INFORMAA
QUARTERLY

SCSQ

Annual Convention

10th

Records - The Heart of Management (Hobart '93)

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CONTRIBUTIONS

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

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

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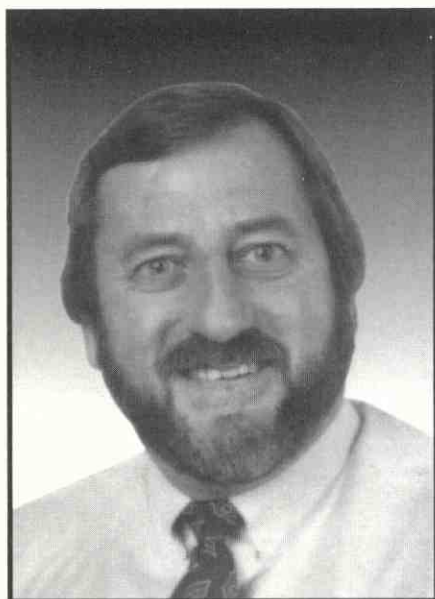Facsimile: (049) 29 7827

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INFORMAA QUARTERLY

Annual Report of Federal Council

L adies and Gentlemen, it is my pleasure, on behalf of my fellow Directors, to present the Eighteenth Annual Report of the Federal Council for the year ending 30 June 1993.

FEDERAL EXECUTIVE

Members of the Federal Executive met on three occasions in accordance with Regulation 20 of the Association and has also conducted several teleconference calls during the year to deal with important business matters of the Association. Use of the teleconference facilities enabled the Federal Executive to monitor the planning of the Association activities via the Federal Council and through its co-ordination were able to reach and implement decisions quickly and efficiently.

The Federal Executive consists of the following office bearers:

- President
- Vice President
- Treasurer
- Secretary
- Public Officer

Management of the Association remains vested in the Federal Executive and Federal Council.

ADMINISTRATION

The Federal Council consisted of the following duly elected Federal Directors for 1992/93 :

President	Ray Holswich	NT
Vice President	Ross Thompson	ACT
Secretary	Chris Fripp	NSW
Treasurer	Jim Shepherd	QLD
Public Officer	Kate McCarthy	ACT
Pam Camden		NSW
Michael Hangan		QLD
Judy Watts		NT
Helen Francis		SA
George Smith		SA
Christina Howard		TAS
Dennis Wheeler		TAS
Rosemary Kaczynski		VIC
David Moldrich		VIC
Neil Granland		WA
Ken Ridley		WA

One Federal Director resigned during the year due to increased work pressures.

Resigned Ms Judy Watts - NT 17 February, 1993. Ms Watts was replaced by Mr Greg Coleman as one of the Federal Directors representing the Northern Territory.

In past years it has been customary for the Federal Council to meet once a year in conjunction with the National Convention, however, due to the increased business matters of the Association and the necessity to improve several administrative functions as well as finalising the National Strategic Plan, Federal Council met a second time in February, 1993, in Canberra. Expenses for the second meeting were shared by the Federal, State and Territory Branch Councils.

The finances of the Association whilst considerably expended on significant projects during the year, remain healthy and were monitored by the Federal Treasurer Mr Jim Shepherd MRMA, in co-operation with the Branch Treasurers and the Associations Auditors Deliotte Ross Tohmatsu.

NATIONAL ACCOUNTING AND REGISTRATION PACKAGE (AIMS)

In past years some Branches have been able to monitor their membership registrations and financial situations through ad hoc systems designed to meet their individual needs. A conscious decision was made during the Federal Council meeting in February, 1993, to nationalise an appropriate system encompassing both the membership registration and financial packages. Implementation of the system will result in the probable amalgamation of the Treasurer and Registrar positions at the Branch Council level and the networking of the system Australia wide.

It is fitting and appropriate at this point to thank the AIMS Committee for their input towards the successful implementation of the system. Moreover, the efforts of Roley and Ainsley Sharpe (WA) who have spent many long and tedious hours programming the system and assisting with the special training aspects are to be applauded with sincere thanks and gratitude.

NATIONAL MARKETING AND STRATEGIC PLAN

This particular topic will remain high on the agenda for the Association in the years ahead and the importance of the National Marketing Survey and the results cannot be emphasised enough to the membership overall. Whilst a National Mission and Vision has been put into place and action taken by the Federal and Branch Councils to formulate Strategic and Action Plans, the future development of the Association remains of paramount importance, so much so that both levels of Council meet regularly to monitor the progress of the successful implementation of both the Strategic and Action plans. Unfortunately, the implementation of the overall plans cannot proceed with the haste that we would all like to see and or expect. Change

is something that not all people can readily accept and hopefully the adoption of a one to five year time frame will assist with the introduction of new initiatives and alleviate the fears and or concerns of the membership.

Every effort will be made to ensure that members are kept well informed of the progress being made both Federally and at Branch level via the INFORMAA Quarterly and Branch Newsletters.

NATIONAL MEMBERSHIP

National membership of the Association has increased significantly during 1992/93, figures indicate that increase as being 195 new members. Details of the membership are shown on the matrix to the right.

EDUCATION

The past twelve months have seen few new initiatives undertaken by the Federal Education Committee, however, a lot of work has been undertaken with ongoing tasks, including the following:

ACTRAC NATIONAL CURRICULUM PROJECT IN RECORDS & INFORMATION MANAGEMENT

A number of members of the Association across Australia have been involved in the writing of modules for this national TAFE project. The modules form part of a total course and are intended to build a comprehensive body of skills and knowledge. The course structure itself is very important and has been negotiated with industrial parties and/or community groups. The first draft modules have now been completed and amendments and assessments are now being made by the writers and other interested persons.

Although not purely an initiative of the Association, it has been included in this report because of the Associations involvement and commitment, as a result of our commitment, some specific RMAA projects have been slower to complete this year. However, the importance of the core course to our members and our close ties with TAFE are vital and our commitment will prove beneficial both in the short and long term.

STATUS	ACT	QLD	NSW	VIC	SA	WA	NT	TAS	TOTAL
Fellow	0	0	1	1	1	0	0	0	3
Member	1	7	3	7	1	1	0	0	20
Associate	20	45	45	59	18	18	24	25	254
Ordinary	20	44	95	262	16	43	0	14	494
Corporate Nominee	177	215	343	226	89	163	72	83	1368
TOTAL	**218**	**311**	**487**	**555**	**124**	**225**	**96**	**122**	**2139**

COURSE RECOGNITION

A draft document in relation to Course Recognition has been drawn up by a sub-committee of the Federal Education committee. The sub-committee is based in Western Australia and is headed by Maggie Exon of that States Branch of RMAA. The draft was received in February of this year and circulated to all Branches for comment, the comments were forwarded back to the sub-committee and the final paper will be presented to the annual meeting of the Federal Education Committee in Hobart during the lead up to the National Convention.

Positive feedback has been received from like Associations regarding Course Recognition and particularly encouraging has been the support and information passed on from ALIA.

JOINT MEETING OF INFORMATION SOCIETIES

Two meetings were attended by Mr Dennis Wheeler, Chairperson, Federal Education Committee. Other like Associations represented at the meetings included :

* Australian Council of Archives

* Australian Council of Libraries and Information Services

* Australian Library and Information Association

* Australian School Library Association

* Australian Society of Archivists and

* Health Information Management Association of Australia

These meetings have provided a great opportunity to share ideas and have also acted as an excellent public relations exercise for the participating bodies. The group of Information Societies have created, agreed to and adopted a title of "Forum of Allied Organisations (FAO)". The structure of the body will be quite fluid but the main aim will be the common areas of interest, these broadly being:

* Education and Training
* Information Policy and Funding
* and a commitment to Preservation.

The objectives are to identify issues where co-operative effort will achieve mutual benefits. Further, to share information, resources and experience for mutual benefit and to develop jointly, strategies to achieve the desired outcomes. These strategies may include making joint statements and publicising matters of mutual interest where a combined approach may benefit us all. Under this new framework, FAO, the RMAA, particularly the Chairperson of the Federal Education Committee, will act as the Convenor on Education Issues.

KODAK GRANT

This was the first year of the Kodak Grant. The company having provided RMAA with $23000 to be invested in a term deposit and an amount of $3000 is to used on an annual basis for an educationally related project. The Grant is to provide members of the Association with the opportunity to travel, deliver a Paper, undertake research, study, or other similar activities which will result in some benefit to the profession and practice of Records and Information Management.

The initial award was made to Helen Onopko (SA) who will be working on final completion of "An Index to the Literature on Records Management".

INFORMAA QUARTERLY

The year under review proved to be very significant in the evolution of our national Journal.

At the Federal Council meeting of September, 1992, Ken Ridley (WA) accepted the nomination to chair a new Editorial Committee consisting of contributing editors from each State/Territory. The Committee was directed to call Tenders Australia wide for companies wishing to produce the Journal on the basis of self funding via advertising revenue. Concurrent with the Tender process, legal advice was obtained to prepare a production agreement which would eventually be legally binding to both parties. Marketing Advisers for Professionals Pty Ltd, were the successful company and they have entered into contractual arrangements to produce four editions of INFORMAA Quarterly up to and including February, 1994.

The first new look Quarterly appeared in May of this year which in terms of quality and presentation vindicated the change in direction sought by Federal Council. Support from advertisers has not been at a high level but the Committee is confident that this will flow in now that evidence of a quality production has been promulgated and as Australia's overall economic position improves.

Action was also put in train to vastly improve the method of distribution of the Journal and the creation of the new registration and accounting package has allowed for the Journal to be posted to individual members soon after production, the direct mailing system also offers a savings in postage costs for the Association.

The Editorial Committee continues to encourage members to submit articles for publication as our profession needs not only to establish a research and theory base but also to generally encourage debate and publicise rapid changes in technology affecting the management of recorded information.

PRODUCT HANDBOOK

The RMAA Product Handbook is a Victorian State initiative. The project is being handled by Federal Director Rosemary Kaczynski and over eighty entries have been received nationally.

FEDERAL NEW TECHNOLOGY COMMITTEE

The major activities of the Committee this year have been the development of an Australian Records Management Standard and a policy on electronic records.

STANDARDS AUSTRALIA

After considerable effort by both the New Technology Committee, Standards Australia have made a commitment for the development and implementation of a Records Management standard.

To this end, the IT/21 Committee has been formed, as have two sub-committees whose missions are to develop specific units for the Standard. They are:

1. Appraisal and Disposition; and

2. Indexing and Classification.

Broadly speaking each sub-committee will be asked to provide a position paper on the current Australian and World standing on the topic, along with a project plan (inc. timeline) for the development and implementation of that section of the standard.

The Records Management Association of Australia is represented on IT/21 and each of the sub-committees.

NEW PRODUCTS

The Committee has recently examined two new products/systems which integrate the functions of electronic Records Management with office systems functions in the same software. NeXTstep and Lotus Notes.

Over the next few years developments such as these will "BREED" a new information source that I am describing as a Virtual Document. If required I would be happy to expound on the topic. I think these types of systems are going to have a profound effect on the functions of Records Management and Records Managers.

POLICY STATEMENT ON ELECTRONIC RECORDS

The development of the draft policy statement on electronic records is continuing. The Committee aims to produce a final policy statement in Jan/Feb 1994 . It is envisaged that the policy will be not only be at the forefront of electronic records, but its development will also be a model of co-operation between the various disciplines, professions and outlooks which impact on electronic record keeping. The Committee recently received a study of electronic records compiled by the Records Management Office of the WA State Archives. This has given great insight into the developments by other organisations of electronic records policies.

SUMMARY

Although 1992/93 has been a successful year for the New Technology Committee, 1993/94 will hopefully see a sharper focusing of the New Technology Committee along with the promise of deliverable's on both the Records Management Standard and the Policy Statement, as well as the introduction of others.

The New Technology Committee has also been requested by the Federal Directors to make recommendations on a project for a Glossary of Terms used in the Records Management industry.

FEDERAL STATUS AND STANDARDS COMMITTEE

The members of the Committee for the year 1992/93 were Chairperson, Rob Barnett MRMA (ACT), and members Terry Tolhurst MRMA (Qld) and David Moldrich MRMA (Vic).

REVIEW OF STATUS UPGRADE GUIDELINES

In a report submitted to Federal Council during February of this year, the Chairperson of the Status and Standards Committee indicated that the timeframe placed on the Committee by Federal Council to review the proposed Guidelines was unrealistic due to the complexity of the task. However, the Committee did recommend the following plan or course of action:

- The development of a more detailed set of point by point guidelines for all status upgrades.

- Review by Federal Council and amendment as considered necessary.

- Submit the guidelines to all Branches for comment.

- Implement the guidelines for a trial period of six to twelve months.

- Review the guidelines further.

OTHER PROPOSALS

Other proposals associated with the overall Status and Standards situation were submitted to Federal Council for information including :

- That a fourth grade of professional status be added at the lower end.

- That all members be given voting rights.

- The Status and Standards Committee be split into two committees as originally established.

- The abolition of corporate membership as it presently stands.

- That all grades of membership pay the same fee.

Regrettably, no further action has been taken or reported to Federal Council at this point in time.

