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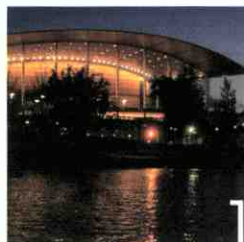
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RMAA NOTICE
Annual General Meeting

Calling all Editors
Apply for editors position...



Notice of

MAA Annual General Meeting

Notice is hereby given that the 27th Annual General Meeting of the Records Management Association of Australia will be held on Tuesday 17th September 2002. It is to commence at 12:30pm and will be held at the Adelaide Convention Centre, North Terrace, Adelaide.

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. The closing date for acceptance of any motion of business not relating to the ordinary annual business of the Association will be 5.00pm on 27 August 2002.

BUSINESS PROCEEDINGS OF THE ANNUAL GENERAL MEETING:

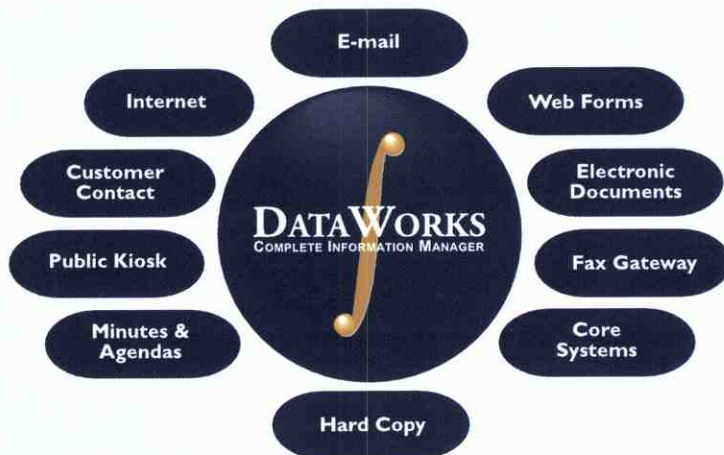
- 1) To receive and consider the duly audited statement of the accounts;
- 2) To receive a report from the President on the activities of the Company in the preceding year;
- 3) To receive the report of the auditors;
- 4) To endorse the appointment of the auditors for the ensuing year;
- 5) To transact such other business as shall have been included in the notice convening the meeting;
- 6) To declare the Federal Board members for the ensuing year in accordance with the nominations of persons put forward by each Branch Council; and
- 7) For the members (in accordance with Article 5.1) to elect from the declared members of the Federal Board, the Office Bearers of the Federal Executive

Kate Walker ARMA
Executive Secretary

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President's message



As another year passes us by so quickly, I thought I would give you an update on a number of projects that I have been working on and thus ensuring members are being kept up-to-date.

Review of Governance

The Association Management Institute was contracted to undertake an independent management review of the operations of the RMAA, including corporate governance. This was completed in May and was sent out to the Federal Board and State Branches for comments. The report made a number of recommendations, which included:

- A review of the Articles of Association and By-laws to assist in corporate governance;
- That the size of the board be reduced to 1 representative from each Branch;
- That the membership structure be reviewed to bring the RMAA in-line with other professional associations;
- That an Executive Officer be appointed;
- That the Association create a new position of Immediate Past President;
- That the location of the national office be removed; and
- That we further develop ties with New Zealand and Asian countries.

Not necessarily all recommendations will be adopted, but after comments have been received from the Branches, all professional members will have the opportunity to vote on the proposed changes.

Membership Database

The Federal Executive was asked to review the current membership database and look at external membership packages, which will provide a complete solution for both members and the RMAA. In the past, home made databases have been developed to keep costs down, but have been unable to provide for our needs. The Board has approved the purchase of a new off-the-shelf membership package that will allow members to update details

online, register for events online, pay renewals or invoices online a host of other functions. Once this is in place we can then turn the 'Members only' site.

This year members will be issued with plastic membership cards when they have paid their membership fees. All members will be required to show this card or quote their membership number to be eligible for member discounts at events and seminars. Members will also need the card to log onto the 'Members Only' area of the web.

New Zealand

Discussions have been going on for a number of years to form an alliance with New Zealand. The ARMA Wellington Chapter invited Kate Walker and myself over to attend a number of meetings with ARMA Chapter members and the Executive in June to discuss the viability of setting up a Branch of the RMAA in New Zealand. The meetings were positive and many advantages were seen in forming an alliance with RMAA. Last year 22 people attended the national convention from New Zealand. It is hopeful that an announcement will be made at the convention in South Australia.

SC/11 International Records Management Committee

The RMAA have been financial supporters of the International Standards Committee work for many years now. This work has been very important and now Australia is seen as the leaders in records management. A product of this Committee was the new standard AS ISO 15489, a great accomplishment. The work is continuing with the International Committee looking at metadata standards, access standards and technical reports on relationships between records management and document management, knowledge management and information management.

At a recent SC/11 meeting at The Hague in the Netherlands, I was appointed Chair of the Relationship Working Group Committee and Barbara Reed was appointed Chair of the Access Working Group Committee.

Archives & Records Management Week (ARM week)

ARM week was promoted to be held in the last week of May; previously it had been held in October and mainly in Victoria. This year each state was encouraged to undertake some activities during that week. For various reasons, a couple of states held theirs the week before. Next year there will be no variation to the date and it will be promoted more widely with the use of posters etc.

In all reports the week was very successful with all states getting behind the idea. Thank you to all of you that participated and assisted in the organisation of events.

I would also like to encourage individuals to promote ARM week at their own organisation by putting on open days to show the organisation that records is more than just filing. So if you cannot get involved in state events, do something in your region or in your office.

If you are looking for themes that can be used for ARM week. If you have any suggestions for a catchy theme and or poster design please let me know before the convention in September.

Membership Status Upgrade Guidelines

Guidelines for upgrading to Associate, Member and Fellow have been revised and updated and are now available on the RMAA website. I would encourage all members to not only look at these guidelines, but to apply for an upgrade. This is part of being a professional association. The benefits include:

- Being eligible for more positions in records management and related industries that require professional status and qualifications;
- Having an edge over other competitors for senior and management positions;
- Improving your chances for advancement within the organisation in which you are presently employed - helps to justify that regrading!;
- Being judged by your peers as having the skills and experience required for records management;
- Opportunity to use postnominals; and
- Opportunity to vote.

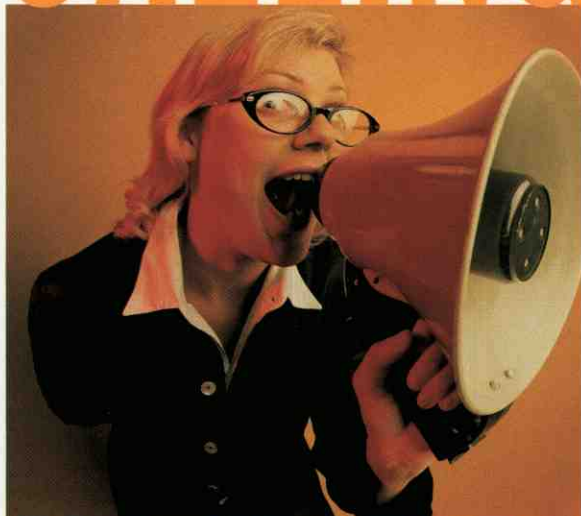
Convention in Adelaide

Don't forget to register for the 19th National Convention of the Records Management Association of Australia that will be held in Adelaide, South Australia from 15 - 18 September 2002.

I look forward to catching up with members at this event.

Chris Fripp
Federal President

CALLING



ALL EDITORS

The current Editors of *INFORMAA Quarterly* are retiring to allow new blood and new ideas to be introduced to our Professional Magazine. If you are interested in contributing to the records management profession and literature, networking with other professionals and improving your skills, this role may be just what you are looking for!

The term is for two (2) years (8 issues of *INFORMAA Quarterly*) and starts with the November 2002 issue. The main aspects of the role involve:

- Sourcing papers and authors
- Liaising with authors and regular contributors regarding deadlines and content
- Writing a short editorial to introduce each issue
- Liaising with the publishers

An Editorial Committee assists the Editor in the search for articles. The publishers deal directly with those interested in supplying advertising.

No formal qualifications are required, just someone who is interested in this field and can work to deadlines.

If you are interested in the role of Editor, please contact Chris Fripp, President of the RMAA, on **02 9710 0627** to express your interest.

If you wish to discuss the duties of the Editor in more depth, please contact

Geoff Smith at geoffsm@naa.gov.au or phone: [02] 9645 0102 or **Janet Knight** at janetk@records.nsw.gov.au or phone: [02] 8276 5634.

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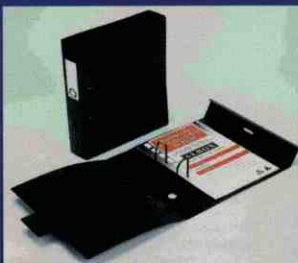
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Editorial



This is our last issue as co-editors of Informaa Quarterly. We would like to extend our thanks to all those authors who kindly submitted material over the past two years and to the publishers who worked closely with us to meet tight deadlines. We would particularly like to express our gratitude to the inexhaustible Mike Steemson who helped us on many occasions by providing entertaining articles when copy was scarce.

We are happy that our last issue is such an interesting and diverse one. One of the Australian articles is by Glen Sanders, a regular contributor to the listserv, who examines managing the corporate memory using tools such as workflow that can meet user needs. The other Australian article, by Steve Stuckey, is an explanation of the National Archives of Australia's new policy regarding assuming the custody of electronic records.

The international articles offer fascinating insights into international developments, particularly concerning records that support justice and human rights. Tom Adami explores whether there is such a definable thing as international criminal justice recordkeeping and examines some unique aspects of recordkeeping practice in an international organisation that deals with genocide and crimes against humanity. Verne Harris' article looks at the Freedom of Information programme of the South African History Archive (SAHA), an independent archive dedicated to documenting and supporting the drive for justice in South Africa.

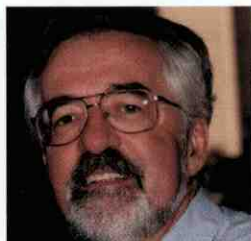
This issue also contains the usual news on developments in the industry, and reports on the activities of Branch councils and coordinators.

We hope you have enjoyed the articles we have presented over the last two years. Good luck to the new editor/s.

Janet Knight ARMA and Geoff Smith ARMA
National Editors

Changing the Role of RM:

Corporate Memory, Documents and Workflow



Glenn Sanders

BA, Dip Lib, GDDM,
ARMA

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

Abstract

Managing the corporate memory is an increasingly important aspect of recordkeeping, yet the software tools we have available are inadequate to meet user needs, because users think in terms of processes, not documents. Our toolkit is out of step with that of our users, and lacks the ability to handle intangible processes not involving documents.

However, suitable tools do exist, in workflow systems and their process management components. Using these requires enhanced skill sets, particularly in business analysis. It will mean much more to our users, and could change their perception of the nature of document and records management. And we will be setting up systems that manage all parts of the corporate memory, not just that part which resides in documents.

There are many definitions of corporate memory. Gorman states that 'Data objects are the corporate memory of an enterprise. All the rest is anecdotes.'¹ A somewhat behaviourist definition comes from a technical, systems analysis framework, where policy defines processes which generate data, which is stored in a database. If an object cannot be defined, it does not exist. This is logical and rigorous, but a touch narrow to be useful for more general purposes.

Kuhn and Abecker take a broader, theoretical mechanistic view:

'A Corporate or Organisational Memory can be characterised as a comprehensive computer system which captures a company's accumulated know-how and other knowledge assets and makes them available to enhance the efficiency and effectiveness of knowledge-intensive work processes.'²

This moves away from the confines of structured databases, but corporate memories exist with or without computers. If they only existed in computer systems, why would we bother trying to implement KM (knowledge management)?

A more useable approach is that of van Heijst et al, who define corporate memory as 'an explicit, disembodied, persistent representation of the knowledge and information in an organisation.'³ Now we have something explicit, without necessarily requiring computers. Because it is disembodied, it caters better for tasks

ledge. It is persistent; implying that disembodied knowledge should be held across time in a useful form. It is both knowledge and information, a subtle and often neglected distinction⁴ which, if ignored, allows IT departments and software developers to define the knowledge agenda without actually addressing the knowledge component.

The latter definition then best suits our needs, however there is an additional constraint imposed by the words 'explicit' and 'persistent'. That is, there must be some way of 'externalising' knowledge, of transferring it to a more explicit state⁵, so it can become content for our corporate memory system.

It is where documents, broadly defined⁶, have so far dominated as content carriers, regardless of the technology used to create a corporate memory system. We already have a variety of tools to manage documents, ranging from basic word management systems with some electronic document management (EDM) functionality, through to full EDM systems.

There are also other possible tools, including data warehouses, groupware, web content management systems and portals.

Data warehousing has been touted as an advance of KM in practice, and can act as an information repository and hence as part of a corporate memory. Data warehouses can store and manage metadata about documents.⁷ However, most activity has focused on transaction-oriented, structured databases, which store only a small part of corporate information.

Groupware products such as Lotus Notes and Microsoft Exchange again deal mainly with electronic documents, but can facilitate externalisation, through facilities such as team-rooms, conferences, forums and other forms of transient or permanent electronic communities, and through their increasing ability to handle artifacts⁸ rather than documents in the strict sense: e-mail, discussion groups, instant messaging, audio and video conferences and the like.

