

INFORMAA

QUARTERLY

VOLUME 17 NUMBER 2 MAY 2001
OFFICIAL JOURNAL OF THE
RECORDS MANAGEMENT
ASSOCIATION OF AUSTRALIA
ISSN 0816-200X



Consultants

new address to add to your records.

Objective

www.objective.com

The New Wave in Enterprise Information & Knowledge Management

THE NEW WAVE IN
ENTERPRISE
INFORMATION AND
KNOWLEDGE
MANAGEMENT

GOVERNMENT

FINANCE

MANUFACTURING

BIOMEDICAL

MINING

ENGINEERING

DOCUMENTS

RECORDS

WORKFLOW

WEB CONTENT

KNOWLEDGE

eBUSINESS

Objective

In the information age, being competitive means having instant access to all of your information. No delays. No wasted time. No risk. No stress.

At Objective Corporation, we've built a worldwide reputation by creating information systems that really do work for a living. Simple, seamlessly integrated solutions that handle any type of document, on virtually any platform, in an instant.

Along the way, we solve your problems, automate your processes, train your people. It's how we add value to your business - and to ours. We create solutions that empower your people to meet your ultimate business objective - going straight to the top.

Call us on 1800 649 377 or visit our site
www.objective.com

EXCELLENCE IN

INFORMATION

MANAGEMENT

INFORMAA Quarterly

Volume 17, Number 2, May 2001

EDITORIAL COMMITTEE.....

National Editors	
Geoff Smith	Ph (02) 9645 0172
Janet Knight	Ph (02) 9334 7784
Members	
Margaret Pember	Ph (08) 9266 2732
Joy Siller	Ph (02) 9979 9974
Michael Steemson	Ph +64 4 380 9323

CONTRIBUTIONS & EDITORIAL ENQUIRIES

Contributions in the form of articles, case studies, reports, and reviews are welcome.

Please contact the National Editors (telephone numbers above) for information regarding styles, formats and inclusions.

ADVERTISING.....

For advertising inquiries, please contact:

Maria Charlton
MAP Marketing
Cnr Scott Street & Parnell Place
NEWCASTLE NSW 2300
Ph (02) 4929 7766 Fax (02) 4929 7827
Email maria@mapmarket.com.au

RMAA WEBSITE: <http://www.rmaa.com.au>

SUBSCRIPTIONS & MAILING ENQUIRIES....

\$100 per annum for 4 issues including postage.
Overseas subscriptions \$A85 including postage.
Please direct all enquiries to:

Membership and Financial Services
RMAA Office
GPO Box 1059
BRISBANE QLD 4001
Phone 1800 242 611
Fax 1800 333 802

BACK ISSUES.....

Back issues are available on microfiche from:

West Net Systems Pty Ltd
67A Third Ave MOUNT LAWLEY WA 6050
Ph (08) 9370 2866 Fax (08) 9271 5320

COPYRIGHT.....

Copyright in articles contained in *INFORMAA Quarterly* is vested in each of the authors in respect of their or her contributions.

DISCLAIMER.....

Acceptance of contributions and advertisements including inserts does not imply endorsement by the RMAA or the publishers.

RMAA Directory	2
Federal President's Message	3
Editorial	4

CONSULTANTS

Advisers or Adversaries?	
Choosing the Right Consultant	5
Joy Siller	
Listings	10

AUSTRALIAN ARTICLES

Acceptance and Use of the Australian Standard on Records Management, AS 4390	11
Jill Caldwell	
Nightmare Gap of Dynamic Compound E-Records:	21
IM Boss Shakes Sydney Meet	
Mike Steemson	

AUSTRALIAN NEWS & ISSUES

Monash Puts Up New Searchable Pix Archive	25
Guide to Health Standards Goes Online	25
A Step Forward for Threatened Aussie Archive but Only a First Step	25
Unique Part of Heritage	25
Campaign for ACT Archive Goes Public	26
Archive Maps Out Its Future	26

INTERNATIONAL NEWS & ISSUES

Thousand Flock to see Archives in NZ Open Day	28
Paperless Office? Try these Ideas, say NZR Listservs Participants	28
Bigger, Better Home for TVNZ Archive Treasures	29
Financial Records Reference Model is Now Available.....	29

