled conferences etc but for those who would not normally be available to members without the aid of this grant.

*Teaching grants* may be provided along similar lines to those for speakers. *Research projects* will also be considered. These must be designed with the aim of advancing professional knowledge or developing a report, study or article beneficial to the profession.

Consideration will also be given to awarding the grant as the Kodak prize as a *reward or recognition for outstanding achievement* in a recognised course or contribution to professional literature.

Last year's award went to Helen Onopko from the South Australian Branch and was used to complete research on literature in English language which focuses on, or supports functions related to Records Management. It facilitated travel to Canberra to search on-line national and international data bases and primary sources at the National Library. It also permitted the data to be imported to desk top publishing software by bureau services, to so produce a format for final editing. Copies of the completed publication will be made available to Branches and their worth to students and practising records managers will be immediate.

## ELIGIBILITY

All those RMAA members interested in promoting records management, or in the case of visiting speakers or lecturers, as detailed above under the categories Speakers and Teaching Grants.

Applicants will be assessed according to the merit of the proposal by representatives of RMAA.

## THE APPLICATION REQUIREMENT

There is no standard application form. Applicants are asked to address the criteria set out below in a submission.

### Details of Proposal

A submission including:

- The broad use of the grant.
- Any intended travel (indicating where possible, institutions, people to be visited - where travel/accommodation expenses exceed 25% of total cost of the whole project they should not be funded except where overseas travel, whether to or from Australia, is involved, in which up to 50% should be allowable).

- The length of time to be spent in each place.
- Indicate the work to be undertaken.
- Show the anticipated dates of commencement and completion of the proposed project.
- A description of how the results etc will be made available to members/those involved in records management.
- A description of the significance of the project/subject matter and the anticipated results/outcomes and their potential impact upon practices within the profession.
- Information in support of the applicants capacity and qualifications to undertake the proposed project and to apply the experience and findings toward improvement in records management practices.

## DETAILS OF APPLICANT

The applicant must provide a curriculum vitae giving details of qualifications, employment history and a special knowledge, experience or interest in the area which is the subject of the application.

Applicants should also include the name of at least two referees having direct knowledge of the applicant's work and qualifications.

## BUDGET

Applicants should submit a budget based on actual costs. It should detail all proposed expenditure. This should cover:

- Projected accommodation and living expenses.
- Other transportation costs.
- Acquisition of essential books, materials and postage.

The grant will not reimburse salary costs. The conditions of release from duty must be negotiated with the applicants organisation.

The selection panel will also require some time frames - when you intend to take up the grant, estimated completion date and the date any material for publication in the Informaa Quarterly could be expected.

## KODAK GRANT AGREEMENT

As a successful applicant you will be expected to enter into an agreement with the Association. This will set out the terms of the grant and the reporting requirements for your project. You will be expected to complete a concise report on completion, return or whatever.

## TIMETABLE

In 1994 the Grant will close on 31st July 1994. Successful applicants will be announced by around mid-August, if not earlier. Applicants should be available for interview by telephone link-up if required.

Preparing your application and establishing contacts can take time and research. The recommendation is that you start as soon as possible.

Applications should be forwarded to:

Dennis Wheeler  
Chair  
Federal Education Committee  
Box 1623 GPO  
HOBART Tasmania 7001

They must be marked "Private and Confidential".

For any further information please contact your local Branch of RMAA, in particular, the State Education Chair.

The application detail sounds a little daunting at first, but it is not difficult at all so get in and apply. Not only will you bring credit upon yourself and your Branch, you will be doing your colleagues in records management a favour and helping the industry.



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# National Competency Standards

In my brief report to the membership in the February 1994 edition of the INFORMAA Quarterly, I gave an undertaking to keep members informed of the happenings of and the progress being made by the National Competency Standards Working Group, and I am happy to do so in this edition of the IQ.