AUSTRALIAN INFORMATION TECHNOLOGY COUNCIL (AITC)

RMAA has been a member of AITC for several years and, until February, 1993, has been represented by the Federal Treasurer, Mr Jim Shepherd. At the February, 1993 meeting of Federal Council, our continuing support was considered. Several member Associations left the Council during the last year and, along with several changes in management, the Council has severely limited its activities.

Federal Council appointed the Vice President, Mr Ross Thompson, as our representative and requested that he review our membership. In light of recent events, he has recommended RMAA resign from AITC.

INTERNATIONAL RECORDS MANAGEMENT COUNCIL (IRMC)

The activities of the IRMC appear to be marginally revitalised with the reintroduction of the IRMC Journal through the initiatives of Mr Peter Smith, RMAA delegate to IRMC and the generosity of the NSW Branch with the funding of the production costs.

The major aims of the IRMC remain focussed on support for developing countries, this is clearly indicated by the Councils involvement in co-hosting the 3rd International Congress being held in Harare, Zimbabwe during September, 1993, in conjunction with the Records Archives and Information Management Association of Zimbabwe. The Congress is one way IRMC can offer support by providing quality speakers who will also provide workshops and carry out other functions in support of the Zimbabwians.

As a strong, viable Association it is important the RMAA continues to support IRMC in a tangible way and the Councils President in exchange of correspondence with RMAA has indicated his enthusiasm about the support of our Association towards the future betterment of IRMC.

ANNUAL GENERAL MEETING, FEDERAL DIRECTORS MEETING & NATIONAL CONVENTION

The 17th Annual General Meeting was held on Tuesday, 8th September, 1992, at the Hilton Hotel, in Sydney NSW.

The 36th/37th Meetings of Federal Council, were held on 6/7 September, 1992, prior to the 9th National Convention.

The 38th Meeting of Federal Council, was held on 26th/27th February, 1993, in Canberra in conjunction with the Government Technology Event.

The 9th National Convention of the Association was hosted by the New South Wales Branch and held in Sydney on 6 through 9 September, 1992.

BRANCH ACTIVITIES

All Branches have continued to meet monthly or bi-monthly for General and

Branch Council Meetings and continue to strive toward improved internal administration as well as the general promotion of the Association.

Successful seminars and workshops covering ongoing topics of interest associated with Records and Information Management have also been provided for interested persons both internally and externally.

OTHER SIGNIFICANT ACTIVITIES

WESTERN AUSTRALIA - The WA Branch was heavily involved in the recent Royal Commission with particular emphasis being placed on the legislation dealing with the Custody of Records. Through media liaison and the canvassing of WA politicians the concerns of the Branch were expressed and recorded in the Parliamentary Hansard, the end result being that the Bill was subsequently defeated. The high profile of that Branch in this particular case must be seen and recognised as a positive move in the area of the Associations professional ethics.

QUEENSLAND - The Queensland Branch completed a video in conjunction with the Local Government Training Council for the 1992/93 Local Government Satellite program. The telecast of the program to all Local Government Authorities took place on the 9th June, 1993, at no cost to the Association.

Education enrolments remain at a reasonable level with 35 students at Kangaroo Point TAFE and 43 students enrolled at the Queensland Distance Education College.

TASMANIA - Education remains high on the Branch agenda with Certificate Courses now being offered at both the Hobart and Burnie Technical Colleges.

Obviously the energies of the Branch have also been directed towards the organisation of the 10th National Convention during the year.

VICTORIA - A lengthy submission was placed before Federal Council by the Local Government Chapter in relation to the production of a video associated with staff development and training for those working in the Records and Information environment. Whilst the production of such a video may be cost prohibitive at this point in time, the initiative will remain as part of the Associations National Strategy on training.

CONCLUSION

I would like to take this opportunity to extend my sincere thanks to the members of the Federal Executive and Federal Council for their support and opinions during the year 1992/93. All Federal Directors of our Association have given freely of their time administratively. Furthermore, they have and will continue to contribute heavily towards the success of the National Marketing Strategy adopted during 1992/93.

Finally, I would like to restate with absolute enthusiasm the Mission and Vision of our Association for the four years hence.

The Mission being : To promote and develop effective Records and Information Management as essential to organisational success.

The Vision being : In four years time to have established an identity as a national and independent authority on Records and Information Management.

Continued support of the membership will no doubt ensure the success of both the Mission and Vision now and in the future.

Thank you.

Ray Holswich ARMA

FEDERAL PRESIDENT

7 SEPTEMBER 1993

Editorial

On many occasions I have read about and witnessed overt criticism of the RMAA and Records Managers in general for not demonstrating certain levels of professionalism. I would be the first to admit that some criticism has been well founded; and yet we are often under "attack", sometimes in the most subtle ways.

In this edition we are presented with two well reasoned points of view about our claim to be recognised as "professionals" and our interface with Information Technology and the management of (or non management of) Electronic Records. I hope the authors have stimulated the debate!

I encourage you to obtain a copy of the proceedings of the 10th National Convention recently held in Hobart. In her paper entitled, "Future Directions of the Records Management Professional", Elaine Eccleston from the University of Canberra, adduced some excellent points on professionalism including her valid call for " ... an example of where Records Managers have demonstrated the professionalism that has been the subject of so much dialogue over these past years ? ..."

It appears to me that over the last 25 years Australian Records Management HAS made definitive steps towards professionalism - certainly in areas such as education, software, seminars and conventions, classification theory and so on, however many challenges remain.
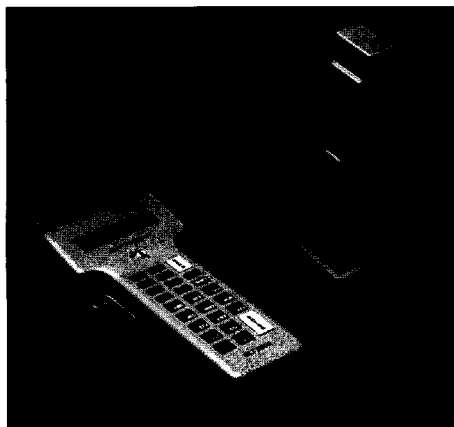
If you strongly agree or disagree, why not share your opinion with your peers via this Journal? In the next edition I will announce details of the RMAA Literary Award, which I hope will stimulate the writing a number of original articles.

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

1993 Convention Report

Records - The Heart of Management was the theme of the 10th Annual Convention held in September at the Wrest Point Convention Centre in Hobart Tasmania. With an attendance of over 420 delegates, the event was an outstanding success and a credit to the organising committee. The theme reflected our professions' recognition that information and evidence are the lifeblood of any organisation.

A trade display and show and tell gave delegates the opportunity to view the latest products available and three innovative
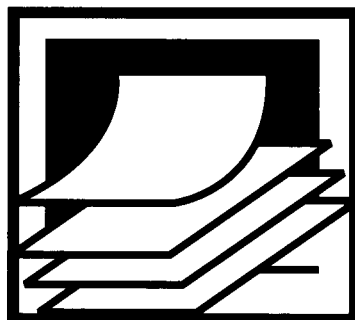
RECORDS
THE HEART OF MANAGEMENT

workshops on education, office automation and local government were conducted.

It is significant that several software companies also conducted user group meetings and at least three federal government agencies brought together most of their Records Managers either pre or post the convention - truly a gathering of like minds!

The following articles give a synopsis of the views expressed by selected speakers:

- Paul Kemp - Professor Kee - David Stephens - Janine Douglas - Anthony Poynton

Opening Address *By Paul Kemp*

Lack of accurate records could spell business disaster, the General Manager of Trust Bank Tasmania, said in his opening address to the RMAA Conference.

"From the banking perspective we could not survive without accurate records. In fact our customers demand that banks keep accurate records as far as their personal accounts are concerned.."

Mr Kemp said the consequence of imperfection was loss of customer confidence, a reputation for mistakes and inaccuracy, eventually the loss of customers and, ultimately, business disaster.

He said the Trust bank had implemented an effective quality improvement program (EQUIP), which underpinned corporate strategy as the bank strove to be more effective, improve efficiency and provide the highest levels of customer service.

"Accurate performance records are a vital part of this program, as they inform us about where we stand and where we need improvement. Importantly they provide us with a platform for and a measurement of our improvement."

Mr Kemp quoted two recent examples where Records Management had impacted on the bank - one where poor Records Management worked to the bank's disadvantage and the other where the bank was able to benefit substantially from its ability to draw on available Information Records and Systems.
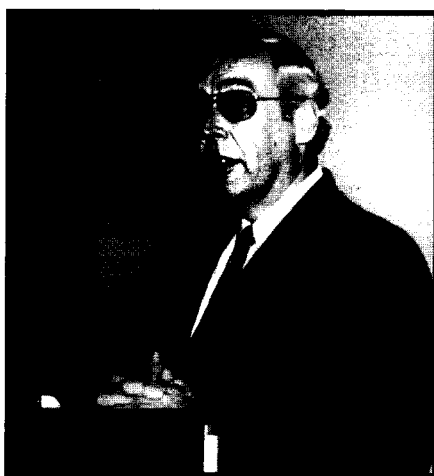
The first case related to fraud information which was made available to all banks, but was not passed on with sufficient speed to the Trust bank branch network. The result was that some bogus cheques were passed and a significant amount of money lost.

"Needless to say, measures have been instituted to ensure that this aspect of our records has been substantially improved."

The second instance involved the merger of two competing financial institutions to form the Trust Bank.

"There were a number of issues which needed to be addressed and resolved to merge two regional banks into one statewide institution. We were able to achieve this rapidly because records were kept up to date and, importantly, they could be accessed quickly and easily."

Mr Kemp said there were two key factors surrounding the issue of Records Management - the legal and regulatory aspect and the fact that professional Records Management simply made good business sense.

He said that everyone was aware of the legal requirements now placed on businesses and organisations to make accurate records and to comply with the myriad of government regulatory requirements.

"Company boards and management are constantly placed under scrutiny and are being questioned regarding their actions and decisions.

"We are living in a new era of disclosure and, with freedom of information legislation, Australian Securities Commission provisions and the like, actions cannot be taken in club or in camera."

Mr Kemp said this emphasised that accurate records must be kept, if only to protect the organisation, its, board and employees from accusation of some kind of impropriety. As well, it would be impossible to comply with the legal and regulatory requirements without access to accurate records.

He said that if a business was to develop and grow, in many instances if it wanted to survive, it must seek to improve its performance.

"And it is fair to ask how can you improve performance without knowing what was achieved in the past. Accurate records can provide that necessary pictures of past performance to serve as the measurement for future progress."

Keynote Address - Records the Heart of Management

By Professor Kee

Records Management was not just keeping track of things - it was the business itself, the keynote speaker, Professor Y.T. Kee, told the conference.

Prof. Kee, is from the Faculty of Economics, Commerce and Management at Monash University, Melbourne, where he lectures in Organisational Psychology, Communications, Leadership and other related areas. He is also a consultant to a wide range of corporations and government organisations.

He said the reason why records have become important is because times had changed. The world has moved out of the energy and resource based industries.

"We are now in the knowledge based industry,

so just throwing money at your Records Management won't solve things. Whatever you can get with power you can buy. Never throw money at things."

"We are moving away from man against nature, man against technology, man against man. That is why when we talk about Records Management make sure that you understand it. A quantum shift has taken place."

"It is important to understand that you need bureaucracy and you need power. But the business is not there to carry the bureaucracy. The bureaucracy must carry the business - so get your priorities right."

He said that knowing how to produce something meant nothing, because everyone knew to produce it.

"The money lies in performing, in being customer focused in having a vision in having a culture. Even in manufacturing it is the information that gives the money and the information is infinite and that is why people are moving into information."

"If you control information you control the business."

He said that today's age was one of individual consciousness.

"There are very hard lessons for senior management to start feeding more power to the people at the front line."

"There is absolutely no substitute for the human being on the chalk face with a finger on the pulse."

"Unless you know how to treat every individual as unique, as scarce as completely irreplaceable and empower them and motivate them, then your Records Management means nothing."

"Unless it is face to face, human to human, then all of our Records Management is subject to error."

Prof. Kee said that no technology could ever solve a single problem.

"Mankind must first solve the problems and when you have come with an elegant solution, the computer will magnify the mind."

He said that in the past the catchcry in real estate had been 'location, location, location' today it was 'database, database, database'.

"Information is the business and the guy in the front line is absolutely critical."

"Databases must be flexible enough to keep up with the rate of change. If not, you will make errors, you will be sued and everybody gets nailed."

Prof. Kee told delegates they must unfreeze their minds during the conference and then re-freeze the information they had received, otherwise the conference would have a shelf life of only two months.

"The most important thing about the conference will be the names and phone numbers of your contacts," he said.

"You must network and become efficient. You must learn to co-operate in the morning and complete in the afternoon."

So Do Not Delete All Fond Records

This article appeared in James McCullough's "CAPITAL" column in the AUSTRALIAN Newspaper of 28 May 1993 and is reproduced with permission:

COMPANIES and individuals unlucky enough to have been eligible for inclusion in a recent Australian Tax Office survey of its "auditees" may be surprised to learn that as far as the taxman is concerned, a staggering

74 per cent responded "positively" to the experience.