COORDINATOR REPORTS

Information Technology Committee Report	31
Federal Education Report	31

BRANCH REPORTS

INDUSTRY

Objective Corporation	36
-----------------------------	----

RMAA Directory

National	President Secretary Postal	Chris Fripp Michael Hangan PO Box 97 Boondall Heights QLD 4034	Ph (02) 9710 062 Ph (07) 3216 564
NSW	President Secretary Postal	Geoff Smith David Lilley PO Box 945 Parramatta NSW 2124	Ph (02) 9645 0172 Ph (02) 9561 8823
VIC	President Secretary Postal	Anthony Mohn Adele Di Fresco GPO Box 2270U Melbourne VIC 3001	Ph (03) 9288 8225 Ph (03) 9846 7324
QLD	President Secretary Postal	Michael Hangan Brett Clark PO Box 361 Brisbane Roma St QLD 4003	Ph (07) 3247 8694 Ph (07) 3365 3361
WA	President Secretary Postal	Laurie Varendorff Maggie Exon PO Box 8213 Perth WA 6849	Ph (08) 9291 6925 Ph (08) 9266 2707
SA	President Secretary Postal	Kristen Green Colleen Turk PO Box 969 Adelaide SA 5001	Ph (08) 8233 2443 Ph (08) 8226 5256
TAS	President Secretary Postal	Jill Saunders Judith Prokopiec GPO Box 35A Hobart TAS 7001	Ph (03) 6233 2611 Ph (03) 6233 7684
ACT	President Secretary Postal	Stephanie Ciempka Veronica Pumpa GPO Box 2591 Canberra ACT 2601	Ph (02) 6250 6893 Ph (02) 6298 3251
NT	President Secretary Postal	Barry Garside Linda Bell PO Box 43226 Darwin NT 0811	Ph (08) 8924 7677 Ph (08) 8924 7649

Request for Information, including Membership of RMAA

Surname..... Given names

Organisation..... Position

Address..... Postcode.....

Phone (BH)..... Fax (BH)

Phone (AH)..... E-mail.....

Please forward to: Sharon Hamon / Tamara Tipping Membership and Financial Services RMAA Office GPO Box 1059 BRISBANE QLD 4001

Phone 1800 242 611 Fax 1800 333 802

Federal President's Message



part of the Public Relations Strategy, the Federal Directors undertook a media training course during the March Board meeting. This not only covered learning how to deal with the media, but also challenged the way we could market the Association and showed us how to become effective advocates. This was so successful that we received a recommendation to repeat this course for Branch Presidents just prior to the joint conference in Hobart.

One outcome of the course was for the Board to receive regular newspaper clippings on issues affecting the records management industry and to respond as seen appropriate. All press releases will be handled through McCalls, the Association's public relations company.

One of my objectives as Federal President was to put in place initiatives to reduce the cost of Board meetings and travel costs across the Association. This was reported in last year's *Annual Report*. I would like to point out that this year we have reduced the cost once again to the lowest in 6 years.

Another objective as Federal President was to form strong strategic alliances with like Associations. A memorandum of Understanding (MOU) was drawn up between the ASA and the RMAA and has been in place for a while now. I am pleased to announce that ALIA has also formally joined the alliance. A special signing of the MOU between the Presidents from each of the 3 associations will take place at the Joint ASA & RMAA Conference in Hobart this year.

I recently met with the National President of IIM and was informed that the IIM Board accepts in principle the concept of the MOU and are keen to foster closer relationships with the RMAA.

One outcome of the MOU was to form a national body which would act in part as a lobby group. This group, the Australian National Council of Archives and Records (ANCAR) will initially consist of the above associations. This group has only recently met and I will report further on this in the next edition.

A third objective as Federal President was the promotion of the Association through the use of the web. The website is now dynamic, with events being added on a regular basis, so I would encourage all members to visit the site at least on a weekly basis. A number of new sections will be appearing very soon. One feature will deal with new enquiries, those who want to know what the Association is all about in plain English, without the jargon. Another added feature will be the ability to join the Association 'online,' including the ability to make payments. The third area will be a 'members only' section.