Some groupware is proactive: Lotus' Discovery Server, for example, will monitor your use over time, and suggest other documents that you may wish to inspect, and other people you may benefit from contacting.⁹ While automatic user profiling is not a new idea, and past behaviour is not always relevant to immediate interests, this incarnation is an attempt to go past documents by incorporating behaviour patterns into the corporate memory system.

There has been much publicity about intranets, extranets, website content management systems and portals as expressions of KM. However, such facilities are in our context merely the presentation layer or user interface to a collection of documents.¹⁰ By and large, the data available through these interfaces is held in traditional documents managed through traditional, document-based functions.¹¹

Most EDM system vendors now present themselves as portal vendors with strong document management capabilities, and are moving into content management, while content management companies have moved, albeit more slowly, to strengthen their document management capabilities.

There is much commercial and academic research and systems development, usually in narrow subject fields or functional areas.¹² Some of these use customised implementations of mainstream software like Lotus Notes.¹³ Others use specialised tools like mind mapping software and issue management methodologies.¹⁴ All of this is interesting, much of it is useful and useable now, and most of it has great potential. But it is still essentially document-based.

So to the extent that a document database or repository can ever truly represent the real corporate memory, document management software, or software with strong document management functionality, increasingly plays a leading role.

However, this is not enough. The trouble is, document and records management professionals think in terms of *documents*,

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but it is my experience that end users think in terms of *processes*. As all our software tools have evolved from disciplines, which manage data, documents or records, we lack tools, which match the user paradigm. No wonder we don't talk the same language.

So what is a process? It is 'a logical ordering of people, procedures and technology into work activities designed to transform information, materials and energy into a specified result' or 'a sequence of steps performed for a given purpose; for example, the software development process.'¹⁵

No mention of 'documents': nor does there have to be. It is quite common for a process not to revolve around anything but itself, to have no tangible existence. It is an interesting challenge to use an EDM or RM system, or indeed a data warehouse or groupware system, to manage such a concept, a virtual thing. Of course, you can set up dummy records or containers, but it's a fiddle, and fiddles have a way of coming back to bite you, usually when you try to transfer them to another system several years later. The fundamental paradigm is wrong.

However, one area where suitable tools do exist is workflow, especially its process management tools. Workflow systems manage processes. They do not require anything to be tangible; they manage a virtual object, which is the process itself.

Workflow is certainly not perfect, nor is it the only possible technology, but is well understood and mature. There are many different types. Available products, range from top-end, high transaction rate oriented systems, usually with little or no explicit document management functionality, through document-oriented groupware products, down to the simple routing and diary functions seen in most traditional records management systems. Whether you call these 'workflow' depends on your needs and understanding, regardless of how software vendors categorise their

offerings (i.e. *caveat emptor*).

Workflow has the potential to move corporate memory systems away from the existing predominantly document centric approach, because it focuses more on processes. Its addition to our toolkit can enhance our ability to address individual and group behaviour and relationships, especially for ad hoc, project-oriented work where tacit knowledge is so important.

So the tools do exist, in workflow systems, and possibly in some workflow-enabled EDM systems (if they can handle processes with no documents). The task facing us is now to target the processes rather than the data and documents.¹⁶ It means we have to become very much better at business analysis and skilled at using process analysis tools.¹⁷

However, it will mean much more to our users, and it has the capacity to change their perception of the nature of document management. We will be seen as helping them do their work, with good recordkeeping as a seamless by-product, rather than focusing only on document-specific parts of their operations, at best helping, and at worst adding overheads. And we will be setting up systems that more comprehensively manage the corporate memory, not just that part which resides in documents.

Footnotes

1 Gorman, Michael M. "Data is executed policy" The Data Administration Newsletter downloaded from www.tdan.com/I015hy03.htm 5 Feb 2001.

2 Kuhn, Otto, and Abecker, Andreas "Corporate memories for knowledge management in industrial practice: prospects and challenges" Journal of Universal Computer Science 3(8) p929-

3 Rosner, Dietmar, et al "From natural language documents to shareable product knowledge: a knowledge engineering approach" Journal of Universal Computer Science 3(8) p955-

4 Many confuse the two: in Business @ the speed of thought (Penguin, 1999) it is clear from the text and from the structure and content of the index that Bill Gates regards knowledge and information as synonyms.

5 Nonaka, I and Takeuchi, H The knowledge company, NY, OUP, 1995

6 I prefer the term 'document' to 'record'. Out helping our users manage all documents, not subset, which become records.

7 Tkach, Daniel (Ed) Text Mining Technology: Information Into Knowledge. IBM Software Solutions February 17, 1998

8 Conklin, EJ Capturing organisational memory. Decision Support Systems Inc, 1996

9 'KM from the ground up - Lotus ships Discovery' KM World, 25 April 2001. Downloaded from www.kmworld.com/news/index.cfm 29 April 2001

10 Seiner, Robert S "Knowledge management: it's not at the portal" The Data Administration Newsletter downloaded from www.tdan.com/I014fe04.htm 15 Dec 2000.

11 Dodge, John "Will the real knowledge management please stand up?" eWeek, 1 February 1999; downloaded from www.zdnet.com/eweek/stories/general 13 December 2000

12 Eg Prinz, W and Syri, A "Two complementary tools (sic) cooperation in a ministerial environment" Journal of Universal Computer Science 3(8) p843-

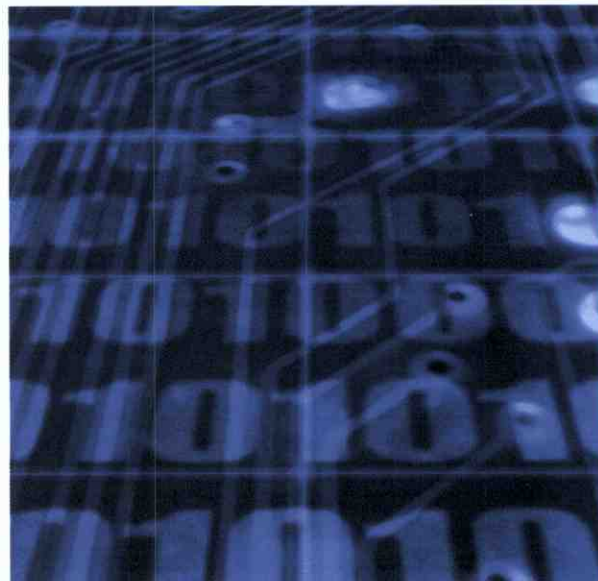
13 Eg Steier, D, Huffman, S and Hamscher, W "Information for knowledge navigation and retrieval: what's in there; downloaded from www.pwcglobal.com March 2001

14 Eg Shum, Simon "Negotiating the construction of reconstruction of organisational memories" Journal of Universal Computer Science 3(8) p909-; Moade "In search of knowledge: new tools aim to unstructured data into a corporate resource" PC Online, 7 Dec 1998.

15 Both definitions quoted in Process definition guidebook, Gaithersburg, MD: Lockheed Martin 1997; downloaded from <http://source.asset.com/stars/loral/process/guide/mal> 12 December 2001

16 Yee, A. Demystifying Business Process Integration; downloaded from <http://eal.ebizq.net/workflow/yee.htm> 9 Aug 2001

17 Eg Data Flow Diagrams, IDEF0 charts and others: see Hommes, BJ. Business process modelling tools (by technique); downloaded from <http://is.twi.tudelft.nl/~hommes/toolsub.htm> 13 Aug 2001



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National Archives “Crucial”

E-Records Custody Project is Looking Good



Steve Stuckey
BA (Hons)(Syd)

Steve Stuckey is the Assistant Director-General, Collection Management at the National Archives of Australia. He has 28 years' experience in the National Archives, the last 13 in Canberra and prior to that in Sydney. He has broad experience in all areas of professional records management and archives work.

Abstract

National Archives of Australia's Assistant Director-General, Steve Stuckey, describes the official position in changes in the NAA's custodial policy since 2000 from the previous distributed custody processes. He pays particular attention to the Archives' issues with taking electronic records into its custody, describing this as one of the NAA's 'most crucial R&D projects'.

In the Australian Federal Government context, there has always been a policy of distributed custody of the national archive. The genesis of the Archives itself arose in this context, where the Archives was to take custody of the records of the Federal administration, except for those records of the Armed Forces as they related to wars, which were to go to the Australian War Memorial.

The genesis of this decision was the submission from the Official Historian of World War I, C. E. W. Bean, that writing his history had been made more difficult by an absence of, or bad arrangement of, official records relating to both the administration of the country during the war and the records of the Armed Forces themselves.

The pre-legislative history of the NAA, that is before 1984, saw this arrangement continue. The War Memorial retained certain records and others were retained by certain government agencies including the central bank, the Reserve Bank of Australia. Decisions about what might happen to these records, their disposal and restriction from public access, for example, were managed consistently and in line with policies and guidelines issued by the NAA. The Archives Act 1983 enshrines this distributed custody model in Sections 29 and 64.

So, in the 1980s and 1990s when the NAA decided not to take into custody those records created and held in electronic systems, we were operating in an environment that was outside neither our experience nor the policy of the Federal Government. At the time, our view was based on wide experience with managing over 1,000,000 tapes of observational data and seeing what was happening in other jurisdictions, especially in North America. It led us to the conclusion that we would not be able to manage ongoing accessibility of electronic records unless we were able to maintain both the hardware and software that these records had been created on... and keep alive certain vital programmers and technicians!

We were even then sufficiently concerned at losing both context and immutability that we were reluctant to convert structured data into a common, low denominator format such as ASCII, for example. We were also not as concerned because the vast

ity of data was still observational and evidentiary, although I am sure that are people who will jump on me for g this! In North American parlance, st all electronic material was 'non-d' material.

NAA instituted a campaign with government agencies along with the an: "Need It? Print it; file it!" We could his because the paper file was still the inant and endemic recordkeeping m in almost all government agencies.

he "Playing for Keeps" conference inberra in November 1994, I announced, behalf of NAA, that for the time being ere going to continue our policy of not epting into custody records created maintained in electronic systems. We ected agencies to maintain these rds and manage them in accordance legislative requirements in an ible form as long as they needed m for their administrative purposes. e importantly, we expected the encies to maintain them through ration for as long as there was a etal, evidentiary, or research need.

explained that we had reached this sion because of our then inability equately to maintain the evidentiary ure of records by transferring them to a ndard format, and our inability - through k of funds to pay licence fees, if nothing e - to maintain operating systems in hich such records were created.

aid then, and have repeated since, that s was an interim decision and that NAA ould be working to establish policies, ndards and guidelines to enable us to ke custody of such material. The major quirement, however, was that NAA had to ait until open and standardised software as mature and robust enough to allow us take electronic records into custody and aintain them cost-effectively without em losing their evidentiary nature.

So, we maintained this policy - without, I must add, a great deal of auditing of agency behaviour, for which we have been criticised. However, from 1998 to 2000, the NAA put itself through a strenuous period of training for a full year (the Monash experience for those who can remember it) and, in 1999, a year of product development that led to the e-Permanence suite of products. This is what was launched in March 2000. It included a total review of our custody policy. The material we made available then included this passage: "During the next twelve months we will review our approach to electronic records and begin a development project to assess accepting of archival electronic records into our custody."

This is what we have been doing since, and we have a well-developed research and development project looking at a process of 'normalisation' whereby we are taking into custody certain trial transfers of electronic records, keeping the original structure, so that people who have the technological capacity in the future can use original software to access and manipulate copies of the original data. We are also converting the individual records into XML objects to enable surrogates to be viewed. Progress so far is looking good, but I don't want to anticipate broader and more developed announcements that NAA will be making over the next year!

Additional information about our custody policy is at

<http://www.naa.gov.au/recordkeeping/custody/summary.html>.

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The Development of International Criminal Justice Records Management and Archival Practice



Tom A. Adami,
BA MA

The Views expressed in this paper are those of the author and do not necessarily reflect the official views of the ICTR or the UN.

Tom A. Adami is Chief Archivist of the International Criminal Tribunal for Rwanda, a United Nations organisation established in Arusha Tanzania in 1995 by UN Security Council Resolution 955 (1994). The Tribunal is responsible for prosecuting those persons deemed responsible for the 1994 genocide in Rwanda in which over 500,000 people were killed in a period of 100 days. He has been the Head of the Judicial Records and Archives Unit since August 1999. The major outcome of his tenure has been to implement the TRIM electronic records management system for all legal staff in Arusha. Plans are also well advanced for ICTR staff access to TRIM in Kigali, Rwanda, and The Hague, Netherlands. Prior to taking up this current appointment he worked at the National Archives of Australia in Canberra for 2 years as a research officer.



Abstract

When one speaks of an international criminal justice recordkeeping theory or practices one is hard pressed to find many examples. One has to turn to the current ad-hoc international criminal tribunals in The Hague and Arusha. Before 1993 one has to go back to the late 19th century and the Nuremberg and Tokyo War Crime Trials. Is there such a definable thing as international criminal justice recordkeeping? This article poses the question and tries to further develop several of the unique aspects of the practice of recordkeeping in an international organisation that deals with genocide and crimes against humanity.

As it is with economies, culture and environment, so it is with justice. Justice is no longer exclusively local. It is going global. The globalisation of justice has been spurred by evolutionary shifts in the concept of sovereignty in the past decades. These shifts have been marked by the rise of the individual in international intercourse. And in no sphere of international affairs has the rise of individual legal personality been more profound than in the area of human rights law and protection. (Mr. Adama Dieng)¹

Following on from the above statement of the Registrar of the International Criminal Tribunal for Rwanda (ICTR), globalisation is a multi-faceted phenomenon. Ipso facto one can deduce that an international criminal justice recordkeeping tradition is emerging. Why is this? Could it be that people like

if want to make it so, or that every operator wants 5 minutes of fame? It is admitted that there is more to this than the simple inexorable development of yet another specialisation within the information management profession. One must consider that the international community will no longer stand by to watch so-called internal conflicts result in the deaths of numerous citizens of nations in turmoil.