The following report was submitted to the Federal Council in Adelaide in February 1994 on behalf of the Records Competency Standards Working Group. (formerly National Competency Standards Committee)

Let me say at the very outset, that whilst some Federal Directors had some reservations about the constitution of the Committee, it was not my intention to be parochial in the selection of the Committee members and very careful thought was given before inviting the selected members to become part of what I considered to be a very important national exercise. I believe the Committee is constituted of an excellent cross section of the membership, particularly in view of the fact that two of the members have gone through "competency" exercises recently and will no doubt offer considerable expertise in the task we have ahead.

The first meeting of the Group was held in Sydney 21 January, 1994, in attendance were:

Ray Holswich ARMA, Federal President. Neil Granland ARMA, Federal Vice President. Peter Smith MRMA, Industry Specialist, Information Services NSW TAFE. Julie Lenson ARMA, Vice President

ACT Branch. Dennis Wheeler ARMA, Chair, National Education Committee. Diana Cooper, Standards Development Executive, National Training Board. Michael Piggott, Australian Council of Archives.

After outlining my reasons for convening the working group and stating the importance of developing competency standards for the records industry, Peter Smith was elected as the Secretary of the working group.

Diana Cooper NTB was then formerly introduced to those present and invited to give an overview of the structure of the National Training Board and to give some direction to the group of how to go about implementing the competency standards process.

The NTB is a partnership of State/Territory and Federal Governments, Employers and Employees. The NTB's chief role is assisting with the development and to endorse National Competency Standards that will promote consistency and compatibility across all States and industries.

The National Training Board :

- Recognises Competency Standards Bodies (CSB's) to develop standards.
- Assists CSB's with the development of standards.
- Endorses developed standards (as industry, cross industry or enterprise standards).
- Is a public company owned by the State, Territory and Commonwealth Governments.
- Has a tripartite Board of Directors.

Competency standards define the required :

- Application of knowledge and skills in the workplace.
- Standard of performance.

Standards emphasise demonstrating competencies in the workplace however they have been acquired, rather than just showing evidence of having acquired knowledge through completing training courses.

Considerable documentation was provided by the NTB and tabled for circulation to all Directors.

Diana Cooper advised those present that we would have autonomy in deciding competency standards, however, it was necessary to look for an appropriate Competency standards Body to be affiliated with. After considering the forty one CSB's it was decided that the appropriate body would be the Business Management Competency Standards Body.

At this point and after very clear and concise discussion it was agreed that the name for the Group be "Records Competency Standards Working Group".

It was then suggested to the Group that a decision had to be made as to who would be the major stakeholders, names of organisations and professional associations who were thought to be appropriate and an elimination process took place with the following organisations being considered the most appropriate :

- Records Management Association of Australia.
- Australian Society of Archivists.
- Australian Council of Archives.

- Association of Image and Information Management.
- Australian Council of Trade Unions.
- Australian Chamber of Commerce Industries.
- Business Council of Australia.

A Records CSB would be developed from a Steering Group from the above stakeholders. However, it was suggested by NTB and agreed that the present working Group would form the nucleus for the Records CSB.

We gave careful consideration to approaching other professional bodies like ALIA who are presently going through the competency standards process seeking support as kindred associations.

Again, after very careful consideration, it was agreed that there should be two streams of the Records Competency Body :

- A records management stream and an
- Archives stream

It was suggested by those present that it was necessary to formalise the processes put into place and that a Chairperson of the Records Competency Standards Working Group be elected, I consider it an honour to have been elected as that Chairperson.

It was most satisfying to have the support of the NTB, particularly in relation to the issue of the placement of Records Management under the Arts Australia Training Board. We as a Group believe that we will be better served under Business Management as will the Archivists. It is imperative that we accept the guidance of the NTB now and certainly in the future.

The inclusion of the Archivists in this venture should also be considered a milestone for our

Association and at long last we will be part of a team. Michael Piggott representing the ACA was overwhelmed by the invitation extended to him to attend the Sydney meeting. It also gave us the opportunity to openly discuss our similarities and differences.