Intrigued by this statistic, the Taxation Institute of Australia investigated further and found typical responses deemed "positive" from the ATO's perspective included gems such as: Better records will be kept in future".

The TIA, ever mindful of its educative role,

decided to provide future generations with a rare insight into the ATO's prevailing psyche by including the survey results in a time capsule presented to the Northern Territory Government during the institute's national conference in Alice Springs in May 1993.

No doubt, the TIA hopes to have made great progress with the ATO by the time the capsule is opened in 2018!

The World View *By David Stephens*
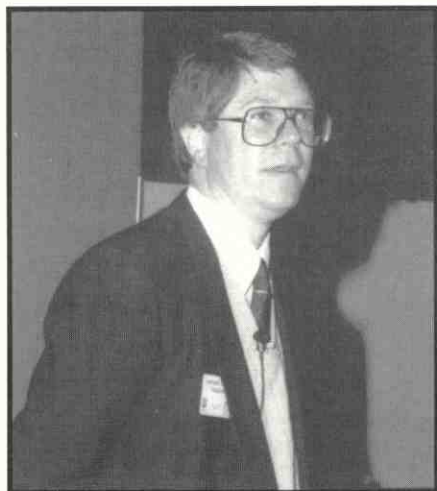
An internationally recognised authority in Records Management has called for the international development of an advanced level of Records Management, supported by a strong national infrastructure.

During the past 20 years Mr Stephens has developed or improved Records Management programs for more than 100 corporations and government agencies in the US and Canada. He has held a variety of senior positions in information and Records Management in the US, including the Environmental Protection Agency and the North Carolina State Government. Mr Stephens is currently Manager, Consulting Division, Dataplex Corporation. His address examined Records Management in a global context.

He said that on a global scale the archival and micrographics professions enjoyed more broadly based representation, with representation in some 133 countries. By contrast, professional association representation for Records Management existed in fewer than a dozen countries.

"Records Management has a long way to go before it enjoys a significant global representation of its interests".

"It is clear that Australia, Canada, the UK and the US occupy a unique place on the inter-national Records Management scene because the countries possess all the components of a national Record Management infrastructure. However, there are numerous countries that lack only one or two components of its infrastructure".

"It is hoped that the 1990s will bear witness to the development of an advanced level of Records Management, supported by a strong national infrastructure in many countries throughout the world".

He said there were a number of pre conditions that may exist in countries, which, in varying degrees, create an environment for the development of Records Management.

He said he believed that the conditions for advanced Records Management was strongest in free democracies, having highly industrialised, free market economies with a number of large companies having significant problems with their records - companies with both the incentives and the resources to implement Records Management systems and programs in an effort to solve these problems.

"Further, we hypothesise that legal systems that do not restrain innovation in new technologies are most favourable for Records Management development. If the legal system encourages litigation as a means of resolving business disputes, and if it promulgates numerous records keeping laws and regulations, conditions are still more favourable for Records Management development," Mr Stephens said.

"As a final pre-condition, if the national government of a country adopts Records Management and serves as a model for its development, or if the country has long traditions of supporting records keeping systems as a management practice, Records Management will again enjoy a favourable climate for advancement".

"No nation will have all these pre conditions for Records Management in full measure. Rather, countries that do have them in some measure are most likely to have advanced Records Management".

"What is required for Records Management to achieve an advanced level of practice in a given country?"

"Pre conditions do not by themselves solve any Records Management problems. The answer is that organisations that desire to realise the benefits of Records Management need access to all the tools and resources required to manage records in a highly professional way".

He said this "national records infrastructure" had six components necessary for a country to enjoy an advanced level of Records Management practice -

DEFINITION of Records Management as a professional management definition and recognition of this discipline by executives and managers in business and government.

A COMMUNITY of Records Management professionals possessing a high level of Records Management expertise.

PROFESSIONAL association activity to afford opportunities for development of technical skills and the sharing of knowledge.

EDUCATIONAL courses of study and the availability of books and other professional literature.

VENDORS to supply equipment and services for basic Records Management programs, to include filing systems and equipment, commercial records storage firms, consultants and the like.

TECHNOLOGY development for more advanced programs and distribution by a community of vendors, to include microfilm, Records Management software and optical imaging systems.

"To the extend that these criteria are valid, it would appear that one could judge the degree to which Records Management is established in each of the world's approximately 184 sovereign nations, " Mr Stephens said.

On The Public Record

By Janine Douglas

Education, theory and research and informed debate held the key to the future of Records Management, Janine Douglas told the conference.

Ms Douglas, from the Western Australian Records Management office, drew her experiences with the W.A. Royal Commission into the Commercial Activities and other matters (W.A. Inc.) under theme "On the Public Record".

She said the future of Records Management required a strong and authoritative education base regardless of whether or not the Records Management discipline felt threatened.

"Education is part of you. It is part of your development. We can't escape the importance of formal education and the corollary of a structured discipline - managers, technicians and clerical staff".

She said Records Management was a discipline and it would never become a profession without a theory base at primary, secondary and tertiary levels.

She said current theories must be studied, debated and questioned.

RMAA members should contribute to scholarly journals.

Ms Douglas said the Royal Commission report had addressed among other issues three attributes of government: openness, accountability and integrity.

On openness, the Commission commented on the unnecessary secrecy surrounding certain actions of the Government and the necessity of making information available to the public.

"The Commission reflected upon its dismay at a deliberate destruction and removal of records and condemned such practices as striking at the very roots of responsible and accountable government and distorting the stewardship of that Government', she said.

"By specifically itemising the areas of the public Records Management in the section on integrity, the Commission was not dismissing the record as an instrument of accountability, but broadening it and adding value to it.

"Given that the Commission strongly endorsed the need for public accountability and identified the public record as an instrument of accountability, would it be reasonable to suggest there is a long term future for Records Managers and Records Management?

"Undoubtedly, the need to render public accountability will remain an important part of our social and organisation fabric and the records will be available to a lesser or greater extent to support this. It remains however for Records Managers to convince organisations and society that they have a role in this nexus. But how so?"

"Many will argue that Records Managers have a role now, and that may be true, but is it an appropriate role. Is it good enough? Does it provide for a future? Will some discipline other than Records Management take over the role formerly performed by Records Managers?"

"Currently Records Managers appear to be firmly attached by a comforting umbilical cord to the file and the registry and to all that entails. This serves only to nourish the idea of Records Management as an outdated clerical pastime."

"The time has come (and almost gone) to cut that cord. Records Managers need to create roles and functions which do not tie them to any one physical location and one physical record format; roles and functions that see them emerging as a systems manager, a trouble shooter, a trainer, a consultant and an adviser."

Ms Douglas called on the conference delegates to ensure a future for Records Management."

"Perhaps we all feel a little overwhelmed by the task and don't know where to start. So we don't do anything," she said.

"If everyone made a commitment to one small goal in support of the future of Records Management and achieved that goal in the next 12 months, I think you would be astounded by the impact that the combined efforts would have."

She said the future of Records Management lay not in its ability to furnish an archive or attach a folio, not in its nexus with accountability or freedom of information, but in the ability of Records Managers to make it a system of management that was integral to the day to day requirements of an organisation and to society and in their ability to mould, develop and implement that future.

What Next *by Anthony Poynton*

Imaging has been proposed as a viable alternative to traditionally-based filing systems.

The proposal came from Anthony Poynton, National Sales and Marketing Manager, Information and Management Division, Canon Australia Pty Ltd, to the RMAA Convention.

He said the greatest disadvantage of paper based filing was that documents must be filed. Every document had to belong somewhere physically. This physical location was defined by a predetermined filing convention.

"The greatest advantage of electronic filing is that there is no need to file. Every document can exist in its own right, independent of a file, as physically it may be joined with any other documents as and when required."

"This allows the Records Manager to classify and describe the document fully as to its inherent nature, rather than determine which of a bad bunch of file titles it best belongs to. This process is entity filing; each entity is a file in its own right."

"The fundamental difference is that paper based systems demand that the file is determined as the document is stored. Entity filing creates the file to match inquiry."

"Normal paper based filing does not record all the documents, it simply attaches them to a file. This means that the contents of the file or the qualities of like documents held is not really known. Thus, valuable information about

business - occurrence data - is not gained".

He said that occurrence data was simply recording something that had happened. Documents were created in response to an activity or an occurrence. They represented a record of all that had happened within an organisation".

"Workgroup is a group of applications that seek to enable a small number of individuals to work together on electronic documents in a coherent, organised manner".

"It allows groups to work on any one document at the same time, controls versions, ensures integrity and provides highly functional communication. At its base is the ability of an electronic database to allow simultaneous access to document entities - something that cannot be done on a paper record in any real sense."

"Workgroup integration may be described as better matching the record to the functional objectives of the organisation, as opposed to the process driven imperatives of current systems."

"In process based systems various stages in the process may produce paper which is then attached to the file chronologically."

"In a functionally based system the paper should exist as an entity independent of the process and be able to be linked to the functions it embodies. This more closely reflects the way in which groups prefer to work together."

"The current process driven systems waste human resources and prevent the full use of skill, intelligence and experience, preferring rules based decision making."

"Assuming the Records Manager believes these benefits are worthwhile & accepts the fundamental changes to accept them, what next?"

"We believe it is the development of an imaging architecture that allows source document images to be added to both Records Management packages and existing computer applications so that the records system becomes integral to all facets of an organisation's operation."

Mr Poynton said that legacy applications were so named because they had been bequeathed by predecessors.

"They just developed," he said.

"These applications are core to the organisation and reflect the changes undergone. There has been a tremendous amount of pain in building major host applications, a great deal of experience is embodied in them, the organisations would fail if they were unavailable."

"Typically the application has been developed in an environment that is now out of date and requires a great deal of expense to maintain."

Mr Poynton said that imaging was one of the alternatives available in bringing record systems up to date by reprogramming applications to allow the addition of source images."

He said that moving legacy applications to an imaging platform was the most popular choice of computer vendors. This involved purchasing a completely new imaging environment and redeveloping core applications within it."

But there was a simpler, safer method - imaging by graphical user interface (GUI).

"The first step is to replace existing desktop terminals with the intelligent devices such as PCs or Unix work stations. They should be connected to each other by a powerful local area network capable of handling the very heavy traffic that imaging brings."

"The next step is to add a font end operating environment that supports the display and manipulation of images."

"The final requirement is for an imaging server. This is not merely a piece of hardware to store images on optical disc and manage scanners. It is an application that should embody a great deal of expertise in managing these processes and the support tasks behind them."

"Dynamic data exchange (DDE) is a set of guidelines, a standard that allows packages to exchange data dynamically."

"It does not require any alteration to the legacy application to provide the benefits of image and it means both the legacy and image applications can grow independently of each other. The best tools can be employed for each application as they arise."

Federal Education Committee - Annual Meeting

Prepared by Dennis G Wheeler, Chair, Federal Education Committee

The annual meeting of the Federal Education Committee was held in Hobart on Sunday 5 September 1993. All states and Territories were represented at this half day meeting by their Education Committee chairperson or proxy.

On the agenda for discussion were the issues of:

- The Forum of Allied Organisations;
- National Curriculum Project in Records Management;
- Kodak Financial Grant;
- Course Recognition;
- State Education Reports; and
- General Business as raised.

A summary of the main discussions is provided.

1. Forum of Allied Organisations (FAO)

For those not familiar with this new body it was established at a meeting in Canberra in May of this year and will be activated only when joint action on an issue of common interest is seen to be of benefit.. Foundation members include Australian Council of Archives Inc, Australian Council of Libraries and Information Services, Australian Libraries and Information Association, Australian School Libraries Association, Australian Society of Archivists, Health Information Management Association of Australia and the Records Management Association of Australia. Other organisations will be asked to join on given issues and on their acceptance would become members. Action taken may result in a working party being formed, lobbying undertaken, a submission prepared or other

action. The party initiating the issue will invite all other foundation members to join with it, as well as any other organisations perceived as having an interest in the particular issue. The names of those organisations agreeing to participate will then appear on the letterhead of the Forum unless they specifically request to be excluded.

The objectives of the Forum are:

- to identify issues where co operative effort will achieve mutual benefits;
- to share information, resources, and experience for mutual benefit; and
- to develop, jointly, strategies to achieve desired outcomes; such strategies may include making joint statements and publicising matters of mutual interest where a combined approach may benefit all.

Specific machinery through which the forum will activate its objectives has also been established.

The committee members passed several motions in relation to the various issues discussed on the day for referral back to the FAO. The Forum will be requested to address the appropriateness of Arts Training Australia being responsible for determining competencies for all information professions, in particular, Records Management. It will also be asked to determine the most appropriate structures to ensure a uniform approach to policy making and competencies for the information professions.

2. Course Recognition

Maggie Exon advised that all State Branches of RMAA had accepted the draft paper on Course Recognition with some minor changes being suggested. However, it was pointed out that one State had been more in favour of the ALIA model of accreditation. It was reiterated that at this stage RMAA was more interested in getting

information on courses and giving recognition rather than undertaking the expensive and time consuming task of course accreditation. The paper is now to be completed and a proposal document provided by December of this year. The committee moved that the FAO examine the possibility of developing a common approach and standards for course recognition in information related courses. It also moved that the FAO work towards its eventual recognition as the officially recognised national training advisory body for the information professions.