Recent examples abound with international intervention since the horrendous events of 1994 in Rwanda. The United Nations admits it was at fault to a certain degree when it withdrew from the Great Lakes nation in 1994 in an era when international interventionist policy was being pared back after the televised drama of Somalia.² The recently Sierra Leone and East Timor are examples of what the international community under the auspices of the United Nations can do. In East Timor the Prosecutor-General of UNTAET has already issued several indictments³ and preparations are well advanced for the establishment of the Special Court for Sierra Leone.⁴ For this reason, the establishment of permanent avenues of redress for the victims and the application of justice to the perpetrators, a related field of recordkeeping has had to evolve to meet the largely undefined recordkeeping requirements of these institutions.

Other fundamental issues surrounding recordkeeping in this environment, is the issue of revisionism and the concept of minimisation of the evidence. Totten and Parsons put it most succinctly in their introduction to *Century of Genocide* when they say 'as every attorney knows, it is often easier to create doubt and win than it is to prove what actually took place.'⁵ The concept of burden of proof and evidential value of the 'record' are fundamentally the raison d'être of any recordkeeping program in this legal field. It can be difficult to bring together people who speak different languages, have different levels of education and come from different legal backgrounds. Ask a fundamental question

such as 'What is evidence?' and you would be presented with several differing and conflicting opinions. On this point of melding into a homogenous entity people from all over the world, the Prosecutor of the ad-hoc Tribunals Mme Carla del Ponte remarked 'holding together an international team of lawyers is itself no easy feat. Their methods of working and their approach to evidence are so different that forging a mutually accepted legal process is highly challenging. Lawyering can be a frustrating business in the bureaucratic milieu of the UN, whose rules must be respected by the tribunals.'⁶

If one takes time for a moment to look back at where the current basis for international criminal justice recordkeeping has come from then one sees a relatively short history of events going back just to 1945. The following examples are merely indicative of what has gone before and other developments in the field apart from the two ad-hoc Tribunals of ICTR and ICTY.

The Process and Concept of International Criminal Justice

The United Nations Convention on the Prevention and Punishment of the Crime of Genocide adopted in December 1948 states in Article 1: that The Contracting Parties confirm that genocide, whether committed in time of peace or in time of war, is a crime under international law which they undertake to prevent and to punish.⁷ It is upon this basis that the current international courts are based. The recently established permanent International Criminal Court (ICC) will also have as one of its founding principles this UN Convention. In the words of Boutros-Boutros Ghali when he spoke of the events in Rwanda in 1994 "we are all to be held accountable for this failure, all of us, the great powers, African countries, the NGOs, the international community. It is genocide.... I have failed.... It is a scandal."⁸ Sentiments such as these galvanized the opinion of the international community at the time to do something to prevent this from happening again. So it is that crimes such as extermination,

attempted or otherwise, crimes against humanity which includes the crime of rape, acts of mass atrocities, complicity to commit genocide and also incitement to commit genocide are all punishable in the context of international criminal justice. The records of any organisation dealing with such crimes will be directly related to a specific judicial process. This judicial process, which is still forming, is a complex and can be an extremely long one. The records of these proceedings are usually compound records in various formats and on different media. Dispersion of records can easily occur due to the many distinct phases in the process of their creation. The initial trial phase records can already be deposited in archives when a review is called for and another phase in the judicial process is begun.

These linkages and relationships need to be established and maintained over time. This is what is unique about the records of international courts dealing with genocide and other crimes against humanity.

Armenian Genocide Records 'The Forgotten Genocide'

The points raised about dispersion and the potential fragility of these unique records is highlighted by the records of the Armenian Genocide of 1915 in the Ottoman territories of present-day Turkey and Georgia. One such document states 'it appears that a campaign of race extermination is in progress under a pretext of reprisal against rebellion.'⁹ There is little doubt that a violent and horrendous sequence of events occurred in 1915 that caused the deaths of a large proportion of the Armenian population. However, the point here is that many documents upon which the genocide is documented are from the collection of US and British archival resources.

The documentary evidence of the genocide is very tenuous. The chronology of events is based upon a 'manuscript in the Haigazn K. Kazarian Collection of the Armenian National Institute. While the text

of the chronology has been extensively edited and updated, this publication remains true to the sequence of events and information as reconstructed by Kazarian.¹⁰ In this same context there is evidence of Hellenes (ethnic Greek citizens of the Ottoman and subsequent Turkish territories) and Assyrians also suffering what is usually described as genocide. The documentary evidence available today is contradictory. To this very day a fierce battle of words rages between all parties involved.

Can human beings (it may be asked) have perpetrated such crimes on innocent women and children? But a recollection of previous massacres will show that such crimes are part of the long settled *and often repeated policy*...¹¹

The post-WWI Peace Treaty of Sevres required the Ottoman government to hand over to the Allied Powers people accused of what was termed "massacres." 144 Ottoman officials were arrested and deported for trial by the British to the island of Malta. While the deportees were interned on Malta, the British appointed an Armenian scholar, Mr. Haig Khazarian, to conduct a thorough examination of documentary evidence in the Ottoman, British, and U.S. Archives to substantiate the charges. Access to Ottoman records was unfettered as the British and French occupied and controlled Istanbul at the time.

Khazarian's corps of investigators revealed an utter lack of evidence demonstrating that Ottoman officials either sanctioned or encouraged killings of Armenians. At the conclusion of the investigation, the British Procurator General determined that it was "improbable that the charges would be capable of proof in a court of law," exonerated and released all 144 detainees - after two years and four months of detention without trial. No compensation was ever paid to the detainees.¹²

The Turkish response to Armenian genocide claims follows a similar fervent and expected tone 'Armenian Americans make

frequent reference to the archives of many nations while carefully avoiding calls for the examination of those archives. They know that no evidence of genocide has been found to date, as was the case in the Malta Tribunal. They also know that the national archives of several nations, including the U.S., speak primarily of the deaths of Armenians because the recorders were only interested in the Armenians, while intentionally omitting reports of Muslim deaths. Take, for example, the 1915 Armenian revolt in Van where at least 60,000 Muslims perished. Though the evidence for this is overwhelming, the official archives of several countries mention only Christian deaths. Still, Armenian Americans carefully avoid calls for the collection and examination of all records regarding the events in question. Such would include Ottoman records describing the activities of Armenian rebels and the Russian invaders whom they supported, as well as the archives of Germany, Russia, France, Britain, Iran, Syria and the United States. Most importantly, the unedited records of the Armenian Republic in Yerevan, Armenian Revolutionary Federation in Boston, and ASALA in Yerevan, ought to be examined but remain closed.'

However, it is agreed by both sides that the documentary evidence exists. It just needs to be examined not in a selective manner but as a complete body of evidence. Interpretation of the evidence appears to be a major problem. It also appears that for nationalistic or xenophobic reasons things may not be resolved for a long time. For exactly this reason and to prevent future such misinterpretation of the documentary evidence, international criminal tribunals need to ensure that all related records be somehow connected. Complex compound documents will be the norm. The entire case file of each accused will be difficult to maintain as it potentially can be active for 4 to 5 decades from indictment, to arrest, to sentencing and finally to detention with possible release as the last stage.

Nuremberg and Tokyo 1945-48

It is understood that the events of 1945 in both the European and the Pacific theatres of war were at times beyond brutality on a massive scale and the concept of a 'total war' was new to humanity. Civilians were legitimate targets. The all out destruction of the other side was the only goal and the end game was won indeed to both sides. Entire cities were destroyed, the deaths of tens of thousands of non-combatants on any given day were not uncommon and also more tragic than not a concern for the side causing the destruction. As with any conflict atrocities were committed on both sides. The winning side was, however, able to dispense its justice for whatever reason on accepting the surrender of the losing antagonists.'

The Nuremberg and Tokyo War Trials were momentous in that they were the first attempt at an international type of criminal court. They were extremely specific and both had one aim and that was to prosecute those responsible for the acts of aggression that led to the Second World War. In addition the Courts considered crimes that were perpetrated during the conflict such as the persecution of the Jewish populations of Europe or the massacre of occupied populations and prisoners of war in the Pacific theatre. Once that objective had been achieved they were disbanded. In a sense they are similar to the two current ad-hoc criminal tribunals but the main difference is that the ICTR and the ICTY are both closely aligned with the developments surrounding the establishment of a permanent International Criminal Court (ICC). The surviving archival record of the proceedings from Tokyo and Nuremberg has become a valuable research tool for many of the current practicing lawyers at both the ICTR and ICTY. This indicates that from the late 1940's to 1993/1995¹⁴ there were no other instances of criminal justice on an international scale.¹⁵

edents are of a vital nature to legal proceedings and this is the case now at ICTR where judgements and decisions are made on a regular basis to the events and legal rulings and decisions of Nuremberg and Tokyo.¹⁶

It is hoped that the documentary legacy of the ICTR will be more than that of the two ad-hoc tribunals of the 1940's. It is hoped that all audio-visual material will be preserved with all the hard copy records and that there are clear and permanent relationships to all parts of the file. Researchers and future lawyers at the ICC should be able to access from one central point, either at source or remotely, all of the records within each file as the file progresses from one stage to the last.

International Judicial Organisations

The United Nations does have a long history of establishing judicial organs and bodies and it is now tasked with administering various

aspects of international relations. However, it was not until 1993 that the first criminal justice organisation was established. UN organisations such as the International Court of Justice, International Commission of Jurists, and the International Tribunal for the Law of the Sea, have established a body of legal institutions that deal with international scenarios. There is very little that has been externalised from these institutions in terms of recordkeeping practices. Criminal justice, prosecution and defense are entirely novel concepts at an international level.

Special Court for Sierra Leone, Cambodian Tribunal and other possible international judicial bodies

Unfortunately it has transpired that the UN is no longer involved in the Cambodian Tribunal.¹⁷ The preparations for the Sierra Leone Special Court are well advanced, however, and should be fully operational by mid to late-2002.

Although the Special Court for Sierra Leone is quite dissimilar to the current two ad-hoc Tribunals for Rwanda and the former Yugoslavia, recordkeeping principles will again have to be rethought in the light of a national jurisdiction having input into the operations of the court. Prior to the civil war in Sierra Leone the country had a well-established tradition of British based civil service recordkeeping. Now there are few traditions on which to build. If the International Criminal Tribunal for Rwanda (ICTR) is anything to go by the Special Court will no doubt start from scratch again. This is unfortunate and also more importantly unnecessary. Already there are the beginnings of an established international criminal jurisprudence based recordkeeping regime. There are enough practitioners from which to build further on the already excellent work in this area. The field is still emerging but a solid foundation has already been laid.

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The Arusha Tribunal's practical demonstration of the workability of international criminal justice on the ground has influenced the decision of the international community to establish the Special Court for Sierra Leone. The Rules of Procedure and Evidence of the Special Court shall be the same Rules as those of the International Criminal Tribunal for Rwanda. This is an important contribution of the Arusha Tribunal to the development of accountability in Africa. Prior to the decision to establish the Sierra Leone Court, many Africans, this speaker included, publicly called for the trial of persons suspected of war crimes in Sierra Leone at the Arusha Tribunal and the extension of the mandate of the Tribunal for that purpose. All of this makes it clear that the work of the UN Tribunal for Rwanda has influenced the prospect of justice for the war crimes in Sierra Leone. It is expected that the Arusha Tribunal will be called upon to assist the Sierra Leone court in various ways when that Court becomes operational, as the Arusha Tribunal has the experience that is most relevant to the challenges the Sierra Leone court will face.¹⁸

There has been a certain level of discussion on a possible Tribunal for the Democratic Republic of Congo and even Burundi. However, given the recent statements of the United States with regard to the proliferation of these international judicial organs it seems unlikely that anything will come of the discussions for more ad-hoc or separate courts outside of the ICC framework. The current line of thinking being put forward by the United States is that control of justice should be given back to the national jurisdictions involved.¹⁹

International Criminal Court and ISO15489

At the time of writing there were 139 signatories and 69 ratifications of the Rome Statute on the establishment of the ICC.²⁰ Australia has agreed to ratify the statute and so will become a founding member of the Court. This is a very encouraging and pleasing development given the US opposition to the ICC.

The ICC will not be a full UN body. It will be associated with the UN and use its staffing rules and regulations but will basically be an independent organisation loosely associated with the UN.

The ICC's success depends on its capacity to execute, from entry into force; those functions entrusted to it as a global public service... From the moment of entry into force, the Court will receive information, and will be obliged to acknowledge receipt, classify and archive such information... The Office of the Prosecutor will need its evidence unit in place, and systems to ensure the chain of custody of evidence... Thus, if the ICC is to operate, even in just these preliminary areas, basic systems such as security plans, staff rules, DSA scales, procurement rules, computer systems, archiving systems, etc. will need to be in place. These need not be the same as those used by the ad hoc Tribunals, but, as the ICC carves its own path, taking note of our technical experiences in these areas may help it identify what will fit best.²¹

The UN, like all other organisations, will hopefully see the value in the application of ISO15489. UNESCO has taken the lead with several initiatives on recordkeeping and archives management so hopefully they will also do the same with ISO15489 in the UN framework. Any recordkeeping program at the ICC should ideally take into account this standard.