Members of the Forum of Allied Organisations (FAO) were contacted some time ago by Dennis Wheeler in his capacity as Chairperson of the Federal Education Committee in relation to the development of Competency Standards. ACA was the only one to respond. Some of the other Organisations may well have some inputs to make now that something is happening but we could not afford to wait in the hope that other Associations or Organisations would eventually join with RMAA in this venture. The longer the delay the more satisfied we would be judged in our place within or under the banner of Arts Training Australia.

For those who are concerned about the Working Groups place beside the Federal Education Committee, let me assure you that the development of competency standards is not purely an education matter. The meeting of the Group in Sydney was in essence a Steering Committee, one to get things off and running, that has been achieved very successfully. There will be plenty of time for further involvement of other members and all Branches in the work that lies ahead.

As an additive to the above, the National Working Group met again in Sydney during April, 1994, and it was pleasing to have Sue McKemmish present representing the Australian Society of Archivists as well as Phil Rutherford (National Training Board, Marcus d'Assumpcao (Business Management CSB) and, Caroline Pryor (Australian Service Union), AIIM (Association for

Information and Image Management) will be represented by Michael Jessup.

As a result of the further breakup of the Business Management CSB, some concern was expressed by those present that we may lose our identity and that it would be more appropriate if we were to move across to NOSFAB (National Office Skills Formation Advisory Body Ltd), that course of action is still under consideration.

One other point of note was the concern of the ACA and ASA representatives that the Working Group may develop into a Records Management versus Archivists situation. I gave my assurance that under no circumstances would that happen and that we have set the precedent already by inviting them to be part of the group, further to that it was about time that those working in the Records Management environment began to accept the opinions of Archivists and vice versa. Its pretty simple when you think about it!

One very important aspect of the future of the whole Competency Standards issue is obviously centred around the question "where do we get the funds to achieve the end result"? The answer is very simple we apply for a grant (minus the whiteboard) through our Competency Standards Board, at the appropriate time.

Finally, I believe that the positive steps have been taken, things are now a lot clearer, the mystique has been removed and our Association as well as the others are now faced with a lot of hard but satisfying work. I would be more than happy to receive correspondence or to take telephone calls in an effort to alleviate any concerns members might have.

**Ray Holswich ARMA**  
Federal President

# Branch Reports

## NSW BRANCH REPORT

**T**hanks to the enthusiasm and dedication of our Branch Councillors, the NSW Branch has provided its members with very interesting and well attended meetings, including a breakfast meeting.

For those who have not noticed yet, our members meetings now start at 5.30pm and are followed by free light refreshments. The meetings last approximately one hour. At the last three meetings we have had over 45 people in attendance, which is great; an increase of 100% over last year.

But we would like to see more there. You have an opportunity to meet with other records managers, members of the trade, and practising consultants. Discuss problems or gain ideas/insights on the latest

technology, imaging, FOI or managing electronic records. These meetings are FOR YOU. Will you make the commitment?

Our first breakfast meeting was held at the Menzies Hotel in March. The topic was Freedom of Information and its legal implications, the speaker was Mr Timmins. This meeting was targeted at senior manager level and 73 people attended with over half being non members.

A follow on full day Seminar on FOI at the State Library in NSW was held in April. Also in April, the RMAA exhibited at the AIIM '94 conference. This was a three day exhibition where the Association marketed itself to the public and the trade involved in Imaging and Micrographics, most of whom are not members of our Association.

Finally, don't forget to mark in your diary the event of the year (apart from the National Convention in Adelaide), the NSW Silver Jubilee Anniversary Dinner. This will be held during the National Records Management Week on Friday 6 August 1994. This will be held at the Australian National Maritime Museum, Darling Harbour. The cost will be around \$35 per head. This is a "formal" event, ie black tie and will consist of a Cocktail Party, tour of the museum, 3 course dinner and dance.

Invitations will be sent to Foundation members and past Presidents and Councillors. We are expecting over 150 people to attend. Spouses/partners are invited too. Watch your local newsletters for more details closer to the event.

**Chris Fripp ARMA**  
NSW Branch President

## WA BRANCH REPORT

The February meeting of the WA Branch was a Computer Software Mini Trade Expo and proved to be very successful with 83 members attending.