I have talked about the members only section before, but from 1 July 2001, members will be able to log onto the website using their membership number and a password. Once signed in, members will be able to update their own membership details and add information such as e-mail addresses. You can also check if you are financial or not.

As members get used to this service, more and more information will be stored in the members only section, including publications and newsletters. Your password will be sent to you with your invoices. I suggest that on 1 July you go in check your details and add any additional information.

This year, for the first time, all professional members will be given the opportunity to vote for Branch Councillors and Federal Directors. In particular all professional members will be able to nominate and vote for executive positions at both Branch and Federal level. For those who can not attend the AGM, you will be given the opportunity for postal voting. These initiatives are to help make the election process more open and to give professional members an opportunity to vote for their peers. Professional members are those who hold either Associate, Member or Fellow status. I would encourage all members who do not hold professional status to submit an application. The criteria and forms can be found on the website.

Chris Fripp MRMA MAICD
Federal President

Editorial



We are pleased to say that we are settling into our editing role. This issue came together with much less panic than our first! Thanks to all who willingly contributed or responded to our gently coercive techniques. Remember, we are always looking for additional contributors, suggestions for articles and/or news.

The main theme of this issue is 'consultants.' We feature an excellent article from an experienced records management consultant, Joy Siller. Joy looks frankly at the issue of employing a consultant from both the employer's and consultant's perspective and gives some handy tips on how to make the best of this relationship.

In the last issue we included David Roberts' perceptive summary of the RMAA National Convention in Sydney in December 2000. This issue contains another perspective - a lighthearted look at the convention by Mike Steemson. This should be adequate stimulus for you to get your registrations in for the 2001 RMAA/ASA Joint Conference in sunny Hobart in September.

This issue also contains a review of the reception given to the Australian Standard AS 4390-1997 *Records Management*. It is a shortened version of a paper presented at the seminar, *Records Management Around the Globe*, held in Stockholm on 17 November 2000 at the request of Archivradet, the Swedish Association of Archivists and Records Managers.

One thing that has become obvious from Jill's article is that there is only a 'modest list' of examples of acceptance and use, and no examples of unsuccessful ones. *INFORMAA Quarterly* would be an excellent forum for such articles if those of you experienced in applying AS 4390 wish to put pen to paper.

This issue also contains a large amount of Australian and International news for you to digest, along with regular reports from the branches and coordinators. Enjoy.

Janet Knight ARMA and
Geoff Smith ARMA
National Editors

Learn to Share

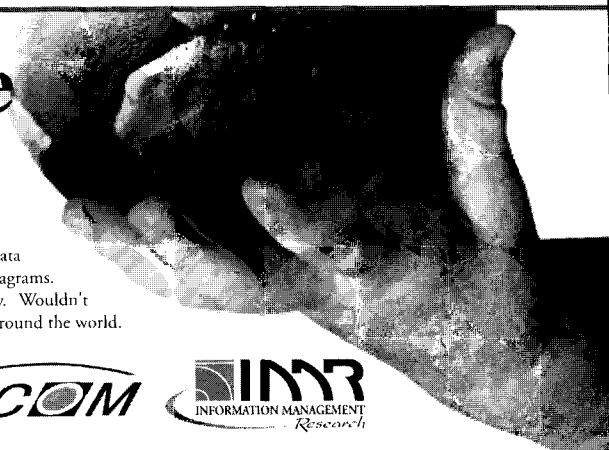
your valuable corporate knowledge - make better business decisions.

Companies all over the world struggle to make knowledgeable business decisions based on good use of their corporate information. Unfortunately 80% of this information exists as unstructured data such as letters, faxes, e-mails, presentations, spreadsheets, computer output, images and diagrams. It's scattered throughout the enterprise or worse yet stored in filing cabinets, and is shared informally. Wouldn't it be great if you had one point of access for all your corporate knowledge -- around the office, or around the world. Experience the power of sharing knowledge with Alchemy software solutions.

For more information visit www.dicomgroup.com or
contact us at Tel: 02 9966 1441 email: mailbox_au@dicomgroup.com

DICOM

INR
INFORMATION MANAGEMENT
Research



Advisers or Adversaries?