Current Organisational Structure at ICTR

What we currently have in operation at the ICTR is a hybrid system of many components of national work practices and heavily African influenced physical records center and archives. East African taught paraprofessionals make up the bulk of the staff. The Judicial Records and Archives Unit (JRAU) was established as a records center and archival unit in mid-1998. This was the first step in continual refinement of the work of the JRAU, which has resulted in a system that is aimed totally at serving the requirements of the judicial process. Prior to

1998 the current three courtroom assistant staff were responsible for all information management aspects of the cases before the Tribunal. This was clearly an unwarranted arrangement as has been shown by corrective action since taken in terms of case file arrangement, folio numbering and handling of joinder cases. March 2000 re-engineering of work practices in the Registry at the behest of the Registrar.²²

The JRAU is part of the Court Management Section of the Judicial and Legal Services Division of the Registry. The Unit has some staff broadly defined in 3 sub-units. The sub-units are active records management (12), audio-visual and exhibits (2) and electronic recordkeeping systems (1). Currently there is no archival sub-unit and given the prominence of the word 'archives' in the Unit name one may indeed question the aspect of the staffing structure. In the future the staffing level will stand at 20 follows; active records management (12), audio-visual and exhibits (3) and electronic recordkeeping systems (3).²³

Comparative analysis of ICTY and ICTR

The information management practices of the ICTY are, like the ICTR, the result of an isolated development process. It was not until recently, when the two Registrars of ad-hoc Tribunals issued a statement enhanced co-operation between the two judicial organisations. Historically there was little substantive interaction on the level of information management practices. Currently the ICTY has no judicial archival unit. The current archivist at ICTY has no responsibility for administrative records of the Tribunal. The post is being abolished from September 2002. So this makes it very difficult to compare what is done at both Tribunals. Most staff of ICTY in what would compare with the JRAU of ICTR are courtroom officers with 3 staff handling the arrangement, digitisation and storage of the records.

This ICTY structure is skewed even further towards the judicial process. There is nothing inherently wrong with this structure

as developed to address specific requirements of the ICTY by the senior administrative and legal staff who had the best knowledge of organisational requirements. The structure at ICTR is a result of the unique requirements of the Rwanda Tribunal. The previously mentioned former Registrar initiated review of the operations of ARMS in March 2000 has been one of but only changes in approach to the work of the Unit. The result was that the work of the records and archives unit was enhanced and now we have more emphasis on the judicial processes of the ICTR.

It is difficult to draw analogies between the two Tribunals as both are the product of up to 8 years of relatively isolated development in very different physical locations, with different staff and working methods. In different senior management guided objectives. Hence one has the situation where UN ARMS was able in November 1998 to conduct an investigative mission to Kigali to assess and guide the overall development of the recordkeeping culture of the Tribunal to align it more with UN HQ Archives practices.²⁴ Another then followed this mission in 2001 and several visits by the TRIM Administrator from UN HQ to assist with the conversion, migration and implementation of the operational TRIM recordkeeping database.

The ICTY will from September 2002 have no professional recordkeeper. The IT section is handling TRIM implementation and rollout. I hope that the ICC will be able to see these differences between the ICTR and ICTY and make judgements as to the approach that is best suited to the service of the judicial process. My understanding of the DIRKS process tells me that something is not quite right here.

Recordkeeping and information management practices at ICTR

Efforts towards implementing a digital recordkeeping and archival system were started in 1998. The catalyst was a report by Bridget Sisk from UN Archives and Records

Management Section (ARMS). In that report it was recommended that, among other things, policies and procedures be standardised to a certain extent and as far as practical to those of UN HQ and Secretariat practices. The implementation of the TRIM recordkeeping system was suggested, as was the formalisation of the staffing structure, to achieve the recommendations in the report.

As a result of much concerted effort of ICTR records management and archives staff we now have developed a judicial keyword thesaurus, a fully operational electronic recordkeeping system (TRIM) with a public access module via the Internet (e-Drawer), and a recordkeeping metadata standard, which is based largely on that of the National Archives of Australia standard. Work continues on other aspects of our work such as developing guidelines for handling the ever growing audio-visual and exhibit collection, expanding our mandate to include a vital records program, a retention schedule and access regime for archival records once transferred to HQ Archives. These policy documents will be made available on the Tribunals web site shortly.

A report was recently commissioned by UN ARMS to review the audio-visual holdings of the ICTR. Mr. Mark Nizette, formerly of Screen Sound Australia, was engaged to assess the Tribunals audio-visual collection. It is hoped that by 2003 all major aspects of the Tribunals judicial recordkeeping environment will be included in the TRIM system.

Much still needs to be done but as with any active records and archival center circumstances and requirements are gradually changing for various specific and general reasons. In the case of the ICTR we regularly adapt our work practices due to human and financial resource constraints. We would like to provide everything that our clients want but have to provide a service that is feasible and not what is wanted.

Another significant issue that has the potential to greatly influence the work practices of the JRAU is the definition of

evidence or originality in terms of admissibility in court. This has never been defined. A big proportion of Tribunal records are sourced from the 2 opposing parties, Prosecution and Defense Counsel. The courts make daily decisions on the validity of these records. The evidential value of any exhibits or disclosures of the parties is made by the bench of 3 judges in each First Instance Chamber or by 5 judges of the Appeals Chamber. A solid and clear definition needs to be written by the ICC such as the evidence acts of many jurisdictions around the world.

What impact will the establishment ICC have on the ICTR and vice versa?

Apart from what is discussed at the Preparatory Commissions (Prep Comms) for the ICC in New York it is impossible to say that the permanent criminal court of the UN will be any different from the two operational ad-hoc criminal tribunals. It is hoped that the lessons learnt and the lessons still be learnt by both Tribunals will be heeded.

Much of the criticisms aimed at both Tribunals and in particular the Rwanda Tribunal relate to the slow pace of justice. The atmosphere created by negative external perceptions has a big impact on the morale and dedication of staff. To avoid this happening with the ICC all efforts should be undertaken to ensure that all positive aspects of the work of the ICTY and ICTR should be embraced when establishing the ICC. The ICTR/ICTY and ICC will co-exist for almost a decade²⁵ and it is hoped that a collaborative effort is made to assist both parties in terms of recordkeeping practices.

Conclusion

It is the case that one can say that records management and also archival practices at the ICTR are assisting genocide victims in seeing that justice is served and to aid the reconciliation process within that country. One can safely make this claim because compared to just 3 years ago we have moved ahead in great strides in expanding

the previously limited access regimes in place. Our public judicial records are now accessible to the public through our web site. Granted that a large number of Rwandans are illiterate and cannot use or even access the Internet. The access system is now in place to provide the informational resource for future generations of Rwandans if not the citizens of today.

More importantly our audio-visual collection, through the ICTR's Outreach Program in Rwanda, is an important means of spreading the word of our work in a graphic way. Information dissemination in Rwanda is a difficult prospect given that the country has such a limited mass media infrastructure and such a large proportion of the population who are illiterate. Therefore anything that the Tribunal in general and the Judicial Records and Archives Unit more specifically can do to ensure long term preservation and access to these important documents is a positive step forward for the citizens of Rwanda for generations to come.

The development of international criminal justice records management and archival practice is still ongoing. It probably does not even exist as such as a definable subset of the larger records management or archival profession. Is it even something that we can highlight as having a very particular and specific methodological approach compared to medical, scientific or even general legal records management practice?

International criminal justice recordkeeping practice will have certain dimensions of its work, which will be unique. To this end one can point to certain individual and isolated developments from the past decade or so. These include the nature of the records themselves; records of protected witnesses, rules on evidential qualities of records in an international framework, exhibits of horrific and graphic events (both physical and audio-visual), and the post-sentence administrative records of the accused who may be sent to third countries to serve their sentences. The accused may remain in detention for the rest of the lives, which may

be up to 40+ years. The separations of what theoretically is the one distinct file into many constituent parts poses a potential dilemma. The maintenance and possible reconstitution of the compound records into one homogenous 'case file' should be a goal of any recordkeeper. It is already technically possible to establish the distributed management of a single file but it is not something that happens in many other contexts. Hopefully the permanent ICC will have more resources to investigate further these issues once it has been established in The Hague on 1st July 2002.

Footnotes

¹ 'Africa and the Globalization of Justice: Contributions and Lessons from the International Criminal Tribunal for Rwanda.' Paper presented by Mr. Adama Dieng, United Nations Assistant Secretary-General and Registrar, International Criminal Tribunal for Rwanda, at the Conference on "Justice in Africa" Wilton Park, Sussex, England, 30 July - 2 August 2001 <http://www.ictor.org/ENGLISH/speeches/index.htm>

² The ICTR public records database at <http://www.ictor.org> contains copies of the US State Department documents on Rwanda. To access them perform a 'title word' search using the term 'declassified'. Also, see comments by Koffi Annan 'While the genocide in Rwanda will define for our generation the consequences of inaction in the face of mass murder, the more recent conflict in Kosovo has prompted important questions about the consequences of action in the absence of complete unity on the part of the international community.' 'Secretary-General's Annual Report to the United Nations General Assembly, September 20 1999.

<http://www.globalpolicy.org/secgen/sg-ga.htm>

See also the information at

<http://www.willum.com/articles/information19nov1996/> on the controversy surrounding the detail of UN knowledge about events leading up to the 100 days of civil war in Rwanda from April 1994.

³ In late 2001, the UN Transitional Administration in East Timor (UNTAET) Prosecutor-General in the territory's capital,

Dili, filed the first indictments containing charges of crimes against humanity committed in East Timor. The indictments were presented before the Dili District Court's Special Panel for Serious Crimes. The indictment accuses eleven persons of committing crimes against humanity, including murder, torture, deportation and forcible transfer of civilian population in Los Palos between 21 April and 25 September 1999.

⁴ The Special Court for Sierra Leone will not be like the Tribunals for Rwanda and the Former Yugoslavia. It will be integrated with the judiciary and government bodies of Sierra Leone. The Functioning of the Special Court will be determined between the UN and Sierra Leone. This is a direct attempt to give ownership of the judicial process to the people of Sierra Leone with international assistance.

⁵ Samuel Totten, William S. Parsons and Israel W. Charnick, *The Century of Genocide - Eyewitness Accounts and Testimonies*, pp. xxi-xxii. Garland Publishing Inc. New York & London, 1997. ISBN 0 8153 2353 0

⁶ The Guardian, Wednesday, March 6, 2002. 'The Inquisitor - Prosecuting Slobodan Milosevic and an African government at the same time' by Helena Kennedy

⁷ See <http://www.hrweb.org/legal/genocide.html> for the text of the Convention

⁸ United Nations Secretary General Boutros-Boutros Ghali <http://www.rudyfoto.com/RwandaQuotes.html>

⁹ Extract from document RG59, 867.4016/76 of US. Record Group 59, Records of the Department of State, Decimal File 867, Internal Affairs of Turkey, Decimal File 867, Internal Affairs of Armenia.

¹⁰ See <http://www.armenian-genocide.org>

¹¹ The Treatment of Armenians in the Ottoman Empire, 1915-16 Viscount Bryce 1916

¹² See <http://www.turkey.org/politics/facts.htm>

¹³ Many reasons have been put forward for why certain decisions were made on who was to stand trial and who was to be set free. Political, humanitarian, even personal reasons were probably involved in deciding how the justice system of the victorious side was to be handed down. The Austro-Hungarian government did not easily accept the exclusion of Emperor of Japan from any proceedings.

¹⁴ The ICTY was established by Security Council resolution 808 which was passed on 25 May 1993, and resolution 955 of November 1994 established the ICTR. The Nuremberg trials and the International Military Tribunal (IMT) began in November 1945 and indicted 22 individuals it ended 11 months later in 1946. The Tokyo Trials of the International Military Tribunal for the Far East (IMTFE) began on May 3 1946 and lasted 2 and a half years when in November 1948 all of the 28 'Class A' defendants were found guilty. It should also be noted that around 5000 Japanese defendants were prosecuted by courts established by various Asian nations and up to 900 were executed. Notably the Manila trials were responsible for prosecuting Generals Yamashita and Homma.

¹⁵ One of the main reasons that this was the case was the Cold War climate of distrust among the permanent members of the Security Council. It was unthinkable that the United States, Great Britain or France and the Soviet Union or China could have agreed to establish an international criminal justice organisation to prosecute those responsible for crimes that were of a grave nature or crossed national jurisdictions.

the Prosecutor versus Jean-Paul Akayesu (ICTR-96-4-T)
 ment of Trial Chamber 1 of 2 September 1998
 aph 486, Article 6(3) of the Statute deals with the
 bility of the superior, or command responsibility. This
 e, which derives from the principle of individual criminal
 bility as applied in the Nuremberg and Tokyo trials, was
 uly codified in Article 86 of the Additional Protocol I
 Geneva Conventions of 8 June 1977.¹

ere are numerous references such as
www.globalpolicy.org/wldcourt/tribunal/camb0800.htm
 history of negotiations between the Cambodian and
 Nations authorities on the establishment of a Tribunal to
 ute the Khmer Rouge leaders responsible for the death
 merable Cambodian citizens. As of February 2002, the
 s stated that it has reached an impasse with regard to
 ations and that it sees no scope for impartiality of any
 its suggestions on administration and jurisdiction are not
 ed. See also

www.globalpolicy.org/intljustice/general/2002/0219.htm
 gh the UN spent almost five years on the project, its chief
 ounsel, Hans Corell, said Cambodia had not co-operated
 arantee the independence, objectivity and impartiality
 court established by the United Nations must have.²

¹ "Africa and the Globalization of Justice: Contributions
 and Lessons from the International Criminal Tribunal for
 Rwanda," by Mr. Adama Dieng, op cit
<http://www.ictt.org/ENGLISH/speeches/index.htm>

¹⁹ See www.globalpolicy.org/intljustice/general/2002/0228.htm
 for Wall Street Journal article by Jess Bravin February 28, 2002.