The topic for the March meeting was Quality Management AS3900 /ISO9000 and was presented by Floyd Pickles of the Australian Organisation for Quality along with Professor Perriman from Curtin University.

The State Energy Commission theatre was the venue for the April meeting and Professor Leslie Marchant presented a lecture on "The Communion of Public Records and the Transmogrification of State: Political Problems for Records Managers".

Also in April the WA Branch of the RMAA along with The School of Information and Library Studies, Curtin University of Technology presented a public lecture by Professor Marchant on "The Westminster System: Public Accountability and Record Keeping".

All these meetings have been well attended and the program committee are congratulated on their hard work in presenting such a wide and interesting selection of topics for members.

The Branch Council now has a full compliment of 15 councillors and it is pleasing to see so many members actively participating in the Association.

"Total Recall", a two day conference on "Managing the Information Environment for Corporate Accountability" was held on the 3rd and 4th of May and was conducted in association with Edith Cowan University and Curtin University of Technology. Speakers came from the United States, Canada, Melbourne and Sydney.

Mr Ken Ridley is the RMAA representative on the Standing Committee on Public Records which meets every two months. This position was previously held by Mr Roley Sharpe.

**Norma Easthope ARMA**  
Secretary WA Branch

# Branch Reports

## ACT BRANCH REPORT

The ACT Branch calendar began with a presentation on disaster recovery by Mr Ken Simpson, Director Information Management Section, Department of Industrial Relations.

Mr Simpson gave an overview of business resumption planning and outlined his work in developing strategies to follow in the event of a disaster. He was able to illustrate

graphically the results of one such disaster which had occurred in late 1993 in the building occupied by, amongst others, the Department of Industrial Relations. The ways in which the Department handled the day-to-day process of resuming its business, with special emphasis on the human and practical needs, were thought-provoking and informative.

Whilst each of us would hope not to be confronted with a disaster, Mr Simpson's presentation provided a

practical and reassuring view of the steps which might be taken to ensure minimum disruption to business and smooth return to a fully operational working environment.

Our expectations are that this year's seminars will be of similarly high interest and we particularly thank Mr William Chisholm, ARMA, for suggesting this timely topic.

**Elaine Eccleston, ARMA  
President**

## TAS BRANCH REPORT

A strategic planning session was held on the 14 April to discuss future directions and develop action plans for the 1994/95 financial year. A review was also undertaken of the objectives for 1993/94 so any suggestions for improvement could be incorporated into next years' action plans.

An informative workshop on the Preservation of Records, was well attended and provided an opportunity for all to increase their knowledge in the preservation of our state's records. A site visit to the Microfilm Bureau was also held as a follow-up to the Basics in Records Management Course offered late last year.

The Branch is pleased to announce it has finalised the Convention Report and overall the National Convention was a great success with profits being channelled back into the Federal Council's funds for special projects.

**Susan Hill ARMA  
Secretary**

## QLD BRANCH REPORT

The Queensland Branch half day State Seminar titled, "The Essential Skills of Records Management", will be held on 18 May 1994 at the Park Royal Hotel.

Seminar speakers are Clive Finter (The Big Picture), Philip Taylor (The Tools Required), Russell Fraser (It's Not All In The File Number), Harry Haxton (Human Resources and Motivation) and Peter McDonald (Summarising).

Planning is well underway for our involvement in National Records Management Week the first week in August. The Queen Street Mall has been booked and organisations are volunteering their services to assist.

One of the Associations and Queensland's longest serving member Jim Shepherd has decided to hang up his Federal hat and announced his resignation as Federal Director and Federal Treasurer.

Jim has devoted over twenty years - not only to the Queensland Branch but Federally, holding positions of the Federal Vice President 1976-1978, Federal President 1978-1981 and Federal Treasurer 1986-1994. Jim has also represented RMAA on International Records Management Federation IRMF (Now known as International Records Management Council IRMC) 1978-1981 and the Australian Information Technology Council 1989-1992.