3. National Curriculum Project (TAFE)

Peter Smith brought the Committee up to date on the status of this particular project. The modules are now in draft form. The draft modules form the basis for the writers/writing teams to proceed with preparing assessment packages. The writers/writing teams have been requested to present the completed modules to Peter by Friday 24 September. A further review will then take place and following this there will be an endorsement phase involving the Industry Reference Group and the Project Team. They will review the modules and assessment packages.

Discussion ranged through the levels of the course - Certificate, Advanced Certificate and Associate diploma or diploma; additional elective units to be studied; the advantages of using industry based people as writers and National Standards. The issue of commonality with subjects was also touched upon - common subjects from across the various disciplines involved, that is, Archives, Records Management and Librarianship. The importance of diversity was made as was the use of generic terms across the disciplines. The use of generic terms would be less alienating.

Peter explained that a credit system would apply for work experience as well as some exemptions.

4. Kodak Grant

As previously reported in this journal, the South Australian Education Chairperson, Helen Onopko, was the recipient of this year's award. The Committee congratulated her and enquired as to where she was now at as far as completing her work. Helen advised that there were approximately 2,000 monographs which would be classified into a bibliography where possible. Grant monies would be used for editing and reproducing camera copy from her laser printer for publishing. The Committee members were astounded by the number of monographs and Helen explained that many of these were old but that they provided a history of the discipline which was an integral part of her publication.

State Education Reports

The State education reports were comprehensive and I would suggest that those wishing to learn about Branch education activities in other States speak to their Branch Education Chairperson who will have the details.

COURSES ON OFFER IN RECORDS MANAGEMENT

The following matrix of courses has been compiled from previous information held, data provided by State Education Chairpersons and in some instances, direct contact with the institutions concerned. In the past some of the information has not been correct at the time of publication, however, as you will appreciate, it is difficult to obtain some of the details.

Once you have found a course that interests you, I would suggest that you then contact either the institution concerned or your local RMAA Education representative to determine if it is still on offer and to further discuss the course and its relevance to you and your career. Prospective students should also be aware that the new TAFE initiated National Records and Information Management Courses should be available from mid 1994. Additional TAFE colleges in New South Wales may also offer courses in 1994. It would be advisable to check with all TAFE colleges if you intend undertaking a course in 1994 to see what will be offered in your State.

ORGANISATION	COURSE NAME	DURATION
VICTORIA		
Victoria College	BA (Office Mgt.)	1 unit RM 3 yrs f/t 6 yrs p/t
Prahan TAFE	Cert. RM	2 yrs p/t
Melbourne Uni	Grad Dip Info Mgt (Arch. and Records)	2 yrs p/t
Victoria Uni Tech	M. Bus.(Info and Comm.)	4 yrs p/t
Victoria Uni Tech	B. Bus. (Info and Comm)	3 yrs f/t 6 yrs p/t
Melbourne Uni	Masters Lib Info	2 yrs p/t
Victoria Uni	Grad Dip (Info Services)	1 yr f/t 2 yrs p/t 1 semester RM
Monash Uni	MA (Arch and Records)	2 yrs f/t 4 yrs p/t
Monash Uni	Dip Arch and RM	2 yrs p/t
RMIT	M. Bus.	1 unit RM
RMIT	B. Bus. (Info and Comm)	3 yrs f/t 6 yrs p/t
NEW SOUTH WALES		
TAFE - Nth Sydney, Mt Druit, Newcastle	Assoc. Dip Bus. (Records and Info. Systems)	4 yrs p/t
TAFE - Nth Sydney, Mt Druit, Newcastle	Statement of Attainment - Records Management	1 yr p/t
Riverina CAE	BA (Lib and Info Studies)	3 yrs f/t 6 yrs p/t
Uni of NSW	Grad Dip Arch Admin.	1 yr f/t 2 yrs p/t
Uni of NSW	M. Arch Admin.	4 yrs p/t
Uni of Sydney (Cumberland)	Bach. Applied Sc. (Health and Info Mgt)	3 yrs f/t Honours Award 4 yrs
Uni of Tech. Sydney	B. Applied Sc. (Info Studies)	3 yrs f/t 6 yrs p/t
ACT		
Uni of Canberra	6 unit major in Info and RM Faculty of Communication	(undertaken as part of a degree course)
Canberra Institute of Tech.	1 unit in Assoc Dip Admin.	-
QUEENSLAND		
Queensland Uni of Tech (Gardens Point)	Grad Dip Library and Info Studies	1 unit - 1 semester
TAFE - Kangaroo Point, QDEC	Assoc Dip Bus	4 units - 2 yrs p/t
SOUTH AUSTRALIA		
Uni of SA Magil Campus	1 unit - Computerised RM	2 Semester - 13 weeks
SA Institute of Tech.	Ass Dip Bus (RM)	4 yrs p/t
WESTERN AUSTRALIA		
Curtin Uni of Tech.	B.Applied Sc. (RM)	3 yrs f/t
Edith Cowan	Records Management minor	-
TAFE Central Metro College	Cert Records Management	1/2 yr p/t
TASMANIA		
TAFE - Hobart, Burnie	Records Management Certificate	2 yrs p/t

The State Education Chairpersons for 1993/94 are as listed below.

NSW	Peter Smith	(02) 437 5133
	TAFE computing and Info Services	
VIC	Chris Hurley	(03) 651 7067
	Archive and Heritage	
ACT	Zara Stuik	(06) 249 4237
	ANU	
S.A.	Helen Onopko	(08) 364 2377
N.T.	Murray Maynard	(089) 895 279
	Dept of Mines and Energy	
QLD	Clive Finter	(07) 239 3758
	Dept of Primary Industries	
TAS	Jill Saunders	(002) 332 611
	Environment & Land Management	
W.A.	Maggie Exon	(09) 457 5310
	Curtin	

1993 NATIONAL CONFERENCE - EDUCATION WORKSHOP

The organisers and delegates were delighted to have the opportunity to have their say on, and direct input into issues relating to education within Records Management. Around 50 people attended the workshop. The questions put forward for comment and recommendations on were:

• Assuming education at an entry level will be taken care of by the TAFE course being developed, how best can the needs of experienced practitioners be fulfilled?

• Recognition of prior learning - what aspects of your professional experience would you expect to have recognised? Are they important?

• What role should RMAA play in helping practitioners keep up to date in Records Management and related fields and in helping practitioners develop strategies for achieving this?

• What links should their be in formal studies between the Records Management, library, archive and computing areas?

• In what ways can Records Managers influence senior management decisions:

(i) to incorporate an awareness of good Records Management practice?

(ii) to encourage their staff to study?

• Where does theory and research sit in the Records Management education scene?

• the piece of paper worth the effort? Does it gain:

recognition
status
increased salary
offer a career path?

The delegates were randomly allocated groups and worked on the issues raised with representatives from educational institutions around Australia. Some challenges were thrown out to senior Records Managers, to the educational institutions, the RMAA and individuals within the discipline. The professionalism that currently exists and that was believed should exist was discussed along with the present individual approaches taken on educational issues by the various information groups and their professional bodies.

Some of the specific points raised were:

• Formal qualifications lead to recognition, therefore as many Records Managers as possible need to be qualified . Further training, that is training at a higher level for more senior personnel, should identify the links between the professions. A need was identified for a tertiary course that incorporates all the present disciplines, that is, Records Management, archive, librarianship, museum theory etc. The links must be identified and related. Courses at the higher level must also contain a strong management focus including technology.

There are several levels of sophistication of training needed , possibly four - high school, TAFE, University and ongoing training through local RMAA courses.

• Courses must have RMAA recognition.

• There must be recognition for prior learning. Associated with this is the need for exemptions for lower level units for those already working in RM .

• There is a need for national education and practice standards including terminology. This should also apply to any short courses offered through RMAA or other bodies.

• Senior Managers within Records Management must heighten their profiles;

this is a critical issue to be handled through:
- increasing status level
- becoming indispensable
- marketing benefits
- saving the organisation $'s
- customer satisfaction
- promoting legal responsibility
- including the RM impact in corporate decisions.

• The RMAA must provide the following support:
- standards setting
- course recognition/accreditation
- coordinating short courses run by other bodies/institutions
- lobbying for educational issues through newsletters, forums, seminars, articles, and magazines.

The RMAA should also arrange funding research and education programs, encourage post graduate research, encourage articles in this Journal (and presumably others). It could expand its awards through seeking further private sponsorship similar to the Kodak award. Such sponsorship could aim at producing a locally produced quality text book.

The Association must become a standards setter. It must ensure that the content of courses does not become too "easy". It needs to ensure that articulation takes place across courses at different levels.

Over the three hours of the course there were many more such recommendations along with some criticisms. If you look back on the actions in regard to the Forum of Allied Organisations it becomes evident that some of these issues will be taken to that body for attention. Other points raised by workshop participants require further action by the RMAA and education providers. The preparation of this article so soon after the Conference has precluded a lot of considered ideas at this stage. However, further comment will be made in a later edition and input from members and other interested persons is certainly encouraged and sought.

It is hoped that further workshops in education will be provided at subsequent conferences.Those involved in this one indicated a strong demand for a follow up to discuss further these issues, plus others, and to review the progress made on specific issues highlighted in Hobart.

Electronic Records Conference Shocks Audience

by Laurie Varendorf ARMA

Laurie Varendorf has over 20 years experience in supplier related activities of Records Management specialising in micrographics.

Since 1979 he has managed his own company providing microfilming, imaging, and consultancy services to many organisations including: Registrar General, Department of Land Administration, Argyle Diamond Mine and Water Authority in Western Australia.

He has been involved with the Micrographics Association (now AIIM) since 1974 and he has been a member of the RMAA since 1985. He delivered a paper at the ARMA conference in the USA in 1987 and published a review on an updatable microfiche system in the AIIM USA magazine "Inform" in 1987.

On two very clear, cool winter days in June 1993, over 70 people attended the picturesque Claremont Campus of Edith Cowan University in suburban Perth to hear about the management of electronic records.

Very few participants were prepared for the ideas and philosophies expounded by David Bearman from Archives and Museum Informatics in the USA; indeed the local Records Management fraternity were so shocked that Bearman's comments were perceived to be almost revolutionary.

From my perspective as a non practicing Records Manager, but one who has been dealing with records on a professional basis from the supplier side since 1970, Bearman led us onto a new plane with regard to the handling of electronic information.

We have all been concerned about how to handle data generated in word processing systems, spreadsheets, electronic mail, electronic data interchange etc. The Information Technology Manager has been responsible for this area. At the same time we were aware that Records Managers have been looked upon as the custodians of paper files (only), including their creation, organisation, retention and disposal.

Bearman argued strongly that records keeping is undervalued by management and in fact we all share joint responsibility:

" Records keeping is a critical function which is performed through the collective action of individuals and systems throughout all organisations. Record keeping is not the province of Archivists, Records Managers or System Administrators alone, but an essential role of all employees and individuals in their private lives. " **1**

He suggests that in this new (current?) electronic world, managers (corporate and individual) would be responsible for the information within their area of influence and would require a structure to be put in place for reporting and control of the rich resource of corporate information in the same way financial and human resources are managed today.

Senior management would be assisted by the knowledge and expertise of Information Technology Managers and Records Managers in devising plans and methodologies for ongoing control of the records generated in the electronic environment.

What made Bearman's philosophies so interesting was the concept of linking of records with ordinary business activities:

" Record keeping systems are information systems which are distinguished by the fact that the information they contain is linked to transactions which they document. Records do not just contain data to be re-used. Record keeping systems capture, maintain and access evidence of transactions over time as required by the jurisdiction in which they are implemented in accordance with common business practices. " **2**

Whereas in the past we have perceived Information Technology people as being opposed to our (Records Management) point of view, Bearman's advice is that they are looking for someone to assist them to understand what records really are and then to offer guidance to them as to the most desirable methods to be put in place so as to take a snapshot of a transaction at a point in time and maintain this snapshot as a record.

Systems should trace the processes in which records participate over time, including indexing, classification, viewing, copying distribution, migration, use and final disposition. Not only are our Information Technology colleagues in effect friends of Records Management, they need the expertise and knowledge available from Records Management professionals to carry out their task effectively.

Bearman further points out that transactions cross business boundaries and are defined by business functions and organisational cultures; they are implemented by policy, design, and standards with methods based in part on the technical environment. To gain control of records keeping systems, certain functional requirements must be established and then strategies put in place to satisfy these functional requirements. **3**

For a document or record to become evidence it needs to have information content, structure and context and these three factors need to be maintained over time and be able to be proved at a point in time. However, far into the future as

defined in a particular set of circumstances, principles have to be set down in computer network environments as to where, or at what point in the movement of electronic information a record occurs and when it occurs the technical processes that need to be put in place to take a snapshot of that transaction. The ability to migrate into a new computing environment and then move again as each system becomes outdated was stressed.

CONCLUSION

David Bearman gave us a lot to think about. He did not give us any instant solutions to the challenges we find ourselves confronting, but he did give us an idea of where we are heading, some tools in the way of formula and criteria to assess each individual situation and put in place management plans with the assistance of Information Technology and Records Management practitioners.