Choosing the Right Consultant



Biography

Joy Siller B.A. (Lib. Sc.), M.Bus (Marketing), ARMA, ALIA

Joy Siller is a Director and the Principal Consultant for Siller Systems Administration, an independent information management consulting and training firm with offices in Sydney and Brisbane. She has worked as a consultant within this field for around seventeen years, and has presented conference papers and published articles on records and information management both within Australia and overseas.

Abstract

The perception of a consultant by the average employee, particularly in government agencies is often poor. This perception can be justified in some cases, but often it can result from a lack of understanding of the services offered by the consultant and the actual requirements of the client agency.

This paper is an abridged revision of a presentation made at a software user group seminar in 1994. It covers the role of consultants, how an agency should select a consultant, and some of the positives and pitfalls for both parties concerned.

Introduction

The use of consultants and contractors in the public and private sectors has been a booming business in recent times. With the added trend towards 'outsourcing' in government, the boom is likely to continue for some time. This growth, when combined with public sector staff reductions, has led to a re-evaluation of the use of consultants/contractors and their roles. The use of consultants comes under considerable scrutiny, and their overuse is often bandied about by government oppositions (particularly during election campaigns). It is a requirement for government agencies to report on spending on consultants in their annual reports.

Whether hiring a consultant or contractor, the agency should follow a number of set procedures in providing briefs and evaluating proposals/tenders. It is on these issues that this paper concentrates by covering:

- the types of records management services which might be offered
- possible reasons for using consultants
- what can go wrong, i.e. what are the risks?
- steps to preparing a brief
- steps to evaluating the tenderers
- code of ethics and intellectual property rights.

What is a Consultant?

The purpose of this paper is neither to praise consultants nor to condemn them. However, there are several myths and truisms that are worthy of discussion. Robert Townsend provided an uncharitable definition of a consultant in his book *Up the Organisation*: '...people who borrow your watch to tell you what time it is then walk off with it.' This definition is not without some truth. After all, a consultant should be absorbing information from an organisation in order to present it in some logical form as for a report, presentation, strategic plan, etc. Rather than being wary of the consultant who 'borrows your watch', an organisation would have more cause for concern with the consultant who tells the time without even bothering to look at the watch. Unfortunately, a number will fit into this category - consultants with the quick fix, stock-standard solution to all problems.

Consultants, because their hourly rates appear much higher than the average worker's, are often seen as overpaid with a lifestyle that allows them to drift in and out of organisations when they please. In some cases this perception may be true, but with many it is an unsubstantiated assumption. Herman Holtz (p. 210) believes that most government agencies '...have an archaic and unrealistic view of what a competent consultant is worth today because

they try to equate hourly or daily consulting rates with hourly or daily earnings of government employees.' They are not considering the indirect expenses also covered by the consultant's fees. If a government agency was to hire out its employees to another agency, and covered all costs (salary, superannuation, accommodation, marketing, etc.), the daily/hourly rate would be similar to that charged by many consultants.

Records management consultants are (or should be):

- facilitators of the records management process
- motivators to ensure organisations are on the right track, and help them stay there
- unbiased evaluators for carrying out systems review work
- suppliers of specialist information and advice on records management.

Therefore, typically the records management consultant will be employed to:

- act as an independent specialist on records management, or records management related committees
- undertake systems reviews and provide analytical reports on their findings and recommendations
- design records management systems
- evaluate commercially available systems such as records management software
- provide records management training and motivation seminars for staff
- advise on specialist areas such as the implications of electronic recordkeeping.

Advice, systems analysis and problem-solving are the key words in relation to the role of a consultant.

What can go Wrong?

There will undoubtedly be tales of from both sides. Consultants are likely to be able to relate occasions where a client has changed a project's scope, not disclosed details which have impacted on the time-frame, resources required, or thrown things into irreconcilable situations with change-resistant employees.

Clients are sure to be able to mention these stories and add such points as poor ethics, unmet expectations, the creation of more problems than were solved.....and so on. Both sides may be right. Many of the problems can be directly sourced to inadequate communication between the client and the consultant.

To help avoid the problems, the client should ensure that the consultant is properly briefed and thoroughly evaluated.