Queensland Branch owes a lot to Jim Shepherd, who was a foundation President 1975-1978 and one of the original people behind the formation of the Queensland Branch RMAA.

Jim, on behalf of the members in Queensland and around Australia we thank you for your long association, and wish you the best for the future.

**Michael Hangan ARMA  
President Queensland Branch**



# High Speed Scanning of Both Sides of the Page In a Single Pass

The front cover features the latest addition to Fujitsu's range of Image Scanner Products the new M3099A.

The Fujitsu M3099A is a Duplex Image Scanner which means it has the ability to scan documents, which contain information such as text for example on both sides, in a single pass therefore eliminating the need to scan each side separately.

The high speed scanning facility of the M3099A offers and is able to capture up to 100 images per minute in duplex mode. This, together with the high speed automatic document feeder (ADF) and built-in high volume hopper which can hold up to 500 pages, assures continuous scanning, freeing the user to perform other tasks while the scanner is operating.

To facilitate the high volume throughput available with the M3099A, the ADF unit was designed from scratch by Fujitsu engineers to ensure non-stop, trouble free operation regardless of the paper size in the hopper which may be as small as 63.5 mm by 76.2 mm or as large as 297 mm by 432 mm which is equivalent to A3 or double letter size.

The range of paper sizes able to be handled by the M3099A gives the user a wider choice than ever before.

The M3099A was developed to be upward compatible with other models in the Fujitsu Image Scanner range enabling customers who currently already use any of the other models to integrate the M3099A with existing controllers and systems.

The M3099A was also designed to be as compact and light as possible to make it a truly desktop suitable unit.

From a technology point of view, the M3099A in addition to dither matrix technology now comes standard with a new, advanced error diffusion technology. This feature allows the user to capture sharper details and subtle shades of grey than other scanners on the market.

The M3099A is suitable for Image Applications encompassing Document Image Management, Optical Character Recognition, Computer Aided Design and others where quality, reliability and fast scanning speed are essential.

It is also important to note that the Fujitsu M3099A Image Scanner will scan in simplex mode at a higher rate of throughput of up to 55 pages per minute (PPM).

This flexibility makes the M3099A particularly suitable for high volume applications because simplex only Image Scanners generally offer low capacity hoppers usually capable of holding no more than 50 pages therefore requiring constant reloading of the hopper capacity severely restricting productivity required by the user.

That's why Fujitsu has opted to provide a 500 page hopper, standard with the M3099A rather than offer optional and expensive add-on's.

Fujitsu do however provide the user who needs enhanced capability relative to capturing an image in certain specialised application various options that may be fitted to the M3099A and indeed to all other current Fujitsu Image Scanners.

These options include an Image Processing Circuit, Dynamic Threshold Circuit, Memory Board and Endorsing unit.

All Fujitsu Image Scanners including the M3099A are locally supported and come with a 12 month warranty.

The following details are the specifications of the Fujitsu M3099A Duplex Image Scanner.

## FUJITSU M3099A DUPLEX IMAGE SCANNER SPECIFICATIONS

Sensor	CCD image sensor	
Light source	Green colour fluorescent lamp	
Scanning method (Scanning system)	ADF (Automatic Document Feeder)	
Document size	Maximum Minimum	A3 or double letter (297mm x 432mm/11.7in x 17.0in.) 2.5 in. x 3.0in. (63.5mm x 76.2mm)
Resolution	200 dpi, 240 dpi, 300 dpi, 400 dpi (selectable)	
Grey Scale	256 steps	
Scanning Speed (engine)	Simplex Duplex	More than 55 ppm (A4, 200 dpi, landscape) More than 100 ipm (A4, 200 dpi, landscape)
Hopper capacity	500 sheets (A4, 55 kg/ream, 50 mm height)	
Density control	8 levels (selectable)	
Interface	RS232C (control signal) + local (video signal)	
Video output	Binary: dithered, or error diffusion video (selectable)	
Options	Image Processing Circuit II (IPC II): -Automatic separations between photographs and -Zooming -Dynamic threshold -Dither pattern Download -Outline extraction -Image emphasis -Reverse image -Mirror image -Clipping Endorser (EDU) 20 Characters, A/N, sub-scan direction (TBD) 4 MB memory (MEB) Use for more than 240 dpi at duplex	
Power requirements	100 to 120 VAC, 200 to 240 VAC, 50/60Hz, 250 VA or less	
Operating environment	5 C to 35 C (41 F to 95 F), 20% to 80% RH (noncondensing)	
Mean time between failures (MTBF)	10,000 hours	
Dimensions (HxWxD)	410 mm x 590 mm x 660 mm (16.1 in. x 23.2 in. x 26.0 in.)	
Weight	Less than 55 kg (121 lbs.)	