Based on what has been provided, I believe he has given us great heart to move further into higher levels of knowledge with regard to the successful handling of all records electronic and physical within an organisation.

FUNCTIONAL REQUIREMENTS FOR RECORD KEEPING

Record keeping requires compliant organisations to implement accountable record keeping systems to capture, maintain and access records over time.

COMPLIANT

ACCOUNTABLE

responsible   implemented   reliable

FUNCTION

CAPTURE	MAINTAIN	ACCESS
comprehensive	sound	available
complete	auditable	useable
identifiable	exportable	understandable
authentic	removable	redactable

I. COMPLIANT ORGANISATIONS

Organisations should comply with the legal and administrative requirements for record keeping within the jurisdictions in which they operate, including specific documentation, operational and reporting requirements not referenced below.

II. ACCOUNTABLE RECORD KEEPING SYSTEMS

Responsible: Record keeping systems should have policies, assigned responsibilities, and formal methodologies for their management

Implemented: Record keeping systems should be employed consistently in the normal course of business and should follow procedures which conform to common practices for the industry, business sector and business function.

Reliable: Record keeping systems should control quality characteristics of information being input and process information in a fashion that is consistent and accurate to assure that the records they hold are credible.

III. FUNCTIONAL RECORDS

Comprehensive: Records should be created for all business transactions communicated between two people, between a person and a store of information available to others, and between a source of information and a person.

Complete: Records should accurately capture all information recorded or generated by their creators. Records are linked with structural information that contributes to their meaning such as eye-readable conventions conveyed by placement or appearance of the data, permissions or views, or the data model of relations between elements of information within a record. Records are also linked to information about the context of their creation.

Identifiable: Records should be bounded and unique.

Authentic: Records should have provably originated with the purported records creator and/or authoriser.

Sound: Record integrity should be protected over time from accidental or purposive damage or destruction and from

any modification after they have been received by anyone other than their creator.

Auditable: Record documentation should trace the processes in which records participated over time, including indexing, classification, filing, viewing, copying, distribution, disposition, migration, transfer, use and destruction.

Exportable: Record content, structural representation and representation of context should be exportable using appropriate data representation standards and standard communication protocols.

Removable: Records should be deletable for those with appropriate authority leaving only audit trails to document their prior existence.

Available: Records should be retrievable and accessible to the system over time.

Useable: Records should be logically reconstructable. Information content, plus any structure and context must be preserved in meaningful and documented relations. For records with functionality, business application procedures must be documented so that they can be correctly associated with the status of the system at the time of record creation.

Understandable: Records should display, print or be abstractly represented as they would have appeared to creators with views and permission in effect at any time the record was used or be documented sufficiently to determine how the record would have been rendered.

Redactable: Records that should be censored to protect security, confidentiality, property, privacy or other limitations on access should expose only their available content, but retain their full content as evidence for as long as they are retained.

1. Reproduced with kind permission of David Bearman and taken from a handout given to participants at ELECTRONIC RECORDS : A CONFERENCE FOR MANAGERS AND DECISION MAKERS. Edith Cowan University, Perth, WA, June 14 and 15, 1993.

2. IBID

3. IBID

Records Management or Information Management

By Frank McKenna,

Managing Director, gmb research and development Pty Ltd

Frank McKenna, Managing Director and founder of gmb research and development Pty Ltd is recognised as a pioneer in the development of modern computerised Records Management systems. He left the accountancy profession in 1964 to join the fledgling computer industry. He worked as a Computer Operator, Programmer, Programmer Analyst, Systems Analyst, Project Manager, Manager International Operations, and finally, Director of Customer Support and Services for Burroughs Australia (now Unisys) in 1983. He has worked as a computer professional (mainly in systems analysis and software design) in Australia, the UK, the USA, Canada, South Africa and South America. He formed gmb in 1984 and produced gmb's first Records Management System, DocFind in the year. The first release of gmb's current Records Management System, Recfind, was in June 1986.

I have always disliked the term "Records Management". It conjures up quaint and crusty, musty images of filing rooms, basements, ink wells, steel pens, splintering wooden desks, suffocating paper dust, worn, torn, crinkling, aged file covers and decay. A subterranean domain peopled by ancient, shambling clerical relics. A paper graveyard. A halfway house between retirement and death.

Records Management, as a term for our profession, is an anachronism, as out of place and time as pigeon-hole filing, leather covered ledgers and index cards.

The computerisation of the paper management process has irrevocably changed the profession. We are no longer austere guardians of the sacred file cover.

We are managers and providers of information. In fact, we are no longer just managers and providers, we are now contributors. It is an essential part of our role to add to the information store.

Records Management is no longer the sole concern of the filing area. Records Management, as is all Information Management, is the concern of the corporate IT function. The aware IT manager is now concerned that the largest database in the enterprise, that vast mountain of files and loose paper, in uncontrolled, poorly managed and almost totally inaccessible by the vast majority of enterprise employees. It is our observation that over the last 15 years or so, the majority of Records Managers have made little effort to solve this problem. Some have been dragged screaming into the 20th century, uncooperative participants in the information revolution. Many have retired rather than face the stress and organisational upheaval of the inevitable process to convert their paper records into electronic ones. Very few have embraced the twin challenges of upgrading both their skills and their view of their role in the enterprise.

The role of the Records Manager has irrevocably changed. The troglodytes in the profession, those who have the most to gain from stalling progress, will vehemently deny this change, this metamorphosis of their essential role. Throughout history this has been the way. The ultra-conservatives, the reactionaries, anxious to protect their privileged world, have fought against change, have instituted programs against the creative thinkers. They have sometimes stalled change but have never stopped it.

So it will be in the profession of Records Management. Take sides and gird your loins, for the battle approaches.

The essential question is this: "Will Records Managers retain control of their store of corporate data, or will they lose out to the IT professional?"

The Records Manager of yore has no change. His fight is as good as over.

The enlightened Records Manager of today has a real opportunity to not only retain responsibility for corporate data but to significantly enhance his or her standing in the enterprise by rising to the challenge. That challenge is to provide enterprise management with the level of service required in this day and age — to become an Information Manager rather than Records Manager.

The aware IT professional and enterprise executive wants and needs access to all information within the enterprise. That information can be in a multiplicity of forms, filing covers, loose documents, Ministerials, submissions, electronic word processing documents, spreadsheets, corporate mainframe databases, electronic mail, faxes and more. The basement filing area is no longer "on the outer". It contains, and has always contained, a vast amount of information, information which is essential to the success of the enterprise. Enterprise management are not longer prepared to wait weeks, days or even hours for access to that information. They want the same access rights they have to electronic data. They want it now!

Professionals across the nation have seen the need and are moving to computerise and take control of paper records. Within five years at the most, the traditional position of Records Manager will have disappeared.

IT professionals speak of "document management" rather than of "Records Management". Document Management itself is hardly a new initiative. It was practised on Jurassic mainframes and has

been refined and developed over the last 30 years to the point where it now encompasses all enterprise data, no matter what form (corporate database, spreadsheet, electronic mail) or storage location (floppy, local disk, file server, head office mainframe). In its simplest form, document management refers to the control of in-house word processing documents. It controls the naming of these documents, the storage location, the multiple cycles of documents and the creation, modification and deletion processes.

A well-implemented document management system allows the enterprise Information Manager to "find" (via a variety of simple, easy-to-use search functions), "any" data we have on "any" topic. It will search across electronic and system boundaries, scanning the total sum of corporate data and will present the "found set" of information in an easy to read and examine form.

An enterprise-wide Management System would be seriously deficient if it did not also include the information contained within our paper data base, our files and loose paper — especially that information received from sources external to our enterprise. It is therefore essential that the

Records Management function be integrated into the enterprise-wide document management function. Without this integration, there can be no enterprise-wide document management system.

Document management systems of the past have always had a serious and potentially life-threatening flaw. They were able to manage documents produce in-house but knew nothing about documents received from external sources. If we wanted to see both sides of a problem, we had to ask records to produce the "file". Only then were we able to see both sides of the problem, our correspondence and the correspondence from the customer or client.

In the eyes of the IT professional, document management has come to mean the seamless integration of Information Management and retrieval systems managing both "internal" and "external" information.

Records Management can no longer remain the out-house of corporate Information Management. The sewer is connected and we are back as residents of the big house. However, being a resident of the big house does not assure our continuing employment.

We need to co-operate with the IT professional, but we do not need to abdicate our responsibilities. We need to increase and extend our skills and responsibilities. We need to become an essential part of this information revolution, not a casualty of the process of change.

If I had my way (and I don't) I would change the name of our profession from "Records Management Association" to "Information Management Association", which would more accurately reflect our true responsibilities within the enterprise and would do more than anything else to remove the stigma of yesteryear.

There is no place in our modern world for people who shuffle file covers and index cards. There is, however, a well-paid and well-regarded professional role for people who know exactly what information we have, who know what work processes are linked to that information and who can provide answers to complex requests for information in seconds. To survive, the Records Manager of yesteryear has to metamorphose into the Information Manager of today.

George R. Smith, ARMA, has been a member of the South Australian Branch since 1979 and was granted Associate status in 1981. George represented the association on the Comtec committee in 1983-84, co-ordinating a series of one day seminars. He is currently serving as Vice President, Federal Director (elected 1990) and is a contributing editor to the Informaa Quarterly. George is a distance education student at Curtin University of Technology, studying towards the Bachelor of Applied Science (Records Management) degree.

What Role Is The Records Management Association of Australia Undertaking in Dealing with the Emergence of Records Management as a Profession?

by George Smith

INTRODUCTION

Records Management is not a profession in any of the ordinary meaning of the term. The Records Management Association of Australia is an organisation established to facilitate and promote the acceptance of Records Management as a profession in Australia (although its founders did not state this as an objective). In this report I will examine the term "professional" in the context of the "information profession", review the position of the Records Management Association of Australia (hereafter RMAA or the Association), and discuss some of the roles appropriate to the Association in the developing Records Management as a vocation seeking to emerge as a profession.

WHAT IS A PROFESSION?

Standard descriptions of a profession [Sheim 1972; Greenwood 1962 and Wilensky 1964 cited by Humphreys 1984] indicate that he is engaged in the skill and decision taking occupation full time, is strongly motivated by the "calling", possesses a specialised body of knowledge, and services a clearly defined client base. Professionals demand autonomy of judgement within their profession by setting standards, ethics and defining areas of jurisdiction. Examples par excellent are the professions of medicine, law and divinity.

One mark of the professional, ethical concern for the good of the community, has been very evident in personal discussions with many Associate members of the RMAA in the recent past. Some branches (eg Queensland, Western Australia and
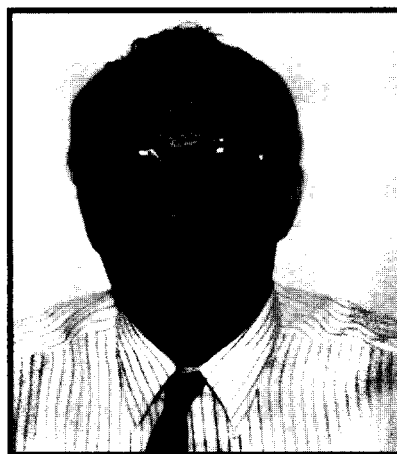
Victoria) have provided significant input or comment on or to the spate of Royal Commissions and enquires around Australia. Unfortunately, for both the Association and the community, with the expectation of Frank Upward's "Records Management and the Archival Document" these expressions of concern have not been well publicised - not even in the RMAA's main means of public focus, Informaa Quarterly. There has been the occasional letter to the editor or note to the Branch newsletter but nothing of substance. If the RMAA was a "real" professional association - like for instance the Australian Medical Association - it would have taken advantage of the opportunity to advise on and reinforce to the community the relevance of Records Management to probity and accountability in management.

The classic professional was self employed and serviced a definite clientele (many of our colleagues in the consulting business fit this description). As society developed into a more sophisticated urban establishment, a

"norm" was created that accepted professionals as employees in large organisations. Examples are the lawyer employed by a government body, doctors working their internship in a hospital. This "norm" also sees the professional in a management role - again the example of the scientist as educator - a professor managing a school in a university. As an aside there appears to be some debate as to whether a professional in a management position is really performing a professional role.

Education has a significant role in acceptance, by the community, of an occupation as a profession. The professional has a clear defined set of skills and knowledge acquired through extensive education and training. Shein notes three elements of professional skills and attitudes using the former two [Shein 1972]. The exercise of professional skills is often controlled within the profession by a self imposed code if ethics. The acceptance by the community of a professional code of ethics permits the profession (usually in the guise of a representative organisation - eg the RMAA) to control access to the profession's ranks.

In discussing a code of ethics for the Association of Records Management and Administrators, Pemberton and Pendergast note "In achieving greater recognition as a profession, two related factors can most benefit Information and Records Managers: demonstration of the relevance of this field to social values; and the development of a code of ethics which embodies those values [Pemberton and Prendergrast 1990].

This discussion suggests a major role for the RMAA. This is to manage a public campaign to illustrate the social relevance of Records Management's proper role in administration and accountability and in security the rights and privileges of employees, employers and the community at large!