Formfile Infosoft Pty Ltd

We recruit the best to bring you the best

Formfile Infosoft Pty Ltd is pleased to announce we now have TRIM Captura in our exciting range of solutions. To support the world's leading records and EDM software package, we have recruited top Records Management specialists, Renate Nuske and Stephen Hyde to join us as part of the Formfile Infosoft team.

Renate Nuske is highly practiced in Records Management having successfully implemented TRIM Records Management software at Parks Victoria and William Angliss Institute of TAFE. The two projects included developing functional classification systems for both

organisations, training administrative, senior management and executive staff in TRIM, developing Record Keeping Awareness and Vital Records Programs for both organisations and archival processes specific to each organisation.

Renate holds a Postgraduate Diploma in Archives & Records Management and completed her Masters in Information Management (Archives & Records) from Monash University in 1999.

Stephen Hyde is a highly experienced Records Manager having completed successful archival and records

management projects at Shell Australia, BHP Petroleum, Yarra Valley Water, State Library of Victoria and the Department of Natural Resources and Environment where he was involved in an evaluation of Metadata Standards and the drafting of a Business Classification Scheme and Thesaurus for the entire organisation; the first stage in a process to implement an EDMS.

Stephen attained qualification with a Graduate Diploma of Information Management from RMIT Business in 1997 and is a member of the Records Management Association of Australia.

At Formfile Infosoft... Our Form is Good Form... Consider the Advantages.



Formfile Infosoft
The total knowledge management solution

Melbourne (03) 9819 6503 • Sydney (02) 9460 3400
Internet www.formfile.com.au Email enquiries@formfile.com.au

is preferable, for both sides, to have a written brief which fully explains the purpose and expectations of the project - preparation of a brief is discussed in more detail below. To avoid the situation of the client being presented with unexpected written recommendations, advice, or other deliverables, the consultant should keep the client fully informed of progress. When appropriate, the consultant should provide written progress reports and/or periodic client-committee briefings.

Before Engaging the Consultant.....

• You Really Need Them?

This is a serious consideration. Consultants should not be hired simply for the sake of hiring them. Consider the impact that they will have on the organisation. Make sure there is a real need, based on some of the points raised earlier regarding the use of a consultant. Also ensure that the internal support, particularly from the upper echelon, is in place. Without this, the advice and assistance provided by the consultant may not be properly implemented/utilised and, as a consequence, the expenditure wasted.

Preparing the Organisation for the Consultant

This will not only benefit the organisation and staff working within it but will also ensure a more productive time for the consultant. A project does not bode well if, at the outset, the consulting team is confronted by people who have no idea who they are or why they are there.

When appropriate, the scope of the consulting project should be discussed in management meetings, and managers could be requested to inform their staff of the project and its impact, if any, on their work. If internal staff bulletins are used within your organisation, these can be used as an additional means of

informing staff of the project.

Consider the long-term implications at the end of the consultancy. Plan for the hand-over stage as the consultant's involvement draws to an end. Do not be left in a situation where the organisation cannot function once the consultant is no longer directly involved.

Preparing the Brief/Specification

Is it Really Necessary?

Would you buy software without knowing what your organisation wants? Would you hire a permanent employee without providing them with a job description/duty statement? If you answered in the affirmative, chances are that you have encountered similar problems to those which may arise when hiring a consultant without the benefit of a clear definition of duties and tasks.

What Should it Contain?

Prepare appropriate and clear project criteria and performance standards. The former NSW Office of Public Management (p.12) provided the following suggestions:

- avoid pre-empting solutions/recommendations (clients will be able to put forward their ideas once the consultant is hired)
- avoid bias toward a particular consultant
- ensure the project criteria and performance standards can be monitored once the contract commences
- be realistic and do not specify beyond the work required.

According to Peter Balan (p.41), a consultant's brief should include:

Functional Objective

All tenderers should be made aware of the purpose of the activity/project. Ask yourself what you need to know, i.e.

what is the problem? Determine the background to the problem/situation, and what the consultancy is expected to achieve (the objectives). What is it that you want the consultant to provide?

Operating Context

For example, explain the nature of your business, geographical location, any operational constraints such as time, budget, etc.