For further information about the Fujitsu M3099A Duplex Image Scanner or any of the other models available from Fujitsu please contact: Dirk Konetzny, Product Marketing Manager on (02) 887 9765 or send your request via fax (02) 878 4782.

# Industry News - Former Credit Union Chief to Join Board of Security Storage Pty Ltd

One of Australia's largest document and security storage groups, Security Storage Pty Ltd, has announced the appointment of former national credit union chief, Mr Reg Elliott, to the Board of the company.

Mr Elliott recently retired as Group Managing Director of the Credit Union Services Corporation of Australia Limited (CUSCAL), the peak National Credit Union body, after fifteen years with the credit union movement. Prior to this Mr Elliott was a Senior Executive with the ANZ Bank.

Mr Elliott played the key role in unifying a restructured Australian credit union movement and oversaw the growth of assets managed by CUSCAL to more than \$3billion. He is also the Chairman of the City West Development Corporation, the body responsible for the urban redevelopment of the Ultimo/Pyrmont precinct and is a member of the Board of CIC Insurance and First State Resources Group, the largest independent Electronic Funds Transfer organisation.

The Chairman of Security Storage, Mr Reg Richardson said, "Reg

Elliott brings a wealth of financial and management experience to the company and will help guide Security Storage through its next major growth phase. In particular, Mr Elliott's experience in the field of risk management and disaster recovery planning will be of great value to Security Storage and our clients.

For further information please call:

Reg Richardson, Security Storage,  
Tel: (02) 516 4522 or

Peter White, Peter C White & Associates, Tel: (02) 247 7757

**Y**our active files are a potential source of savings and efficiencies.

Security Storage, Australia's leader in records management services, can ensure your organisation enjoys the same benefits we are currently providing to many of Australia's largest business houses, including major banks and insurance companies. Our state-of-the-art active records service includes

EDI retrieval ordering systems, customised client record management and tracking systems incorporating barcode identification of individual records.

The benefits of outsourcing with Security Storage include:

- Reduction in costly floor space
- Total information control through barcode



## Active File Savings

identification and tracking, including individual record history.

- Computerised management incorporating cost centre billing and comprehensive management reporting.
- Instant access,

high levels of security and total confidentiality of records.

- Major cost savings in total operating costs of entire filing system - including reduction of staff, computer equipment, warehousing

facilities and administration.

For an obligation free assessment of active file savings call Patrick Walsh on (02) 516 4522.



**SECURITY STORAGE**

# PRODUCT INFORMATION GUIDE

# YES

I would like to know more about the following products which appeared in INFORMAA Quarterly - Volume Ten Number Two

- |                                  |                            |                                  |                         |
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# MEMBERSHIP HAS ITS BENEFITS

- Professional development through Branch meetings, State Seminars & National Conventions
- Branch newsletters & Informaa Quarterly
- Reduced fees for conferences & seminars
- Networking opportunities with people who speak “your language”
- Opportunity for professional recognition as Associate (ARMA), Member (MRMA) & Fellow (FRMA)

**...RMAA**



## Is your records management system looking tired?

When it comes to client service, traditional records management systems don't come up to scratch.

You need an intelligent management tool that allows you to effectively manage workflow activities, streamline routine administration tasks, and prepare timely reports to highlight changes in your business profile.

The **CMS Case Management System** registers and updates client details, case history, task allocation, and processing milestones for timely resolution of complaints, inquiries and applications.