WHY DO PEOPLE ASSOCIATE?

In citing Shein I have noted that professionals form associations to protect their interests. While this may be a major objective, it is one of many. Because they

have a unique set of knowledge and skills they have an interest in professional education from the point of view of both practitioner and teacher. They also associate to facilitate communication within the profession at a technical and social level.

In "ALIA and the logic of collection action" Alex Cutts cites Olsen 1965, in the assertion that individuals do not join a group to further a common interest, but rather to seek incentives not elsewhere available or for reasons of coercion (ie the code of ethics and the closed shop). The "lobby" is a product of an organisation's major purpose (ie the maintenance of professional standards, public awareness programs, professional education and dissemination of information to members [Cutts 1992].

The Association membership survey [Membership survey 1992] conducted in late 1991 indicates that members value most the objective to promote uniformity in principles and practice of Records Management and to promote education (ie support for the establishment or community acceptance of a unique set of skills and knowledge). The Surveys indicate the RMAA is providing some of the very basic services of a "Professional Association".

DRIVING FORCE BEHIND THE ESTABLISHMENT OF THE RMAA

The Association's formative objectives were, inter alia:

* to be recognised as a national Association with official policies
* to be able to make pronouncements in the public interest
* to overcome deficiencies in Records Management practice and develop fundamental techniques
* to provide educational courses
* to publish a national journal
* to provide membership status
* to encourage research

In his 1987 review, Tom Lovett asserted that very little progress towards the achievement of the Association's initial objectives had been made. He noted in passing that "professional societies" regularly set and achieve basic or complex goals in a time frame of around one to three

years. He said that in the late 1960s people in the Records Management field lacked opportunity to associate, communicate, be educate or to innovate. This lead him to discuss the causes of limited advancement, recognition, renumeration and job satisfaction for Records Management practitioners. His last point related to losses to the community: loss of utilisation, control, responsiveness and productivity of information. Lovett concluded that after 20 years the community and members of the RMAA still suffered the four lacks, losses and limits and suggested that Australian managers were turning to other information professions for Records Management expertise. He did not canvas the concept of the professional but dealt with the lack of leadership by the management of the Association [Lovett 1987].

The RMAA member and non member survey of 1991 is more positive in its outcome. Lovett put the number of professional members for the NSW Branch at 53 in 1987 (a negative growth rate of 1% a year from (1969). In 1992 the NSW Branch boasted 50 professional members! Overall the Association had 263 professional members in a total membership of 1943 [1991/92 Annual Report of the Federal Council]. In contrast the Australian Society of Archivists, founded in 1975, had 84 professional members in NSW - and 215 professionals out of a total membership of 656! [ASA Handbook May 1992]. The estimated market for RMAA membership is 300,000 on a basis that 5% of the work force undertakes some form of records activity as part of its usual work load [MAP 1992].

The marketing strategy proposed for the RMAA in the Survey Report confirms my initial assertion that the Association is still far from "professional". The major objective proposed is that the Association "...further the professional advancement, recognition and status of Records Management personnel by the provision of private educational courses" [MAP 1992].

I think that Anne Humphreys sums up the RMAA in her discussion of the ARMA when she says "...the promotion and elevation of the profession rather than the restriction of access to it, seems to be the goal of the organisation" [Humphreys 1984].

MAJOR ROLES OF PROFESSIONAL ORGANISATIONS

In frustration, Librarian Rosenthal surveyed the Association as a professional organisation in the November 1990 issue of Informaa Quarterly. In citing Pemberton and Prendergast 1990 she commented on their six pointers to professionalism and emphasised the diversity of "professional" definitions of Records Management in Australia. The lack of standardisation and compatibility of educational curricula and an accepted glossary were also discussed. I will consider three major roles of a professional association from the Australian experience.

RECORDS MANAGEMENT THEORY AND EDUCATION

"By definition, Records Management can achieve professional status only when a professional education is available to all practitioners" [Pemberton 1991]. At least three of the original objectives of the RMAA related directly to aspects of professional education. However, before an occupational group can influence a detailed educational curriculum it needs to establish a set of basic skills. For Records Management these resolve around document control including: classification and indexing, methods of document or file identification for storage and retrieval, physical storage of current and non current information including techniques for a variety of formats, and appraisal and disposal scheduling.

While library science has a well established glossary of technical terms, neither archives nor Records Management is so equipped. If a vocation cannot manage its jargon it has difficulty in the fields of education and internal communication with and between members. Library science has an internationally accepted set of standards defining the core competencies to be achieved by it's neophyte professionals. It has standard for the physical accommodation of it's book stock and in relation to the services it provides to it's major clients.

It is difficult to say whether the Association (ie it's management of corporate entity) or

individual members (perhaps in the role of entrepreurial Records Management consultants) took the lead in establishing Records Management education at certificate level. A certificate level course was developed about 1984. A similar source is currently presented in each capital city. Curriculum content and emphasis vary, but in 1992 the Association assumed a leadership role to facilitate the production and introduction of a standard nationally accepted course to teach agreed core competencies in TAFE colleges across Australia. This is an example of a fundamental role of a professional organisation in dealing with the emergence of a profession.

The RMAA commenced publication of Informaa Quarterly in 1984 to provide a regular forum for the exchange of ideas and the general education of its membership. Unfortunately, unlike its American sister publication, Records Management Quarterly, or its Australian Counterpart in archives, Archives and Manuscripts, very few researched based articles have been published. One can reasonably infer from this that very few developments in Records Management theory have emerged in Australia. I will deal with the role of professional communications separately.

A further example of a leadership role by the Association is seen in the current preliminary work in the development of an accreditation process for university education in Records Management. This might be putting the cart before the horse in relation to professional education. It seems a little difficult to make accreditation evaluations in technical education without an accepted glossary or professional standards of practice or probity.

ETHICS AND STANDARDS

One can read the establishment of ethics and standards into the 1969 objectives: "to overcome deficiencies in Records Management and develop fundamental techniques" and "to provide membership status" without too much imagination. Articles 28 and 29 of the Association purport to deal with the prevention of illegal and dishonourable practices of members [Administrative manual 1982]. They provide for suspension or forfeiture of

membership for breaches and the establishment of disciplinary committees to deal with such matters. Again this is an indicator of a professional association, but for the RMAA to apply sanctions to a member is analogous to a flogging with a feather! Any person with a basic communication skill can hold himself out to be a Records Manager or Consultant.

Articles of Association five to fourteen set out in general terms the qualifications required for admittance into the various categories of membership: affiliate (now "ordinary"), associate, member, fellow, corporate, honorary, life and special [Administrative Manual 1982]. However, these descriptions are so broad and subject to interpretation that at the most populous professional level - Associate - there is NO apparent practical standard. The Association's managing body, The Federal Council, through it Accreditation sub-committee, has been working on guidelines for admission to Associate status for at least 5 years without an outcome. If the Association is to make progress towards acceptance as a professional organisation it must quickly promulgate a minimum standard for Associate status. The standard must be simple and practical to judge and apply. It must be acceptable to the great majority of Associates and potential candidates for advancement. It must acknowledge that the dominance of "Central registry" is long gone.

The RMAA by regulation (Regulation 8), created a code of ethics, adapted from that of the Association of Records Managers and Administrators, in the early 1980s [Administration Manual 1982]. It makes mention of a member's obligation to contribute to the enhancement of Records Management by a variety of means. However, it has a major defect. It does not link Records Management to community values. While practical technical standards and professional status were ranked quite highly in the 1991 survey, ethics and standards of professional conduct were not canvassed by either the respondents to the surveys or the marketing consultant [MAP 1992]. The consultant's report does, however, note the challenge for RMAA of professional recognition within the Information Management community.

The Association must once again assume a leadership role by drawing attention to management at all levels of government, the commercial bureaucracy, and the community at large to the role of Records Management in promoting probity and accountability. If the role of investigative journalists and the media is exposing fraud and broad community detriment, then it is the Records Management role to ensure that a balance is maintained between the need for personal privacy, business confidentiality, national security and the community's right to access which is enshrined in legislation and the common law.

PROFESSIONAL COMMUNICATIONS

A major role for any successful association of people is communications. The church group has its regular newsletter. Large bureaucracies have their glossy magazines. Professional associations are no different. All specialised groups attempt some form of formal written communication with their members. The group magazine or newsletter is often the major means of communication between the Association management and members at large. Frequently, it is the main reason for an individual's membership.

A Professional magazine is usually produced monthly or quarterly and creates a focus for the association members. Informaa Quarterly was established by the RMAA in 1984 as the Association's public profile. As a means of communication for Association news it has been a success. But the quality of feature articles published has been patchy to say the least! *This is another key indicator that the Association is not a professional organisation.*

Informaa Quarterly is the major national written focus for the Association and provides a platform for individual and group contact. The contents of any publication reflect the education, interest and commitment of its contributors and readers. While there have been many excellent reports on techniques, trials and case studies, serious debute on the management or direction of the Association is very rare. Almost any old rubbish has been published to fill in the pages of the Informaa Quarterly and yet there is no visible reaction or objection from the readership. While its

viability has decreased over recent years, the Federal Council acknowledges its vital importance as a means of communication, and continues to fund and develop Informaa Quarterly. For the period 1989-1992 Informaa Quarterly has cost the Association $109,000 [RMAA 1990, RMAA 1992].

Both member and non member survey responses indicated the importance of networking, meetings, workshops, seminars and conventions. From the Association's view these functions have a dual purpose: firstly, in providing the opportunity for members to meet and communicate informally; and secondly, they are an important source of income. Unfortunately, only national conventions are regularly advertised nationally. The Association has a further communic-ations role here. That is, to inform the community generally, and its members in particular, of the availability and content of its Branch seminars and workshops.

CONCLUSION

I have demonstrated fairly conclusively that Records Management is only a vocation with little current claim to a place amongst the professions. While it's theoretical base is shaky, it is progressing with the establishment of a fundamental educational curriculum. Acknowledgment and formal recognition that all records work is not conducted at a professional level needs to be clarified and reinforced for both educational and professional status purposes [Browne 1992]. The existing grades of membership were provided for this purpose, but they are not well recognised by either members or the community generally.

Even though Records Management is not a profession in the technical sense, its members must be encouraged to feel "professional" and to act in a "professional" manner where they can or should take a lead in corporate probity and public accountability.

Records Management's claim to professional status depends upon community recognition of its importance. If, in the current atmosphere of management disaster, the Association cannot manage the public relations program needed to establish a significant public profile before the year 2000, then it is likely to remain an anonymous amphorous job undertaken by an unrecognised and underpaid "us"!

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RMAA Post Convention Update.

Presentation of Convention Papers on Disc

The discs are available at a cost of $50.00 per disc. Please note that the discs are 31/2 IBM compatible - they can be converted for use on an Apple Mac.

Papers not Included on Disc

Papers presented by Sandra Hinchey and George Nichols were not included on disc but will be available from the Secretariat at the end of October.

Peter McDonald's Paper

There are three additional pages from Peter's presentation not included on the disc which are now available.

Convention Poster

Due to a large amount of interest shown in the logo, the Convention committee is producing a poster with the Convention logo and theme; orders are now being taken - $10.00 per poster.

If you are interested in receiving any of the above please contact:

the RMAA Convention Secretariat,

GPO Box 844J, Hobart,

Tasmania, 7001.

Telephone: (002) 313 223

Facsimile: (002) 313 224

Pacific Computer Weekly 13/11/92

Open System strategy aims to meet user needs past Yr 2000

The government organisation responsible for managing the vast and diverse collection for Commonwealth records held around Australia - the Australian Archives - has recently implemented an open system strategy to ensure the needs of its government and public clients are met well into the future.

The migration follows a major review of the Archives' Physical Control System in 1991, in which a 10 year program of productivity improvement and a shift from proprietary to open systems was recommended.

The Australian Archives' role is to provide cost-effective management of records for the Commonwealth Government and to administer a general right-of-access by members of the public to records more than 30 years old.

Its role involves the control, accessibility, disposal and storage of items such as records, maps, plans, computer tapes, models and photos.

Typical uses of the Archives' services are: administrative, government, legal, genealogical and other historical research. Users access the Archives through the use of search facilities located in its own offices in capital cities and Townsville.

The first phrase of the Archives' open system strategy was to move the existing in-house development Physical Control System (PCS) software on to a new Sequent Symmetry 2000/250 unix- based system purchased in March 1992. The whole implementation was brought on-line in June.

"We carried out a number of rigorous evaluations on the shortlisted vendor's equipment prior to selecting the Sequent system," said Keith Parrott, the Archives' director of systems management. "We determined there were five key criteria to be fulfilled. The new system had to: handle the PCS software and functionality already in place; be good value for money; deliver performance; be user friendly and be well supported.

"We decided on a move to Sequent Unix system specifically to achieve a higher level of computing power and to reduce our operating costs over the long-term. The move to the Sequent system has improved

repository office response times to user demands, is a stable, more reliable system, and an excellent base on which to build and add functionality inline with the review's recommendation. The previous proprietary system couldn't have met those requirements."