Selection Criteria

All bidders should be clear on the areas on which their submissions will be evaluated. This could include:

- proposed methodology
- quality assurance measures
- track record
- stability of the consultant's company
- qualifications and experience of key personnel
- cost.

Pricing

All factors (e.g. travel, accommodation, technology) which could impact on tenderers' quotations should be explained.

Conditions of Contract

Explain the terms of the contract, expected starting date, any confidentiality requirements, copyright, insurance requirements, etc. If your organisation uses standard contracts, include a copy with the consultant's brief. If your organisation requires the consultant to sign a confidentiality agreement, this should also be explained in the brief.

When one or more tenderer requests further information or elaboration of material contained in the brief, communicate your response to *all* tenderers to ensure consistency and even-handedness in the selection process.

Records management consultancy briefs appear to have improved in recent years. Perhaps this is a result of guidelines from organisations such as the National Archives of Australia and the now regular use of consultants on records management projects.

Evaluating the Respondents

The selection criteria stated in the consultants' brief should be applied at this stage. Particular attention should be paid to assessment of the capability of the tenderer (firm's experience, qualifications of staff, etc.), and the technical aspects of the proposal.

The tenderer should include details of previous work undertaken and referees. The project is likely to cost your organisation a considerable amount of money and time; therefore, reference checks are essential. Check the consultant's reputation as you would a potential senior employee. Having done this, make sure that the people you are hiring are the same as those evaluated. Some consultants have been known to provide a company profile with details of the permanent, experienced staff, only to assign relatively inexperienced and/or sub-contract staff to projects. For routine jobs this may not be a major area of concern, but when a project requires particular experience and skills, the calibre of personnel must be assured.

In respect of the proposal's technical aspects, consider whether the methodology is sound, and whether the consultant illustrates an understanding and appreciation of the problem to be solved and the objectives/tasks involved.

Ensure the respondent provides an explanation of all fees for the service - what is the bottom-line? If there are costs which cannot be accurately predicted at this stage (e.g. for travel), is there provision for the client to have some control over excessive charges?

Over all, make sure that you, as the client, feel confident that the consultant is in agreement regarding what is expected and what will be provided. Clarity of deliverables is essential for both parties concerned.

Monitoring and Review

Once the consultant has been selected and the project commenced, the work should be monitored to ensure that the consultant is fulfilling his/her role. If not, the consultant should be advised of the problems/requested to improve their performance. If this negotiation is unsuccessful, the contract should be terminated. At the end of the project/contract, if the consultant has not provided all the deliverables, it may be necessary to renegotiate payment.

To evaluate the performance of the consultant at the conclusion of the project, consider the following points made by Balan (p.43):

- Did they meet the requirements of the brief?
- How good was the work?
- How efficiently was the work conducted?
- Were time constraints met?
- Were cost constraints met?
- Would you be happy to work with them again?

Ethics and Intellectual Property

Most people would agree with Herman Holtz when he states that a consultant's image and reputation are among his/her greatest and most essential assets. He says, 'adherence to and maintenance of the highest ethical standards are necessary to first create and then safeguard those assets.' (Holtz, p.379) A disreputable consultant, particularly in a relatively small market such as records management, can affect all consultants within that industry.

Holtz (p.386) also recommends consultants' code of ethics could be:

- Make no extravagant promise verbal or written, that you would be unwilling or unable to live up to.
- Do not withhold important facts or hype the truth to deliberately mislead the client, inducing him or her to believe something you did not explicitly say.
- Be scrupulous in respecting the confidentiality of every client's proprietary information and your business relationships with clients have been.
- Make a strictly honest accounting of hours, when the contract calls for it and be up front with all clients and prospective clients.
- Refrain from denouncing or condemning competitors.
- Make it a policy to deliver everything you promise a client.
- Conduct yourself with professional dignity in all matters and at all times.

Applying these points may assist clients in their evaluation of consultants.

A consultant may, from time to time be faced with conflicts of interest situations where another consultant's work may compromise the best interests of the client, and pressure to provide information regarding clients which could be construed as a breach of trust or confidentiality. On many occasions it is the consultant who is obliged to maintain 'high ethical standards' while the client's ethics can be questionable. For example, a consultant undertakes a review of an organisation and provides a comprehensive written report. An ethical consultant will not release a copy of the report to any other party. There are situations where clients, however, do not appear to apply the same confidentiality to a consultant's intellectual property.