CMS is designed for any organisation that seeks to maximise productivity and improve client service levels - including banking, finance, travel, retail, public utility and government organisations.

**Key CMS features include:**

- support for integration with other computerised systems (word processing, spreadsheets, imaging)
- graphical reports
- flexible search/query facilities
- user-friendly graphical user interface

Phone ITI's Ross Goodfellow (06 243 4835) or Ian Marshall (07 368 4444) today to find out how you can improve your business with CMS.

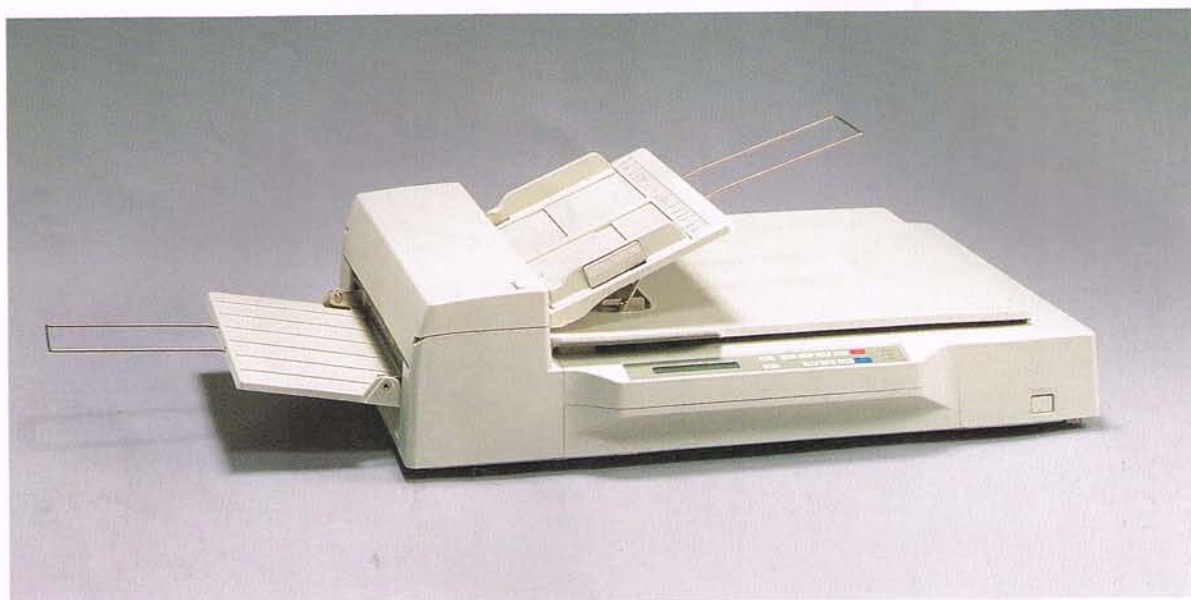
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## The Fastest Way to Convert Paperwork to Computer Data

**Managing documents** on a computer has many **benefits** compared to a filing cabinet:

- ☐ Quickly find documents when you need them. Especially convenient for those odd documents you never know where to file.
- ☐ No more documents misfiled or lost.
- ☐ Documents are accessible at all times and from anywhere (you can keep thousands of pages on a notebook or access them via modem).
- ☐ View and keep track of orders and invoices received, suppliers price lists, brochures, press articles, engineering drawings, etc...
- ☐ 10,000 scanned pages will fit on a single CD ROM. That's an entire filing cabinet !

**Fujitsu scanners** are renowned for their exceptional reliability and capacity to handle large volumes of documents. Fujitsu scanners are available in both A3 and A4 formats and have a built-in high speed Automatic Document Feeder (up to 47 ppm). A standard SCSI interface ensures Fujitsu scanners can be used on Macintosh and PC.

**The complete range of Fujitsu scanners is available from PROSCAN Australia.** We also offer a comprehensive choice of Document Management, OCR (text recognition) and OMR (mark reading) software to help you scan, store and retrieve documents quickly and efficiently.



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