²⁰ For the most current information of ratification status on the
 Rome Statute see the website at <http://www.iccnw.org/>

²¹ Address by the Registrar of the ICTR, Adama Dieng, to the
 Preparatory Commission for the ICC during its Eighth Session,
 New York, Monday 1 October, 2001
<http://www.ictt.org/ENGLISH/speeches/index.htm>

²² Dr Okali was the Registrar of the Tribunal from 1998 to
 February 2001. He was responsible for a major overhaul of the
 CMS in March 2000.

²³ For a relatively up to date organisational chart of CMS see
 the web site at <http://www.ictt.org> go to the left hand side link
 'About the Tribunal' then 'General information' then 'Court
 Management Section'

²⁴ Report on mission to ICTR by Bridget Sisk of UN Archives and
 Records Management Section, (UNARMS), November 1998.
 Follow-up report in March 2001 by Bridget Sisk and visits by UN
 ARMS TRIM LAN Administrator, Don Sugiarto, in October 1999
 and March 2001.

²⁵ Current planning estimates that the ICTR will close in
 2007/2008. Others estimate 2017 if no additional resources are
 allocated to speed up the trial process.

²⁶ There are several initiatives of the ICTR aimed at providing a
 means whereby the citizens of Rwanda can access
 information on the workings of the Tribunal. The most
 prominent one is the ICTR Outreach Program in Kigali. It has a
 small library, Internet terminals and video collection of
 proceedings from Arusha. There is also an active program of
 visiting schools and other educational institutions as well as
 having Rwandan interns and university students come to
 Arusha. In all of these initiatives the records of the Tribunal play
 a pivotal role and are indispensable in highlighting the work
 and role of the ICTR. Other web-based initiatives include the
 ICTR Bulletin, the Daily Journal and also the web site itself.
 Recently the Reference and Research Library of the ICTR
 produced a CD-ROM which contains many hundreds of the
 Tribunals judicial and administrative records which were taken
 directly from the TRIM recordkeeping system.



Stephen Wellington



Russell Townley



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History Archive unearths more Apartheid secrets with South Africa's new Fol Act



Verne Harris

Verne Harris is Director of the South African History Archive, an independent archive established in the 1980s to document the struggles against apartheid. He is also a part-time lecturer in archives for the University of Witwatersrand's postgraduate programme in heritage studies.

Between 1985 and April 2001 he was with South Africa's State Archives Service and the post-apartheid National Archives, rising to the position of deputy director in 1993. He holds an MA in history from the University of Natal,¹ and has published widely in the fields of archives, records management, history, music and fiction.

He participated in a number of key processes leading to the transformation of South Africa's apartheid public records system. From 1992 to 1993 he served on the ANC's Archives Sub-committee. In 1995 he chaired the working committee of the Consultative Forum that drafted the National Archives of South Africa Act; and from 1997 to 1998 was a member of the Truth and Reconciliation Commission's investigative team responsible for investigating the destruction of records by the apartheid state.

He was editor of the *South African Archives Journal* between 1988 and 1998, and was recently appointed to the editorial boards of the international journals *Archivum* and *Archival Science*. In 2000, he was appointed chairperson of the national Standards Generating Body for Archives and Records Management.

Abstract

The South African History Archive (SAHA) is an independent archive dedicated to documenting and supporting the drive for justice in South Africa. It is a registered organisation governed by a Board of Trustees. Originally closely connected with the United Democratic Front, the Congress of South African Trade Unions and the African National Congress (ANC), it has always been politically non-aligned and committed to collecting material from organisations and individuals across the political spectrum. Its founding mission was to recapture the renewed nation's lost and neglected history and to reconstitute its history in the making. This informs its focus on documenting the struggle against Apartheid.

Today, there is an equal emphasis on documenting the making of democracy. With its physical positioning at the University of the Witwatersrand,² Johannesburg, this is a special endeavour to weave its collections into processes of education and democracy. In this paper, the author discusses the SAHA's Freedom of Information Programme and its efforts to apply new rights to official information introduced in 2000 in South Africa's groundbreaking Promotion of Access to Information Act.

A's Freedom of Information Programme

South Africa's constitution guarantees South Africans a right of access to information. The *Promotion of Access to Information Act* (PAIA) gives legislative expression to this right. The Act, which came into operation in March 2001, defines the parameters to the right in relation to information held both by public and private bodies. However, its effective and meaningful implementation is being hampered by three factors.

Firstly, South Africans have been shaped by generations' absence of the right to information. They have neither the expectations nor the skills to ensure that the right is utilised optimally.

Secondly, access to records is dependent on the appropriate creation and subsequent management of records. In South Africa, in both public and private sectors, records environments are characterised by a wild west approach with no clear rules of the road.

Thirdly, the state is not adequately resourced to ensure effective implementation. This applies to the government bodies that generate public records, the Human Rights Commission⁴ that must monitor implementation and the courts that will be responsible for interpreting the PAIA and dealing with citizens' appeals against denials of access.

South Africa desperately needs in this new era of freedom of information is organisations committed to the following:

- Promoting public awareness of the opportunities provided by the PAIA;
- Supporting human rights requests for information;
- Testing the parameters of access restrictions imposed by information-holding bodies; and
- Building up an archive of material released to the public in terms of the PAIA.

SAHA ideally placed

Given the South Africa History Archive's (SAHA)⁵ provenance and its present positioning, the organisation is ideally placed to pursue these multiple objectives. It is especially well positioned to take on the last-mentioned, archival objective. In doing so it will be essential to establish partnerships with other organisations that are entering the field and which possess skills and resources not readily available to the archive.

In conceptualising its Freedom of Information Programme (FOIP), the SAHA conducted wide-ranging consultations with key role-players and potential partners in the field - the National Security Archive⁶ (NSA) in Washington, D.C., the Open Democracy Advice Centre (ODAC),⁷ the Freedom of Expression Institute (FXI),⁸ and individuals in the Human Rights Commission, the Pretoria Justice College, the Legal Resources Centre⁹, the Centre for the Study of Violence and Reconciliation,¹⁰ and the Schools of Law¹¹ and Journalism at the University of the Witwatersrand.

In November 2001, I visited the NSA in order to study their operations, particularly their information management systems. In February 2002, David Wallace, who designed the NSA systems, visited the SAHA to assist with setting up systems.

The PAIA was brought into operation on 9 March 2001, in terms of Proclamation R20 of 2001. Four of the Act's sections were excluded: Section 10 (requiring the Human Rights Commission to publish a Guide to support use of PAIA); Section 14 (requiring every *public* body to publish a Manual on its records systems and services), Section 16 (requiring certain information to be published in telephone directories), and Section 51 (requiring every *private* body to publish a Manual on its records systems and services). Regulations (R223) were also published on 9 March 2001, providing a fee structure and prescribed request and appeal forms.

On 15 February 2002, these remaining four sections of the Act with their concomitant regulations were brought into operation. The new regulations included revised provisions for a fee structure and prescribed request and appeal forms, at the same time addressing certain flaws in the previous set of regulations.

By 9 March 2002, the PAIA had been in operation for 12 months. At this point the obligatory response period for requests to public bodies reduced from 90 days to 60 days.

One of the 'flaws' in the earlier regulations was the absence of provision for a fee in relation to the preparation of records for an inquirer. This absence was a key factor in a successful appeal by the SAHA against the South African National Defence Force (SANDF) that wished to charge fees for time spent in declassifying records requested by the archive. It remains to be seen whether the new regulations will provide a basis for charging fees for declassification procedures.

Use of the PAIA by the public in its first 12 months of operation was extremely limited. Statistics are not yet available, but it is clear that very few South Africans are using the legislation. A number of factors can be identified. Freedom of information, as an idea and as a culture, has not yet taken root in the country. The media have given very little coverage to the PAIA. And, the fact that Sections 10, 14, 16 and 51 of the Act were not in operation initially meant that the public did not have ready access to information about the resources available to it.

Use of PAIA by SAHA

The SAHA opened its Freedom of Information Programme in 2001 submitting a total of 23 PAIA requests. Fourteen were answered by the year's end, all except one of which were either successful or partially successful in securing access to relevant records of the state. Five appeals against decisions or administrative actions were

lodged. Three appeals to the National Archives lapsed when records were released, albeit much later than the timeframes specified by statute, one is still pending and one was successful in overturning the SANDF decision to charge SAHA for time spent on declassification of records. SAHA also assisted other parties with the submission of four PAIA requests.

The requests involved two SAHA FOIP projects. Firstly, in partnership with the Gay and Lesbian Archive (GALA)¹² and the Equality Project,¹³ the SANDF was targeted with PAIA requests for records related to the Apartheid military's programme for 'dealing with homosexuals.' Significant quantities of records were secured. By year-end, GALA had secured a grant to appoint a contract researcher to conduct a more comprehensive search in 2002.

Secondly, it was decided to use the PAIA to follow up on Apartheid security establishment records uncovered by the Truth and Reconciliation Commission (TRC).¹⁴ A range of requests was submitted to the Department of Justice,¹⁵ the SANDF and the National Archives.¹⁶ Almost immediately, the SAHA demonstrated the potential value of the PAIA by uncovering evidence that Military Intelligence had hidden substantial accumulations of its records from the TRC. This led to wide media coverage, a meeting with the Minister of Defence and his launching of an investigation into the circumstances of the cover-up.

In this second project, ten requests were submitted to the Defence Force, twelve to the National Archives, and one to the Department of Justice. In each instance, the requests were hand-delivered by SAHA staff. For all three governmental bodies concerned, these were the first PAIA requests received by them.

Key PAIA issues

In two instances, the SAHA was refused access to certain records on the grounds that they were classified records, one by the

SANDF and the other by the National Archives. The SAHA appealed against the Defence Force refusal on the basis that the PAIA does not recognise classification as a legitimate reason for refusing access, and that records classification is effected in terms of the Protection of Information Act 1982, which is subordinate to the PAIA.

This was used as a test case to determine how the two pieces of legislation articulate with one another. The SAHA is prepared to take the issue to the courts if the internal appeal is unsuccessful. In the meantime, the History Archive has commissioned a study of the issue by a legal academic in order to secure greater clarity on the matter.

The SAHA engagement with the SANDF was constructive and encouraging. The requests were complex, requiring intensive research and analysis by Defence personnel. The latter were highly professional, liaising closely with the SAHA and providing a comprehensive response before expiry of the statutory maximum response period of three months. A significant number of records were released to the History Archive.

Key issues highlighted by the SAHA's experience with the SANDF were:

- In at least one case, the SANDF created a record in order to satisfy a SAHA request. This goes beyond PAIA requirements.
- In one case the SANDF released a record with certain pieces of information in it 'masked' (information restricted in terms of the PAIA). In other words, the existence of restricted information in the record did not place the whole record outside of the SAHA's reach. This has important implications for interpretation of the PAIA's provision for the separation of restricted from unrestricted material.
- The SANDF charged the SAHA for time spent by its personnel in declassifying classified records. The History Archive successfully appealed against this.

In contrast to the requests submitted to the SANDF, the twelve submitted to the National Archives were relatively straightforward. Given the National Archives' considerable capacity for dealing with access requests and given that functionally it is geared towards making records available to the public, SAHA anticipated a trouble-free experience. However, National Archives took six months to decide on the first three requests, and at the time of writing, four months after requests were submitted, no decision had been taken on the remaining nine requests.

It is assumed that part of the problem at the National Archives is a directorate of the Department of Arts, Culture, Science and Technology (DACST)¹⁷ and that therefore the PAIA information officer for National Archives is the DACST Director-General. In other words, bureaucratic red tape could be a factor. Which raises the question: in the interest of facilitating accessibility, should the National Archives not be seeking the status of a public body in its own right for the purposes of the PAIA? This option is provided for in the Act.

The Department of Justice, the responsible department for the PAIA, performed very well of all. Administrative confusion led to it taking over an hour simply to register a single request, and even then the officials concerned were unable to supply the SAHA with a receipt for the request fee. To date, no receipt has been received. Worse still, to follow.

The request was for a list of TRC records taken into custody by the Department of Justice. The SAHA knew that a set of 'sensitive' TRC records had been given to Justice in 1999 and was seeking confirmation of precisely what records were involved. It took Justice two months to inform us that they had no TRC records in their custody. When we at the SAHA responded by indicating that we knew about the 1999 transfer and that we had already had sight of the list, we were informed that the National Intelligence Agency would first have to be consulted before a response could be given. Eventually, seven months after the request

submitted, Justice informed the SAHA that it did not have the list of records requested. Furthermore, the PAIA provisions for such a negative response were not complied with.

As questions arise. Is Justice's inadequate response the result of an organisation or obfuscation? Where are the TRC records that were taken into the custody of Justice in 1999? If they are now at National Intelligence, why are they not? And why has National Archives not yet been consulted, as is required by the National Archives of South Africa Act?