The Sequent 2000/250 symmetric multiprocessing system installed at the Archives' office in Canberra comprises five G-bytes of disk storage and 112 M-bytes of memory. The devices connected to the system via a wide area network include 350

Macintosh pcs that can be used for terminal emulation and 120 dumb terminals.

The Archives' PCS software tracks the physical location of records in the Archives' repositories down to a box level. Other in-house developed software is used to identify whether records are cleared for public access or restricted to government use.

A 30 year hold for all government records is in place before the public can request access under the Archives Act. The PCS also handles requests to the Archives' record lending service; location records and reserving space for their return.

The PCS software, originally developed on an Oracle RDBMS, has been upgraded from Oracle5 running on a proprietary system to Oracle6 running on the new Sequent system. The RDBMS is used by staff throughout Australia for identifying records location.

Another software development carried out by the Archives was a record information system (Rinse) which was developed as an overall control system for the Commonwealth record series. Each night the system transfers information on record series that have been registered by the Archives to the Physical Control System.

Data communications, originally installed by Dowty, have also recently been upgraded to Gosip-complaint bridge technology, and ISDN lines have been installed to connect, via Ethernet links, 14 locations Australia wide.

"The Archives will continue to improve the efficiency and effectiveness of its service in line with the user review by improving interaction with its official clients, Commonwealth agencies," Parrott said.

Currently, Records Information is transferred manually from automated registry systems, but in the future we will transfer electronically for efficiency, and to increase accuracy of the information we hold.

"We will also tighten integration between our text-based systems and the physical Control System and look at introducing bar coding to further improve tracking of our boxes or records. These projected developments will ensure that both official and public needs are met well into the future."

Book Review *By Greg Coleman ARMA*

" A GUIDE TO KEEPING YOUR BUSINESS RECORDS "
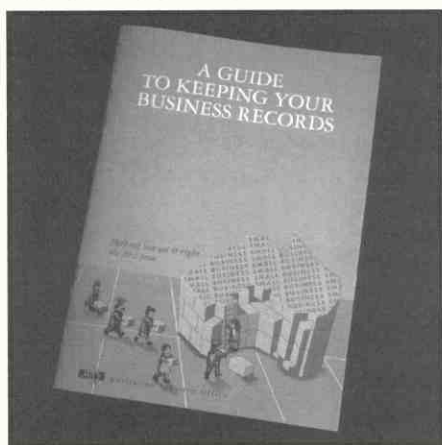
A Guide to Keeping Your Business Records, Small Business Publications, National Marketing Services Australian Taxation Office PO Box 900 CIVIC SQUARE ACT 2608 44 Pages NAT 2068.5.93

Greg Coleman ARMA BA (Deakin), Grad. Dip. Archives Admin. (UNSW), Grad. Dip. Admin.(NTU). was employed in the Public Records Office of Victoria 1980 - 1985 and from 1986 to present at the Northern Territory Archives Service where he is currently Principal Archivist.

The publication has recently been released by the Australian Taxation Office and is being distributed by the Record Keeping Unit to assist businesses with their record keeping systems and procedures.

The 44 page Guide consolidates information which was produced in 1991 as a series of brochures dealing with records retention for such activities as: Individuals Carrying on a Business; Companies; Superannuation Funds; Electronically Stored Information; and Capital Gains Tax Matters.

In the absence of substantial advice about records retention in The Income Tax Assessment Act, the Guide explains why records need to be retained; what records need to be retained; and for how long records need to be retained. The types of records which must be retained are set out in clear categories with simple explanations and examples.

In addition to information about record keeping requirements, the Guide addresses the issue of simple accounting practices and provides some useful basic working examples.

In summary, the Guide is simple and concise. It is well laid out, easy to reference and should be a valuable item for the desk or book-shelf of any operating business.

Branch Reports

Victorian Report

The Victorian Branch has once again been very active in the last three months. In terms of events, the Victorian Branch once again held a 'Back to Basics' workshop. This time the venue for the event was the Shire of Bulla Offices. Attendances were down on the last series, and it is seen that the venue location played a large part in the drop in figures. A training survey is currently underway, and it is hoped that the results will bear fruit.

Education is still strong in Victoria, with both the Branch Education Committee and the Swinburne University Course Advisory Committee responding to the recent papers on the National Curriculum course modules. A second series of Skillshare training at Swinburne was completed this quarter.

For the first time in our history, the Victorian Branch conducted an election in accordance with the Memorandum and Articles of Association. Ballot papers were mailed to all eligible members, and a surprising 90% response. This has shown that Victorian members do care about the administration of the Branch.

Election results were:

President
David Moldrich

Vice President/Federal Director
Judith Ellis

Secretary/Federal Director
Rosemary Kaczynski

Minute Secretary
Cameron Phillips

Treasurer
Russ James

Registrar
Julie Apps

Chairman Education
Chris Hurley

Informaa Advertising Co-Ordinator
Robin Scaife

Chairman Status and Standards
Peter McDonald

Functions Co-Ordinator
Peter Clark

Acting Chairman Status
Frank Upward

Councillors
Betty Powell, Peter White, David Taylor

Local Government Rep
Anne Doherty.

The Local Government Chapter held its AGM in June. Resultant Council includes;-

President
Anne Doherty

Vice President
Tom Curtain

Secretary
John Sim

Treasurer
Kay Lewis

Councillors
Ted Gale, Angela Stitt, Shane Arnold.

The Local Government Chapter has also been busy on the training arena. The Chapter has compiled a training manual to be issued to all municipalities. The manual is now in production stage, and was largely compiled by Julie Apps and Tom Henderson.

The Victorian Branch initiative of the Product Handbook has turned out to be quite successful. Entries for this issue have closed. The response has been very good with over 124 entries included. Members can expect a copy of the Handbook in due course.

R Kaczynski MRMA
State Secretary VIC Branch

Tasmania Report

The 10th National Convention is now over and I'm sure all those who attended would agree it was a resounding success. There were 420 registrations which well exceeded the Branches expectations. The Convention had some great speakers with Professor Kee being a popularly quoted and commented on speaker. The Workshops also proved to be well attended with many issues being discussed relating to Education, Local Government and Office Automation.

On behalf of the Branch I would like to take this opportunity to acknowledge the efforts of the Convention Committee and to thank Branch Councillors and Members who assisted in making the Convention a success. I would also like to wish the Organising Committee for the Adelaide Convention the very best for 1994.

Onto other Branch activities, the Annual General Meeting was held with a guest speaker from the Police Department. The topic for discussion was Speed Cameras and incited a lively debate on the pro's and con's of their use.

A meeting was also held to discuss the formation of a Local Government Chapter. Kay Lewis was the Guest speaker and she outlined her views on how the Victorian Local Government Chapter commenced and highlighted any potential problems that may arise. Thanks very much to Kay for her assistance.

Hopefully we will have a strong Local Government Chapter in Tasmania very soon.

Susan Hill ARMA
Secretary

Queensland Report

The Queensland State Branch Council will be running a State seminar in May 1994, planning is currently underway with details to be released soon.

Also on the subject of education Queensland Branch in conjunction with Australian Society of Archivist Queensland Branch, University of Queensland and State Archives are jointly sponsoring a visit by Dr Terry Cook Director Records Disposition Division National Archives of Canada on 29-30th November 1993. The topics will be Appraisal and Disposal at State Archives and New Age and Post-Custodial Archival Issues at University of Queensland.

Queensland would like to congratulate Clive Finter on an excellent student paper presented during the national convention.

The Branch Councillors will be participating in a strategic planning day on Saturday 16th October 1993 to assist with the further direction of the State in line with the national Plan.

Michael Hangan ARMA
President

Branch Reports

ACT Report

The Branch's Annual General Meeting in July was followed by a seminar presentation given by Mr John Quilter, Managing Director, Quiltech Imaging, on imaging systems as affordable tools to manage records and information. Mr Quilter's presentation was informative and dynamic and generated a high level of audience interest and questions.

In August, we arranged with HH Information Services Pty. Ltd. to hold a two-day training workshop, titled "Records and Information Management - Unlocking the Mysteries". Topics included an introduction to Records Management principles, controlling inwards and outwards mail, filing systems, and aspects of archiving records. A good attendance at this workshop, and requests for similar training programs, indicate there is a need for this kind of short course.

Also in August, our Education Officer in 1992-93, Ms Patricia Looker, ARMA, visited the Canberra Institute of Technology to meet students enrolled in Records Management subjects. Ms Looker gave an overview of the Association's role in the Records Management profession and outlined the benefits and responsibilities of membership.

At the Annual General Meeting of the Association held in Hobart, Tasmania early in September, it was announced that Life Membership had been granted to Mr Arthur Langford-Smith, ARMA, in recognition of his contribution to both the New South Wales and the ACT. This was the first nomination for Life Membership from the ACT Branch and we are especially proud to add out congratulations to Mr Langford-Smith.

Elaine Eccleston ARMA
ACT Branch President

Branch Reports

NSW Report

The NSW Branch Council held a strategic planning weekend at the end of August to set objectives and strategies for the Branch. The emphasis was on member services and how we can give more back to our members.

This years program looks very exciting with activities centring around the 25th Anniversary of the Association.

As March is the month that the Association was formed, certain activities will be held.

- A breakfast meeting will be held for senior managers,

- A full day Records Management seminar to be held in the City,

- A Records Management Week (Australia Wide) with various activities, media coverage and a "Wreckords Olympics",

- A special AGM in July when 25th Anniversary Plaques will be presented to all past NSW Presidents and foundation members,

- And much more!!! Watch out for more details in future issues.

This year, in addition to our normal monthly meetings we will be holding a Records Management Information day. This will be held on Saturday 6 November at Armidale Town Hall. This full day seminar is free to all members and will include lectures in the morning and a chance for the country members to meet some of the trade.

This year we are reintroducing the "Harbour Cruise Christmas Party" keep watching the Local Newsletter for more details on this and all the activities going on during the year.

Chris Fripp ARMA
NSW Branch President

Western Australian Report

On Thursday 30th September 1993, RMAA members together with members of the Australian Society of Archivists enjoyed a lunch time meeting at which the recently appointed State Government Freedom of Information Commissioner, Ms Bronwyn Keighley-Gerardy was guest speaker. Ms Keighley-Gerardy's theme was FOI implications for Public Records Management and proved to be very informative.

It was pleasing to see a large active group of WA RMAA members in Hobart for the 1993 Convention and what a great success it was. Congratulations are extended to the Convention Committee and the Tasmanian Branch for a job well done.

For those members who were unable to attend the Convention, Maggie Exon and Janine Douglas re presented their papers at the October Meeting, along with Ken Ridley, Federal Director, who gave an overview of the Convention.

Congratulations go to our State President, Neil Granland who was elected Federal Vice President at the Federal Directors meeting in Hobart.

The WA Branch wishes the Federal President, Ray Holswich a speedy recovery from his recent illness.

The Education Committee have been very active in supporting the Nationally accredited ACTRAC Records Management Course.

Norma Easthope ARMA
Secretary
WA Branch.

BRAMBLES RECORDS MANAGEMENT

The one company to whom you can turn for all your information management needs. Brambles specialises in managing your information flow and protecting your information assets. We are a full function information technology service company. For everything from document storage to imaging and on line retrieval systems, call your Brambles Records Management consultant on:

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PRODUCT INFORMATION GUIDE

Yes I would like to know more about the following products which appeared in INFORMAA Quarterly - Volume Nine Number Three

Name: ....

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BMS Cat
By Oliver Threlfall

The majority of business leaders today are aware of what it takes to survive in the corporate world, especially when things are going right.

But many, do not know what to do when disaster strikes in the form of fire or flood.

Despite the fact that computers are the mainstay of most businesses we tend to generate more paper than ever before. It is this paper that ends up being utilised for all manner of documents: sales records, leases, research studies, proposals, contracts, minutes, accounts and of course, work in progress.

Obviously, prevention is the most effective form of cure and the statute company will keep many of their records off-site and have an efficient back-up system in place. Even so, you cannot have everything locked away and much of your current output is continuously exposed.

Whilst insurance can replace a great deal of the monetary loss that can be wrought by an unforseen calamity, it can't restore valuable documentation which, in many cases, can be crucial to whether or not a business will prevail through a mishap.

After a fire, for instance, the ensuing scene can be pretty grim. And much of your documentation will be damaged because of the smoke, fumes, water, soot and other debris. Worse, after 48 hours mould and mildew start to wreak their havoc.

Because access to your premise may be delayed due to forensic and other investigation, you are going to need immediate protection of your documentation. The only effective way to minimise document damage is through freeze-drying.

This is where BMS Cat excels.

Once the problem occurs, BMS Cat move in to ensure that all documentation is put through their unique freeze-drying system. This process has been proven as the only way to effectively dry wet documents. Through a procedure known as 'sublimation' the ice crystals on the frozen paper are transformed into vapour and vacuumed away. It never becomes moisture.

The same methodology is also utilised for computer discs and tapes.

Freeze drying has been used for various applications for many years. The first commercial use for freeze-drying was in 1935 for medicines and vaccines. This came in handy during World War 2 when it was beneficial in the field when it came to the preservation of blood plasma and penicillin.

In 1965 freeze drying was taken up by the taxidermy industry and nine years later was being widely used for this and in the fields of archaeology, and other areas that required fragile artefacts to be kept. It is also used in the botanical area as a way of keeping flowers and grasses fresh.