Lessons learned by SAHA

What general lessons have been learned through the SAHA exercise? Amongst many others, the following are the most important:

For PAIA to be implemented effectively, sound recordkeeping in government, supported by adequate resourcing, is essential.

It seems that some government departments lack capacity to implement PAIA effectively.

The length of time being taken by departments to process requests will severely impede the media and other PAIA requesters requiring a quick response.

It is not clear what sanctions can be imposed on bodies which fail to meet their statutory obligations in terms of the timeframes prescribed for responding to requests.

There are a number of areas of uncertainty in relation to PAIA, all of which require clarification. The SAHA's expert knowledge of government recordkeeping facilitated the request process. But what of those without such knowledge? Here the issue of the manual which each body subject to PAIA must publish becomes of crucial importance. This requirement has not yet come into operation. When it does, it will be essential that regulations require a comprehensive and meaningful disclosure of recordkeeping systems.

Highlight of 2001

The potential efficacy of the PAIA was most dramatically demonstrated by History Archive's work on Military Intelligence records.

A large part of the TRC's work involved accessing records in the custody of state structures. As was noted at various points in the Commission's report, the attitudes of these structures ranged from extremely co-operative to obstructive. However, the degree to which obstruction might have affected the Commission's work only became apparent in 2001 when evidence of large-scale concealment of records from the Commission by the SANDF emerged.

In 1997 and 1998, the Commission's investigation of records destruction by the Apartheid security establishment included a study of surviving Military Intelligence records. As was noted in the Commission's Report, the SANDF's nodal point disclosed only three series of Military Intelligence files. These were subsequently used selectively by various other Commission investigations.

The SAHA's 2001 PAIA request to the SANDF was for lists of all surviving Apartheid era Military Intelligence files. This request revealed not three but 41 series embracing thousands of files. In other words, the existence of 38 series of files had been concealed from the Commission. It is not clear what impact this might have had on the Commission's work. Nor is it clear whether this was an isolated incident or part of a broader pattern of obstruction. Nevertheless, it raises serious questions about the degree to which the Commission was permitted access to the records it required in order to fulfil its mandate comprehensively.

Importance of PAIA Manual

One of the difficulties confronting users of the PAIA has been the lack of information about the records kept by both public and private bodies.

Exercising one's right to request records hinges on the availability of information about those records. The dissemination of such information is provided for in sections of the Act that were not brought into operation in March 2001. However, the Minister of Justice implemented these sections in February 2002, bringing hope that this problem area will be addressed. The key requirement in these sections is that bodies must publish a manual detailing their records systems.

The PAIA Record System Service Manual, it is argued, is a key provision in the Act's emphasis on the need for proactive action on the part of bodies holding records. The contents of the Manual, then, is highly significant, focussing as it does on the requirements in relation to the Manual for public bodies.

Section 14 provides detailed provisions concerning contextual information that must be included. But when it comes to the core information - the information about records - it is extremely vague. This section's title raises the expectation of requirements for an 'index of records', but this is not fulfilled in the section's text.

Section 14(1)(d) requires that the Manual contains 'a description of the subjects on which the body holds records and the categories of records held on each subject', with 'sufficient detail to facilitate a request to a record of the body'. Three problem areas remain: (1) There is no mention of an index, and no suggestion of information which would constitute an index. (2) The word 'subject' is anything but precise. It could be interpreted broadly or narrowly. (3) The same with the word 'category'. Clearly, regulations are needed to indicate precisely what is required here.

What is clear is that the objective is to facilitate public access to records so that the gradient of the provision pulls compilers of the Manual towards greater rather than less detail, and towards narrower rather than broader interpretations of 'subject' and 'category'. But is this going to be

enough to compel bodies to produce effective and user-friendly manuals? The SAHA would argue that to achieve this goal the Manual will also have to make good business sense by providing bodies with a useful management tool. The Manual, in short, should facilitate effective records management. For public bodies, this would mean a Manual that facilitates compliance with the National Archives of South Africa Act (NASAA), which regulates the management of public records.

For public bodies, NASAA-compliance rests on a thorough knowledge of what records systems a body sustains, and how each of these systems articulates with the functions and structures of the body. A management tool that captures this information would be of great value. And such a tool, the SAHA would argue, would have the same value to private bodies. Section 14 (1)(a) already requires bodies to include in the Manual a description of the body's structures and functions. The SAHA would like to see regulations that require bodies to integrate this description with records system descriptions.

What the SAHA is proposing is that for each function, the largest unit of business activity in an organisation, the Manual should provide an account of the records systems (information systems which capture, maintain and provide access to records over time) supporting it. This account should comprise the following:

- The name of the system;
- The nature of the system in terms of records media and form;
- The scope of the system in terms of main business activities;
- The system's search facilities (classification system, finding aid, etc);
- The structure(s) utilising the system;
- The person/official directly responsible for managing the system; and
- The system's connections with other systems.

Joined to an index, this model would give meaningful expression to the terms 'subject' and 'category', fulfil the requirements of section 14(1)(d), and meet the needs of both management and requesters.

Footnotes

- ¹ University of Natal, URL: <http://www.nu.ac.za/>
- ² University of the Witwatersrand, URL: <http://www.wits.ac.za/>
- ³ Verne Harris, Director, South African History Archive, email: sahav@library.wits.ac.za
- ⁴ South African Human Rights Commission, URL: <http://www.sahrc.org.za/>
- ⁵ South African History Archive, URL: <http://www.wits.ac.za/saha/>
- ⁶ U.S. National Security Archive, URL: <http://www.gwu.edu/~nsarchiv/>
- ⁷ Open Democracy Advice Centre, URL: <http://www.opendemocracy.org.za/>
- ⁸ Freedom of Expression Institute, URL: <http://fdi.org.za/>
- ⁹ Legal Resources Centre, URL: <http://www.lrc.org.za/>
- ¹⁰ Centre for the Study of Violence and Reconciliation, URL: <http://www.wits.ac.za/csvr/>
- ¹¹ Law School, Witwatersrand University, URL: <http://www.law.wits.ac.za/>
- ¹² Gay and Lesbian archive, URL: <http://www.wits.ac.za/gala/home.htm>
- ¹³ Equality Project, URL: <http://www.equality.org.za/>
- ¹⁴ Truth and Reconciliation Commission, URL: <http://www.doj.gov.za/trc/>
- ¹⁵ South African Department of Justice, URL: <http://www.doj.gov.za/>
- ¹⁶ National Archives of South Africa, URL: <http://www.national.archives.gov.za/>
- ¹⁷ South African Department of Arts, Culture, Science and Technology, URL: <http://www.dacst.gov.za/>



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National News

Aussie's drop AS 4390 for cut-price ISO 15489

The Australian Standard AS 4390-1996, Records Management is no more. Just six years after its world-beating launch in February 1996, the first modern national recordkeeping standard, has been replaced by the Australian edition of AS 4390's international progeny, ISO 15489.

Standards Australia released its new code, designated AS ISO 15489, early in April 2002. It differs from the International Standards Organisation's version only by the addition of a preface explaining Australian terminological variations. The Australian standard, AS 4390 forms the basis of ISO 15489.

Like the international counterpart, the new Australian Standard comprises two documents, AS ISO 15489-1:2002 Records Management Part 1: General, and AS ISO 15489-2:2002 Records Management - Part 2: Guidelines. The printed documents are available from Standards Australia for a total \$125.89 plus carriage. The international edition costs \$320.

The documents are also available as .PDF files downloaded online for a total \$113.26 compared with \$288 for the international edition. Further price reductions are available for Standards Australia subscribers. Copies may be obtained at Standards Australia offices by phone at 1300 654 646 or from its website at www.standards.com.au. The old standard will continue to be available while stocks last.

ISO 15489 international success

The world standard has been a huge success internationally. The British Standards Institution (BSI) has published it as BSI ISO 15489. In July, the German standards authority, DIN, will publish a German language edition, DIN ISO 15489 Schriftgutverwaltung (Records Management). Translators are working on the Guidelines that will probably be called Schriftgutverwaltung-Verfahren (best practice). The French institution, AFNOR, has already done it in French, FD ISO/TR 15489 - Information et documentation - Records management.

The Dutch have translated it too. The Netherlands institute, NEN, calls the Standard NEN-ISO 15489-1:2001 nl - Informatie en documentatie; Informatie- en archiefmanagement; Deel 1: Algemeen. The Chinese are hoping for a translation. A Beijing archives school is working on creating a Mandarin Chinese version this year or next.

The Trouble with Business Archives, or Kylie and Reg

Two eminent Australian recordkeepers, Melbourne University's Archivist Michael Piggott and Sydney University's records management chief, Tim Robinson, have applauded an awakening of interest in business archives and records management engendered by public interest events like the Ansett airline failure, the broadening of the Privacy Act and,

even, the United States' Enron scandals. The two information specialists, writing on the Aus-Archivists listserv of the Australian Society of Archivists, hope the heightened interest will lead to better good things for their profession.

An instance of just how interdisciplinary and flexible are the media's approaches to 'our' terms appeared in a recent Melbourne Age (Insight section, 9 March 2002, p.3). Stephanie Bunbury's feature 'Think Kylie, think tiny, think huge' described how Kylie Minogue has established her own style and, in the U.K. especially, got away without being a cool, style icon. The piece then added:

Not that she is entirely a natural, of course. She clearly curates her appearance with all the care of an archivist - nobody of 33 looks 18 without serious intervention - but she can also say, with breezy equanimity, that she has no idea why she is hip now.

Gives a whole new meaning to anti wrinkle cream.

Which leads to thoughts of curators, museums and archives, and the Sir Reginald Ansett Transport Museum in Hamilton, and the archives of Ansett following its collapse and recent postings on the listserv by Jenny Scott, Gerard Foley, Jock Murphy, Leigh Swancott and Dani Wickman about the fate of the latter. Several points are worth making.

One is to endorse Jock's reassurance that there are Victoria-based libraries and archives as well as the Hamilton Ansett Museum, including the University of Melbourne Archives, concerned to ensure that records of continuing value be identified and preserved. Incidentally, we should not necessarily be concerned that archives might ultimately find custody in a museum provided it is resourced and competent to manage them. I am also aware of researchers' concerns about Ansett records like those relating to the 1989 pilots' dispute. Many creditors, ex-staff and journalists doubtless also have concerns.

More generally, it has been both pleasing and puzzling to see archivists' interest in business archives; pleasing because they are rare; puzzling because everyone seems so quickly to have done their society-ecological level macro appraisal and concluded, yes, Ansett's archival records should be preserved.

As for what people mean by 'Ansett' Gerard revealed any awareness of business complexity. Look up Ansett Holdings Limited in the current Business Who's Who in Australia or Dun & Bradstreet's Who Owns Whom. Look up the subsidiaries, courier travel and leasing businesses, the regional airlines, forgetting the international connection with Rex Aviation (NZ) Limited, Ansett Industries (HK) Ltd and Ansett Niugini Enterprises. You'll see what I mean.

There is one further aspect that warrants comment. Ansett is hardly the only recent instance of business collapse or business

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ge with records implications. Staying aviation, there's been Compass (s 1 and 2), the original Ansett, Impulse, West, etc, etc.

generally, think of Harris Scarfe, Harts, alasia, Pasminco, One.Tel and HIH. Plus innumerable others which don't make ont page, but which do show up under 'company notices' where organisations names like 'Knights Insolvency nistration' foreshadow applications for ing up orders. About 80% of new anies are sold, taken over, wound collapse or otherwise come to an end heir first year. As a result, daily, records to litigation, entitlements, consumer s, business continuity and the umentation of Australian society can e under threat.

e think about it, and happily it seems a of us feel we should, all this challenges s archivists. To start with, coordination of nesh archives collecting across Australia eeds some work. And it is probably time Australian Society of Archivists eveloped a companion policy to its tion paper on the destruction of rds, to be sent out every time an inistrator or liquidator is appointed.

should also pay as much attention to uries such as the HIH Royal Commission ve did to the WA Inc Royal Commission. should also think about the de facto chives acts' for the business sector, tting with the Corporations Act 2001 and Australian Securities and Investments mmission Act 2001, as well as new chives legislation which seems to minate our attention. And so on...

u may like to note an earlier piece I wrote ng to encourage a stronger focus on the allenges of business archives and rding. It starts at Page Five of the evant ASA special interest newsletter at <http://www.archivists.org.au/pubs/newslett/blc200012.pdf>

Michael Piggott, University Archivist,
University of Melbourne Archives

Waking up to Privacy Act snares

The extension of the Commonwealth Privacy Act into some parts of the private sector will also result in changes in recordkeeping. Last year, I spoke at one of those amazingly expensive commercial conferences. This one was on privacy and compliance issues for the private sector. Two main things came out of the conference for me.

Firstly, large companies were about to have a freedom of information regime imposed on them, people being given a right of access to records concerning themselves. The companies represented at the conference clearly had no idea what this would mean for them or how to deal with it.

Secondly, the concept of recordkeeping as we understand it was pretty well unknown. The idea of records in the sense we know and love was beyond most people's range of experience and understanding. To grossly over simplify the general view, companies didn't think they had records, they had data and the management of data is an IT problem. To talk about a regulated and documented retention and disposal program was to speak a foreign language. How they are going to explain the reasons why they hold, or no longer hold, particular records in the face of an application for access under the Privacy Act is beyond me.

I expect there will be some interesting cases coming as the apparent absence of records management begins to bite. They will make interesting watching.

Compliance was often seen by the companies as having the right statements on their forms and ensuring IT systems were secure. To their credit, some lawyers and consultants at the conference stressed that compliance goes much deeper than that. The problem is that, apart from those with experience in the public sector, delegates at the conference did not have any understanding of the type of cultural and corporate changes that they had yet to make.

The extension of the Privacy Act to the private sector was supposed to be "light touch," yet I understand the major banks have all spent about \$10million on compliance. I wonder what "heavy touch" would have cost? Will we see some "light touch" recordkeeping legislation for the private sector?

As an afterthought, I think the fallout of the Enron disaster will also have a significant impact on corporate recordkeeping. Should we see the collapse of a major trans-national auditor because of alleged improper destruction of records, I suspect many companies will want to be able to prove they are squeaky clean in their practices. All this will, at least, provide significant job opportunities for recordkeepers.

Tim Robinson

Manager, ARM Services
University of Sydney

Image database user recommendations

Curator of Pictorial Collections at the State Library of South Australia, Jenny Scott, asked Aus-Archivists on behalf of a historian friend for recommendations for a 'good off-the-shelf database' in which to store photographs. She wrote to the listserv:

She is doing important work collecting local history photographs. She has the opportunity to purchase a database on which to store the images she has digitised. Her collection currently comprises about 1000 images but could reasonably be expected to grow to 10,000+.

Listsenser watchers came back with a large number of suggestions summarised for FTR as follows:

Perfect Pictures. Search Tech Pty Ltd. URL: <http://www.searchtech.com.au/>. Comments: City Library has over 10,000 images loaded up. Single user licence for it costs about \$1,000 and their backup is good.

Collection, Vernon Systems Ltd.

URL: <http://www.vernonsystems.com>

Comments: It is quite scalable, in terms of size and cost.

TRIM, Tower Software.

URL: <http://www.towersoft.com.au>

Comments: Licence is about \$5000 and would do the job very well.

Wamfoto. <http://www.museum.wa.gov.au/collections/photography/wamfoto.htm>

Comments: It's free or cheap. It is a file maker based programme used by several local museums in Western Australia.

Inmagic DB/TextWorks, Triad Data Magic Pty Ltd. URL: <http://www.tdm.com.au>

Comments: Not a relational database but it's relation-like in set-up. It's used in libraries and museums.

Archives Manager, Teigo.

URL: <http://www.teigo.com.au> Comments:

A simpler version is Archives Recorder. I have used it mostly for our photographs and it is great.

Tabularium (simpler version is Tabularium Brevis); and Austhec's HDMS. Comments: These products are less expensive.

ImageAXS. <http://www.dascorp.com/> and http://gallerysystems.com/eb_over.asp.

Comments: An off-the-shelf turnkey image database.

FileMaker Pro. Comments: It's relatively cheap, easy to use, stable, and is available for Mac and Windows based computers.

Freeware:

TreePad. URL: <http://www.treepad.com/>.

Archimage, imageN, MyAlbum or Image Co-Tracker. All from URL: <http://www.webattack.com/Freeware/gmm/fwgcatalog.shtml>.

NSW Government Contract for Records and Information Management Systems

NSW Supply, a business unit of the NSW Department of Public Works and Services, is establishing a new panel period contract for the supply of Records and Information Management Systems (RIMS) software. This contract is part of the NSW Government's GSAS (Government Selected Application Systems) program.

Contract details are currently being finalised with five selected software vendors, to supply RIMS software and related services to NSW Government agencies and other eligible bodies for a four-year period. The new panel contract will be known as contract ITS 2323 and replaces the previous contract ITS 2017.

The vendors were selected following public tender invitation and an exhaustive evaluation of the offers received. The tender/contract specification incorporated extensive input from NSW Government agencies, including State Records, and other public sector organisations.

The specification consists of a core of recordkeeping and records management functionality, including:

- Document authoring, Capture, Linkage, Disposal, Transfer/location, Searching, Conversion, Storage, Recordkeeping transactions, Metadata handling and other standards, Reporting, Interfaces to common office packages, Export/import etc.,

Supported by supplementary functionality covering areas including:

- Imaging, Workflow, Barcode support, Web content management, Links to other information systems etc.

NSW Government agencies which already have software fulfilling these functions are not required to change their systems, although the new contract will apply where

an agency decides to buy (license) a new software system covered by contract. In the latter case, the Procurement Policy Directive (Circular No. 1) requires the agency to select approved products.

Government Trading Authorities, Public Sector Agencies of the Commonwealth and any other State or Territory agencies, Government bodies, and other appropriate organisations eligible to purchase from Supply contracts are also encouraged to utilise the contract.

It is expected that the Deeds of Agreement with the suppliers will be finalised by July 2001.

For further information, or the status of suppliers on the new contract, please contact Rob Stone, Contract Officer, NSW Supply on 02 9372 7612, or

rob.stone@dpws.nsw.gov.au

Consultative practices the name of the game in WA the first year of WA's innovative legislation

Most readers will be aware from article in journals and postings on various Listservs, of the new regime in government recordkeeping in WA. The 'regime' is one year old and it has certainly been an intensive first year for the new State Records Commission (SRC) and not-so-new State Records Office (SRO) implementing the State Records Act 2000.

Parts 1, 8 and 9 and Schedules 1 - 4 of the State Records Act 2000 were proclaimed on 27 July 2001. This allowed the SRC to be set up and the SRO to be formalised. At its first meeting, the Commission identified priority aspects of the Act, focusing in particular on the concept of the Recordkeeping Plan. As readers may know, the Plan is to be the platform of accountability for Government organisations as far as recordkeeping is concerned.

In the spirit of section 61 of the Act, the Commissioners acknowledged the importance of seeking informed opinion

as wide an audience as practicable the Recordkeeping Plan and the principles and standards which were to be developed. For that reason a phased consultative process was conducted by which information elicited from agencies could be collated, analysed and used as the basis of the draft standards.

In August 2001, a draft of the broad principles and content of the Recordkeeping Plan was distributed to the heads of 809 government organisations for comment. 22 government organisations responded (3% response rate). In November, an exposure draft standard for the Recordkeeping Plan and for a range of recordkeeping principles applicable to the development of the Plan was distributed to the heads of 406 government organisations. 21 organisations responded (5% response rate). Those canvassed were invited to join a consultative group to provide (future) input and comment on draft principles and standards as they were developed.

At this time the Commission proceeded to set up the State Records Advisory Committee charged with the responsibility for selecting records to be State Archives and the retention periods for non-archival records. The committee would take over the role of the Standing Committee on Public Records established by the Library Board of Western Australia, with the additional responsibility of making recommendations about the period of time records may be restricted under Part 4 of the Act.

The committee membership includes representatives from the Law Society of WA, Records Management Association of Australia (WA), Australian Society of Archivists, Institute of Information Management, Records & Information Management Liaison Group, Local Government Records Management Group, Local Government Managers Association, Department of Indigenous Affairs, Public Sector Chief Executive Officers, and Historical Interests. The Committee held its first meeting on 29 May 2002 and considered 4 disposal authorities.

Proclamation of the remaining sections of the Act, and the State Records (Consequential Provisions) Act 2000, were published in the Western Australian Government Gazette on 30 November 2001. For some organisations, including the SRC and the SRO, this set the clock ticking for submission of their draft Recordkeeping Plans.

The Principles and Standards established by the Commission were published in the WA Government Gazette on 5 March 2002, which set the 2-year clock ticking for most government organisations to submit their draft plans to the Director State Records.

The Principles and Standards and the State Records Office website (www.sro.wa.gov.au) were launched by the Hon. Sheila McHale, MLA Minister for Community Development, Women's Interests, Seniors and Youth, Disability Services, Culture and the Arts, on 6 March.

After the launch the SRO conducted a comprehensive round of free Recordkeeping Plan seminars in the Perth metropolitan area and in regional centres throughout the State. Overall, 20 seminars were held and attended by over 950 government officers. The seminars were pitched at records managers and senior management to advise them of their obligations under the Act and the requirements of Recordkeeping Plans. Unfortunately, there was a fairly low attendance from the latter group. The SRO recently released its training calendar for 2002 - 2003. The programme includes more recordkeeping plan seminars and, from expressions of interest received so far, senior management are showing greater interest.

Local government in Western Australia has hit the ground running as far as the Recordkeeping Plan is concerned. The Local Government Records Managers Group (LGRMG) has established a working group to develop a model Recordkeeping Plan for local governments. It is a superb initiative that will benefit all local authorities.

Finally, the long-awaited second edition of the SRO Newsletter, State of the Record, is imminent (at the time of writing). State of the Record is intended to serve a dual purpose: to provide a professional information service to our recordkeeping and information management stakeholders; and, to provide a newsletter covering matters of interest to historians, family history researchers and other Search Room clients. It is available on the State Records Office website.

For further information please contact: Team Leader: Recordkeeping Services on (08) 9427 3371 or via email at sro@sro.wa.gov.au.

Martin Fordham,
Recordkeeping Consultant
State Records Office of WA

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RMAA Listserv Report

Welcome to a snapshot of the issues raised on the RMAA Listserv over the last 2 - 3 months.

The 3 major topics discussed were:

1. Thesaurus management software;
2. Records Management Job Titles; and
3. Is workflow a record?

Thesaurus Management Software

Amanda Harris from ACT Archives Project started this issue by seeking assistance on thesaurus compiling software.

A number of solutions and products were offered to assist Amanda. The real meat to this sandwich was revealed when there was a suggestion in relation to building a Functions-based thesaurus. It would be ideal to have the third level term dependent on the context of the first and second level terms instead of simply reliant on the second level term.

Robina Sanderson elaborated on the difficulties of the third level terms when she remarked in a latter posting:

I am unaware of any commercially available thesaurus building software that effectively addresses the problem of capturing the Functional context of 3rd level terms... If you intend moving the thesaurus you build into another application - recordkeeping, web publishing etc. - you may want to know if you can specify contextual relationships for your terms over multiple levels in the functional hierarchy, or if these applications only deal with thesauri such as Keyword AAA.

Glenn Sanders pointed out the realities associated with using or implementing a functional based thesaurus.

You have touched on a vital point. It is too easy in discussing thesauruses to get very theoretical and academic. But out there at

the coal-face are lots of end users creating documents. We'd like them to put them into the DMS, and do it properly, but we recognise that they are doing core business (earning money) to help pay all us back office non core support people. If the DM system presents them with illogical possibilities, then under time pressure and probably simply in error, mistakes will occur. Especially since in my experience most end users find the top two levels of Keyword AAA of little relevance. Useability is a key issue. I believe that any system with thesaurus features (and not all of them do it this way) should allow me to select which lower level terms can be applied at each level.

Records Management Job Titles

Ranui Brown from South Australia started us off on a search for a title other than 'records officer.' This touched off a light hearted but pertinent debate about defining the nature of the activities one is doing as then forming the title of your job description from there, rather than getting as far away from the 'R' word (as Alan Seymour remarked) because of the historical baggage attached.

Rosemary Kaczynski summed the debate up in her remarks:

Any job title should reflect the task carried out, that is when respect is awarded to both the incumbent and the position. Job titles that do not reflect the job are transparent to others within the organisation, and can become a joke. For example if you call someone an analyst, - records or document, it is assumed that the role they have is of an analytical nature. If the incumbent does mail opening, file creation and movement and data entry, then the title is a misnomer, which achieves nothing.

Of those on offer I liked these from Janet Bethel:

These are taken from a BRW article of November 24 2000, 'Jobs

of the future' by Lucinda Schmidt:
Director of Intellectual Capital
Data Mining Officer
Chief Evangelist
Creatologist
Director of Intelligence
Messaging Champion - deals with error
And my personal favourite,
Apostle of partners

Is Workflow A Record?

Chris Hurley made an interesting thought provoking point on this issue he said 'Yes, workflow should be documented because it provides context and metadata.'

The key issue, however, is not so much whether workflow is, or is not, a "record". The key issue is how workflow (being an instance of those methods which may be used to document business processes or functions) helps solve the problem: what is an electronic series? This has been baffling that it has caused some (despairingly) to wonder whether series can, in fact, exist in cyberspace at all. Others to assert that any bunch of documents which can be described using a series registration sheet is, ipso facto, a series.

As ever if you the readers have comments in relation to that mentioned herein or issues relating to the RMAA Listserv please do not hesitate to contact me at kemalh@tpg.com.au

Kemal Hasandedic MRMA
IT Coordinator

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International News

Rwanda war crimes tribunal records on UN website

Public judicial records of the International Criminal Tribunal for Rwanda (ICTR) in electronic format are now available on the tribunal's web-based database, <http://www.icttr.org>. An ICTR press release in March announced that the service would enable anybody anywhere in the world with Internet access and Internet Explorer 5 or higher to conduct research of the database.

The database, run on a Tower Software TRIM product, e-Drawer, holds all the non-confidential judicial records of the Tribunal, such as indictments, motions, responses, decisions, transcripts and judgements.

Following the announcement, Tom A. Adami, the Archivist of the tribunal's Judicial Records and Archives Unit, asked Aus-archivist Listserv members for feedback on the new TRIM feature. He wrote:

We believe we may be the third site anywhere in the world to implement this TRIM module. This implementation has recently been described as a 'bold' move. We are just hoping it is not a silly one as well.

He said that the tribunal's stated goal of publicity demanded that such a system be developed. Tower (Africa) based in Kampala, Uganda, had been given tremendous help with the project and was also anxious for reaction to the e-Drawer venture.

Comments should be directed to Allan Connelly-Hansen, the Tribunal Recordkeeping Systems Administrator and Assistant Manager connelly-hansen@un.org.