Not long after this, it was discovered by BMS Cat freeze drying could have positive benefits with damaged documentation.

The bottom line minimising disaster damage is that in the event of a fire or flood, you should have a disaster plan in place with respect to your documents:

1. You should evaluate the type of damage that has occurred. Whether it is soot or water or a combination of the two.

2. You will need to priortise those documents that are irreplaceable.

3. Depending on the temperature or humidity, speed is of the essence in order to avoid mould causing further damage.

4. Avoid coated papers in documentation as there tend to stick together with heat and cannot be separated.

What freeze drying means is that in an unexpected disaster you won't be prevented from running your business.

Avant Garde Automates the Mail Room

Sydney based systems engineering company Avant Garde Computer Technologies Pty Ltd has released *Smart*MAIL a computer based system for automating mail room operations. The most significant feature of the system is that it stops unauthorised use of company mail resources. It is believed that private use of mail resources in government and industry costs tax payers millions of dollars per annum.

According to research, the problem appears to be most prevalent in government departments and Universities where lack of automation prevents efficient cost recovery of large mail through puts.

The managing director of Avant Garde, Mr Sam Khoury, said that his firm can solve the problem using *Smart*MAIL. *Smart*MAIL is an automated mail room management and tracking system which uses the latest computer, bar code and electronic weigh scale technology. All outgoing mail is labelled with a bar code which is scanned and costed according to a database of all types of mail and courier resources used by the particular organisation. Every transaction is recorded and computer generated reports supplied for internal accounting and billing purposes. Only business mail can get through since every one using the mail room can be held accountable.

"Moreover, we can supply the solution at significantly better cost performance ratio to our competitors. The average entry level system is extremely cost effective and includes software, hardware, setup and initial engineering.

Avant Garde Computer Technologies Pty Ltd began 2 years ago as a small operation. The firm now has a core of expertise in systems engineering, and niche product development.

Mr Khoury said, "Organisations which embrace the automation principle will gain benefits through higher productivity, better staff utilisation and a significant improvement in quality". Cost recovery (by allocation to departments) is perhaps the most significant benefit of product such as *Smart*MAIL. Through a combination of automation and prudent evolution of work practices, the system can be made to pay for itself in a very short period of time.

Avant Garde Computer Technologies Pty Ltd.
Suite 610, Level 6
3 Smail Street, Broadway, NSW 2007,
Tel: (02) 21 0571   Fax: (02) 211 0572.

Fax Headquarters

In addition to providing state-of-the-art network faxing, Fax HQ is designed to help improve productivity and provide management security controls over one of the most expensive day to day office expenses.

Fax HQ provides offices with a multi-user fax system, capable of providing high volume faxing with reduced telephone costs and a noticeable improvement in presentation quality.

For most companies, transmitting faxes is as common as making a phone call. Communications costs are high and there is a need for proper controls.

Market research indicates that managers are not interested in product specifications but in containing costs and increasing productivity. Fax HQ focuses on these primary concerns of management.

No longer do you need to worry about someone sending unauthorised faxes to their friends around the globe. With FAX HQ, managers make the decisions about who is authorized to send faxes and where they are allowed to fax.

Fax HQ allows you to choose the most cost effective telephone carriers to route your fax, depending on the time of day. This service is programmed into Fax HQ and can be updated regularly.

It provides a transparent fax system for your network which allows people to send faxes without the need to use paper or print the fax.

With Fax HQ, faxes can be sent directly from your word processor without the need to learn any new Wordprocessing commands. Just type in the fax number and "print" the document to Fax HQ. The fax is then queued for transmission instead of for printing.

Fax Server Software with Headquarters Security
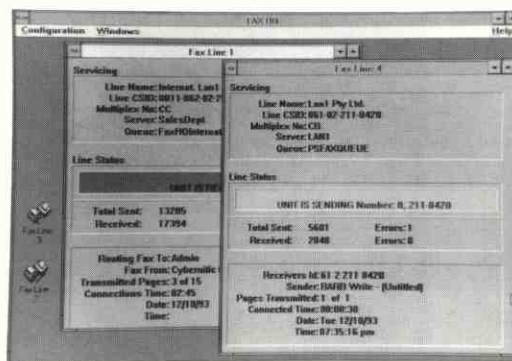
Fax HQ acknowledges the correct sending of faxes or informs of a failure to transmit and the reason for the failure. Faxes may have different send times, automatically set by the system or by the user to make the most of off-peak rates. Urgent faxes may be queued for immediate transmission.

By differentiating between local, long distance and international calls, Fax HQ reserves special times for transmission of each class of faxes.

The use of Postscript makes Fax HQ the perfect presentation tool for sales departments as it saves hours of tedious work of fax broadcasting. It also allows the users to send clear, good looking, easy to prepare and accurate faxes that cost less to prepare and transmit.
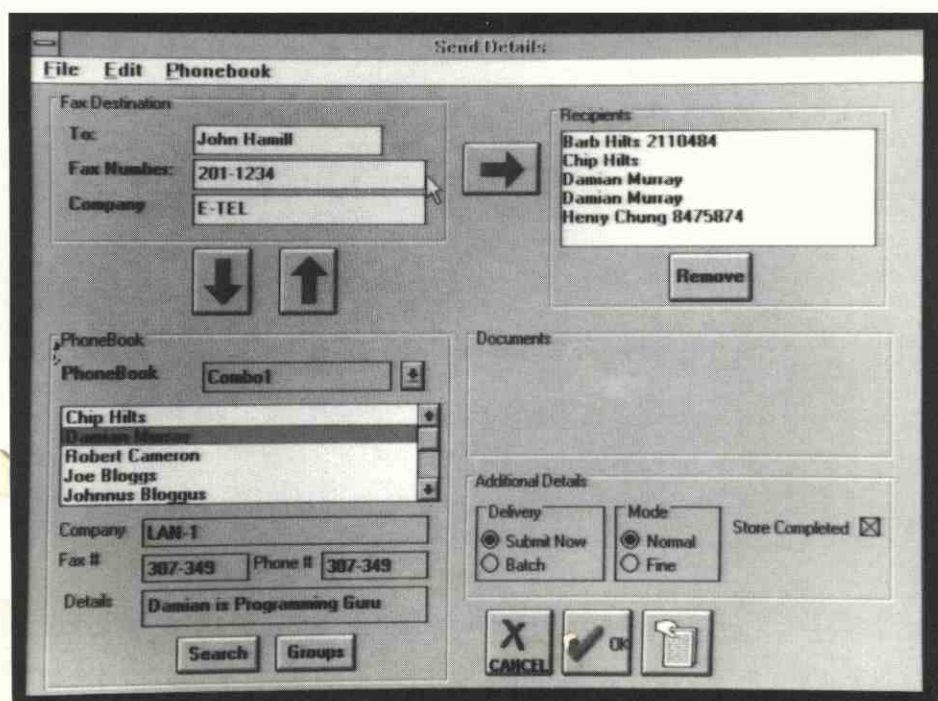
INQUIRIES:
Chip Hilts
LAN 1 Pty Ltd
Telephone: (02) 211 0484
Facsimile: (02) 211 0420

Features of Fax HQ | Your Benefits

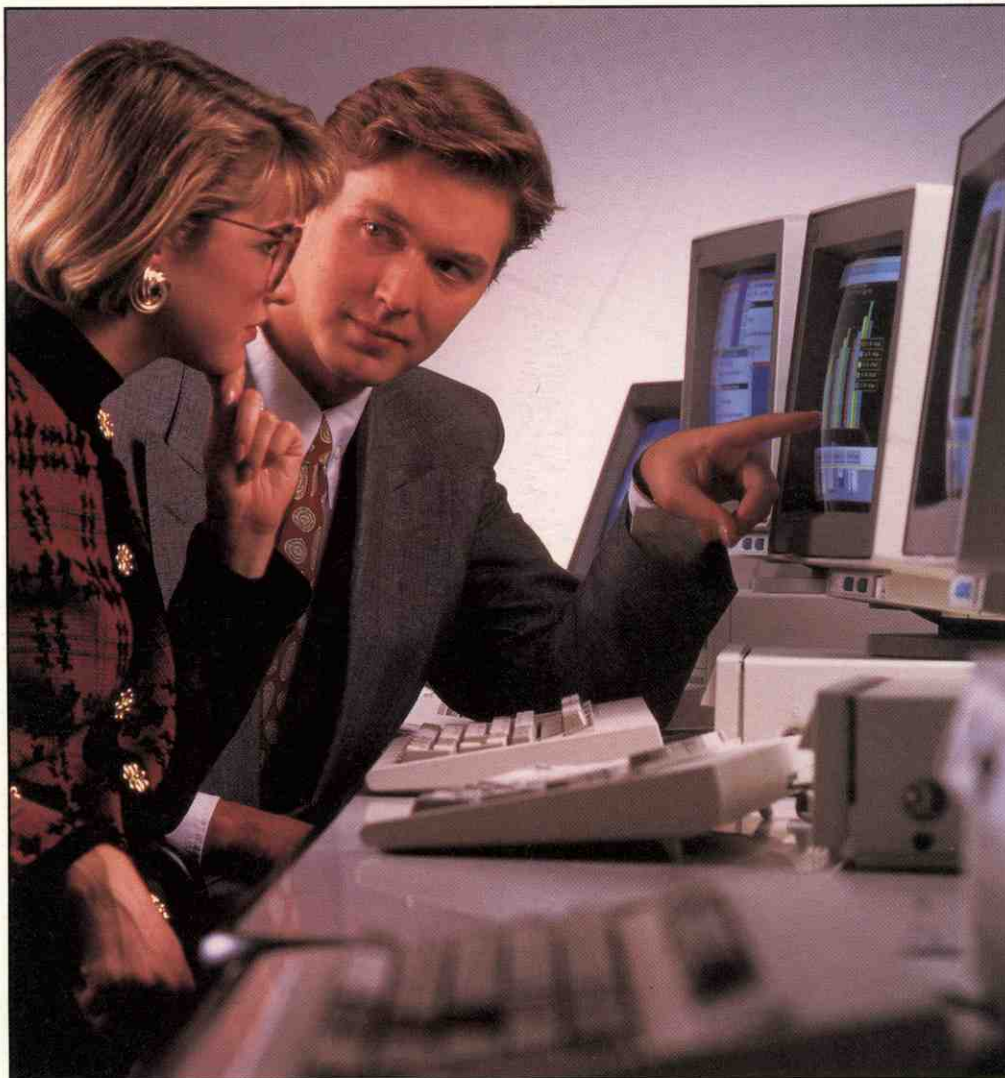| Features of Fax HQ	Your Benefits
Desktop Faxing	• Increase productivity • Eliminate fax machine lines
Fax From Preferred Wordprocessor	• Reduce the learning curve of new software • Allow you to view faxes as they will look to your customer
Send Faxes in PostScript	• Faxes are in high quality fonts and are more readable • Include graphics and logos easily • Make a better impression
Receive Faxes on Plain Paper	• Save money on fax paper • Store the fax without it darkening • Eliminate photocopying of faxes
Easy Fax Broadcasts	• Generate more sales • Provide better customer support • Automate your technical/product updates
Sharing of Information	• Complete phonebook system, • Provide worldwide directory of cities with Country and City codes • Has international time directory to simplify international faxing
Management Tools	• Lower phone costs • Control who sends faxes, and to where • Automatically choose the least expensive phone carrier • Archive any or all faxes on the Fax Server, at the Workstation or both
Fax Archiving	• Because document archiving is important to the end user, the document professional and the general manager, FAX HQ gives the Fax Administrator the ability to choose where and when to archive all documents. Security conscious companies can archive on a secured Fax Server, so all faxes are dutifully recorded. End users can keep copies that they can re-use as the basis of other documents.
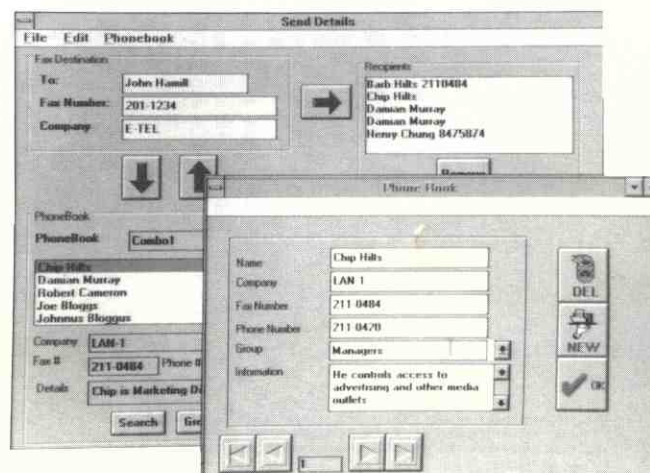
MEMBERSHIP HAS ITS BENEFITS

- Professional development through Branch meetings, State Seminars & National Conventions

- Branch newsletters & Informaa Quarterly

- Reduced fees for conferences & seminars

- Networking opportunities with people who speak "your language"

- Opportunity for professional recognition as Associate (ARMA), Member (MRMA) & Fellow (FRMA)

...RMAA