Industry News

Mosman Municipal Council improves customer service with DataWorks

Mosman Municipal Council has centralised its information to deliver better customer service with an Australian electronic document management system, DataWorks.

DataWorks is a complete information manager that revolutionises the way organisations handle all incoming and outgoing information including customer requests. It was installed at Mosman Municipal Council four years ago as part of a major overhaul of its information systems. This Council manages 12,500 rateable properties on Sydney's North Shore and required an electronic system that would support their long-term information needs.

All incoming, internal and external information including telephone calls and customer requests are registered to DataWorks. Information is indexed and stored as either scanned images or in their original electronic format and recalled quickly by staff for a multitude of Council business tasks and services.

DataWorks manages internal and external customer/work requests, information storage and retrieval, electronic distribution of tasks, all meeting agenda and minute documentation and a Public Access Terminal.

One of the most dramatic achievements has been in the Outdoor Depot, a team of eight, who respond to requests for jobs such as cleaning graffiti and sign maintenance. Prior to the creation of a new Customer WorkFlow in February 2001, the business unit was running at a loss of up to \$100,000 per year. The Customer Work Flow allows each team member to directly register their own documentation into the DataWorks system - including all requests for action, progress reports, file notes and responses. This unit has broken even and looks forward to making a healthy profit this financial year.

Mosman Council's open file policy has led to the creation of a DataWorks driven Public Access Terminal located at its main reception. This enables the public to access public records easily and quickly on terminals.

Another area where DataWorks aims to save money is in infringement processing. Rangers are taking photographic evidence of traffic and environmental infringements, downloading the photos onto a server in the system so that they can be imported for internal use.

More than 30% of the largest local government authorities in Australia are using DataWorks.

Enquiries

Monique Olive,
Mosman Municipal Council,
Ph: 02 9978 4005,
m.olive@mosman.nsw.gov.au

New Self Assembly Archfile

South Australian based company has released a new product that is set to change office filing internationally. Albox Australia Pty Ltd has released a new alternative to conventional lever arch files.

This attractive 'Archfile' conforms to contemporary environmental standards, in that they are archival quality; 100% recyclable; saves space both on the shelf and when archived - and is less expensive! What is more... the rings cannot misalign and the archfiles stand upright on the shelf.

As record managers gain respect as a profession, it becomes apparent that many of the products used in the office are just not up to accepted contemporary practice and environmental standards. Lever arch files are an example, as they are not acceptable in archives because they are bulky and not recyclable, hence a lot of costly repackaging is needed.

The current lever arch file is not recyclable because it is too costly to separate the metal from the paperboard cover hence they contribute to landfill waste, which is looming as a major issue not only within Australia, but internationally as well.

Some Australian State Governments have already legislated to reduce the use of products that create landfill waste and will welcome the new archfiles.

Albox has completely re-designed the Archfile using polypropylene and nylon ring mechanisms that are virtually indestructible. The end product is fully archival quality - acid free and free of metal.

The secret behind the lower cost lies in the design of the ring mechanisms... the end user can easily assemble them as and when required. This feature means that the covers can be shipped and distributed flat - a space saving that is welcomed in the office.

A further saving in space also flows from the design of the rings. The archfiles take up less space (up to 20%) on the shelf and yet have the same 55mm capacity as lever arch files. In many offices and archives this is a significant factor in saving overhead costs in buildings, shelving and cabinets. Albox supplies these archfiles in mini-bulk packs of 30 complete with sheets of labels. Again there is a good reason for supplying the labels in this way. Corporate logos; file identification; barcodes etc can be added for better records tracking.

The Albox labels are permanent archival quality for use on polypropylene. A small indent on the spine of the cover enables the labels to be attached in the same position on each Archfile to enhance the overall appearance on the shelf. The freestanding design of the covers means that the archfiles stand upright on the office shelf without the need of side support, but for those who still need a wedge shaped flexible file that is 'back-pack proof'; Albox has a 'standard' file.

There are also 'half-arch' 35mm capacity files available in both freestanding and standard versions. The archfiles are all black, the most popular file colour, with a leather-like external finish. By keeping to black, Albox can use recycled polypropylene material in producing the covers. If colour coding is desired it can be added to the labels.

In keeping with the times Albox is marketing these innovative products internationally via a special website www.archfiles.com, that also meets Governments' policy of ordering on the Internet that reduces the cost of doing business.

Supply points have been established to ensure delivery in Australia, Hong Kong and the U.K. within 48 hours of placing the order via the Internet. Other supply points in other countries will be established progressively.

The packaging was also a consideration prior to the product release. Governments want suppliers to minimise packaging waste and Albox has achieved this objective. No PVC is used in manufacturing any of the materials. The only non-usable items, which are 100% recyclable, is the external wrapping from polyethylene, and the polypropylene envelope that contains the labels. Albox understands the Records Managers' desire for having a 'continuum' from 'office' to 'archive' filing and storage system and are well on the way to being able to do this. Albox is already an established name in the archive and office supplies in Australia and they have now opened offices in the UK and Hong Kong to introduce these exciting new archfiles to the international market.

Note: The Industry News section of Information Quarterly contains information on product implementation within the industry, intended as an information resource and is not an endorsement by the RMA of any product or service.



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Sir Rupert Hamer Records Management Awards 2002

The Public Records Advisory Council invites nominations for the 2002 **Sir Rupert Hamer Records Management Awards**.

The Awards recognise excellence and innovation in records management practice in the Victorian public sector. Awards are made to agencies achieving the following objectives:

- Preservation of records of permanent value, including adherence to Public Record Office Victoria records management standards and ensuring government accountability, and
- Innovations in records management practices, including efficient delivery of service to clients and facilitation of access to current information in a cost-effective manner.

Awards can be made in four categories: inner budget agencies; outer budget agencies; local government authorities and regional/rural agencies.

Nomination forms and guidelines are available on the PROV website at www.prov.vic.gov.au For further information about the Awards, contact **David Brown** on (03) 9348 5621 or email david.brown@dpc.vic.gov.au

Nominations close at 5.00pm on Friday, 26 July 2002.

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Branch Reports

New South Wales

It is the end of another Council year. In NSW there will be some major changes to Branch Council. After over 30 years of service, Peter Smith resigned from council. He intends some travelling with his wife and to enjoy a more leisurely life. David Lilley, who has been on Council since the late 1980s and has held the position of Branch Secretary for over 10 years, has chosen not to stand again. Sue Frost has also chosen not to remain on Branch Council due to work pressures, an increasing problem for many of us. Sue has been coordinating the events program for several years and has done a marvelous job. Branch Council will greatly miss the support and dedication of these three people. We are looking for more people to come on board and help share the load.

TAFE, RMAA and State Records met in late May to discuss courses available to records managers and other education issues. One of the major problems faced by our industry is the low interest in obtaining or improving formal qualifications in records management. Various initiatives were discussed, and more work will be done in this area. Thanks to Stephen Smith for all his work with Education.

Archives and Records Management week was a wonderful opportunity for the RMAA, TAFE and State Records to work together. The Open Day at the State Records Centre in Kingswood was enormously popular. There were also various seminars and a workshop on records management skills. The ASA meeting was moved back a week so it could be held during ARM week and we also held a Vendor Showcase. Our IT Seminar had to be postponed and will be held later in the year. My thanks to Alan Ventress, Tony Leviston, Jo Knight, Cassie Findlay, Sue Frost and Chris Fripp for all their work. And I also thank Wendy Daw for her administrative assistance.

As our AGM will not be held until 9 July I do not yet know who Council will be for the next year but my thanks go to those who served this year.

Geoff Smith ARMA
Branch President, NSW

Queensland

A number of activities were organised to celebrate Records Management Week in Queensland. The week commenced with a breakfast, featuring a guest speaker, Dr Kate Andrews an expert in Knowledge Management, who spoke on the strategic advantages of having a knowledge management strategy and the elements of a strategy and plan for implementing knowledge management systems.

The 2002 Queensland State Conference was held on 29 May, with the theme Records Management for the Future. The conference attracted 130 participants, including two overseas visitors. Considerable time was spent examining the Queensland Information Standards. Other topics included the new legislative regime under the Public Records Act 2002, amalgamation of the RMAA/ASA and outsourcing active records management. Feedback indicated that the conference was a success. Many thanks to the sponsors and speakers and those who helped organise the conference.

On 30 May a private sector forum was organised to discuss a number of issues impacting on records management, particularly in the private sector. Participants agreed to map a strategy to assist in further discussion and debate. A number of other activities marked Records Management Week, including seminars, visits and education sessions.

The Branch has continued to organise monthly seminars on records management issues. Recent seminars have focused on topics like: planning and implementing EDMS and titling files and documents. Future seminars will examine indexing and secondary storage issues.

In addition, the Qld Branch, in conjunction with the ASA, IIM and HIMAA, are organising Collaboration, Innovation and Solutions Week. The week, from 15-18 October, includes a trade display, conference, workshops, dinner and awards and visits. This is the first time Queensland has organised a conference on this scale in conjunction with our kindred organisations. Full details can be found on the web site www.airjv.com

Philip Taylor
President, Qld Branch

South Australia

To celebrate ARM week the SA Branch held a social function at the Historian Hotel in conjunction with the Adelaide Chapter of the ASA. Approximately 25 people attended and all reports indicated that it was a worthwhile and entertaining event. Networking was also a success, and a number of people had the opportunity to meet for the first time.

In the next report, we can assess the success of the Adelaide Convention. Planning for the Convention is progressing well and enthusiasm is growing as the countdown continues. We have been pleasantly surprised at the take-up of sponsorship and the level of interest shown in the workshops. Don't forget to keep an eye on the RMAA website for updates. If you are coming to the Convention, stop by the RMAA trade stand and say hello to your Federal Directors.

Kristen Keley
President, SA Branch

Northern Territory

The Northern Territory Branch celebrated Archives and Records Management Week function on 29 May where members were able to display their skills and knowledge of the profession by competing for recognition in various technical and theoretical pursuits. Lush from the Auditor-General's Office and Margaret Quan from the NT Archives tied the competition for fastest archives box assembler. Maxine Newton from the Tourist Commission was a clear winner of the competition for fastest file assembler, taking the honours in record time. Ably assisted by champagne and a vodka cruiser, Helen Barnes from the NT Archives was the inaugural winner of the archives and records crossword quiz.

Other than this event, Branch activity has been relatively quiet. To improve the services offered to members and to increase the Branch profile, Branch Council recently resolved to form an Events Committee to focus on establishing a calendar of regular events.

As the Territory currently provides no formal opportunities in records management education, the Branch continues to assist members with monetary loans to enrol in the Certificate of Records Management course at Edith Cowan University. This form of support has proven very successful in encouraging members to undertake formal study, and the participation rate has been constant over the last few years. The benefits, of course, are that the records management skills and knowledge base in the Territory is increasing.

Greg Coleman ARMA
President, NT Branch

Australian Capital Territory

The ACT Branch has had a few seminars over the last couple of months. The first, in May, featured Warren Orlandi of the Australian Prudential Regulation Authority (APRA) who gave an excellent presentation on business/disaster resumption planning. His presentation is available on the RMAA website in the Resource Centre section.

In May, the Branch held the Annual ACT Branch Dinner Seminar at the Canberra Convention Centre. QAS System, who produce Quick Address Pro Barcoding, were the sponsors. Stephen Mason, the local representative, and Shaun Ferguson from QAS were at the dinner. At the last minute, Dean Kelly from Tower Software replaced Martin Harwood as the Guest Speaker, when Martin was called away on business. It was my pleasure to welcome the new Associates to the fellowship of the ACT Branch and the Association: Grant Williams, Robina Sanderson and Renate Croker. I also presented the University of Canberra Student Award to Maryanne Louise Hicks.

The Evolution - A New Era, will be held in Adelaide 15-18 September 2002. I welcome also the new New Zealand chapter of the RMAA - we hope to see some of you at the Adelaide Convention.

I am not continuing as president of the ACT Branch Council. I would like to extend my thanks to the Branch for their support over the last three years. We have a great band of people on Council who give their time freely. My congratulations to the new President - I hope you enjoy your time as President as much as I have. Keep that network alive and healthy!

Stephanie Ciempka, ARMA
Branch President, ACT

Coordinator Reports

IT Coordinator Report

The IT committee has been considering its direction. In particular, we have been considering whether:

- An IT Special Interest Group (SIG) should be created and what is involved for that to occur. There is a strong belief that the RMAA should have an IT focus and perhaps this SIG could meet that goal.
- A session at each conference should be devoted to a paper or presentation on an issue relating to advances in information technology and records management. There would have to be boundaries to ensure that papers presented are vendor neutral or unbiased.

These issues are still under discussion, and the Committee is intending to submit a report to the Federal Board in September with their recommendations.

We are seeking costs on upgrading the RMAA website to assist members in unsubscribing from the Listserv. We will also be requesting that individuals agree to the terms and conditions of usage on the Listserv prior to registration. All of these enhancements should be in place before the end of 2002.

The committee has yet to make any formal headway on the issue of sponsorship of a paper relevant to IT/RM and IM. There are some complex issues in getting this project to life, which are currently before the committee for consideration.

I take this opportunity to thank my fellow committee members for their assistance during the year and look forward to seeing them and continuing this journey after September. I would also like to welcome Nelly Kremko from Qld to the committee.

Also a special thanks to our editors, Geoff and Janet, who have proof read this and other articles for IQ. You will be sorely missed.

Kemal Hasandedic
IT Coordinator

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