As opposed to actual employees of a private sector organisation, under the *Copyright Act of 1968*, consultants retain ownership of copyright of their work, unless otherwise stipulated in a licensing agreement between the employer and the contractor. Consequently, before engaging consultants to prepare work which can be subjected to copyright (e.g. thesauri, procedures manuals, reports, software programs), private sector organisations should consider whether they require copyright of the material. However, '...the engagement of a contractor (read also consultant) by the Crown will, unless there is an agreement to the contrary, result in the Commonwealth or State being the owner of copyright in that work.' (PC Week, p.31)

In recent times, government contracts are stipulating more expectations with respect to intellectual property. Some will request that the consultant (contractor) should be willing to grant to the {government agency} a permanent, irrevocable, royalty-free, world-wide, non-exclusive licence (including a right of sub-licence) to use, reproduce, adapt and exploit any Contract Material or existing Material (i.e. that previously developed by the consultant). Many consultants may find this unreasonable given that the exploitation of their existing intellectual property could erode their profits.

There is no presumption of in-depth legal advice in this paper, but the issue of who-owns-what from a consultancy is one worthy of consideration if it is likely to impact on the use and distribution of information and systems developed by the consultant. The contract negotiation stage is not one that can be taken lightly by either party involved.

Client-Consultant Relationship

Any successful relationship is built on trust. A relationship between a client and their consultant is no different.

In most situations, your organisation is probably expending a considerable amount of money when it hires a consultant for a major records management project. The organisation needs to know that, should it be necessary, the consultant will be there for it in the future.

The importance of building a relationship is highlighted in any service area, but particularly so in professional service areas such as consulting. As well as the previously identified educational and experience criteria, the consultant selected should be an individual (or firm) with whom the organisation and its employees feel comfortable.

Strategic partnerships reflect the future of many buyer-seller relationships. (Bingham & Raffield, pp. 47 - 48). A long-term relationship may see the consultant become almost a part of the organisation/s utilising their services. Don't be afraid of this prospect, because it potentially offers the most reliable service. (It should be noted that the rules for accountability and probity within organisations make it necessary to follow equitable and open processes for selecting consultants. As necessary as such rules are, they can prove to be a hindrance to long-term relationship building).

The aim should be to best utilise consultants in order for organisations to achieve their ongoing records management goals rather than simple quick fixes.

Such relationships can work very successfully from both the organisation and consultant perspectives. Both stand to gain considerable business benefits from a strong and ongoing relationship.

Conclusion

If you or your organisation are considering hiring a records management (or any other) consultant, take the time to do your homework. Make sure you have identified your need initially, then prepare the necessary paperwork to ensure the tenderer is fully aware of what is required. Evaluate the tenderers - make sure you are getting the consultant who best suits your organisation and its requirements.

Have a plan for where your organisation will head once the consultancy is completed. If necessary, check the 'after sales service' provided by the consultant to determine whether further help, even via telephone, will be available if needed. The best results will be obtained when the client organisation has clear objectives and thorough planning, and chooses a consultant who blends well with their organisational culture.

Bibliography

- Balan, P. *Creating Achievable Marketing Plans*, 2nd ed., Polyglot Enterprises, South Australia, 1992.
- Bingham, F and Raffield, B. *Business Marketing Management*, South-Western College Publishing, USA, 1995.
- 'Commissioning Work from Contractors: Who Owns the Copyright?', *PC Week*, (Date and volume unknown).
- Holtz, H. *How To Succeed As An Independent Consultant*, 2nd ed., John Wiley & Sons, New York, 1990.
- Office of Public Management, NSW Premier's Department. *Competitive Tendering and Contracting Out - Guidelines*, (Undated).
- Townsend, R. *Up the Organisation*, Coronet, London, 1971.



FOR EFFECTIVE MANAGEMENT OF YOUR RECORDS

Access Office Systems an Australian owned private company, are "Specialists" in Filing Systems, and have been operating for over 30 years.

System Design and consulting a speciality, having the largest range of file types within the industry to choose from. From "of the shelf" to "custom made" systems to suit all individual requirements. Our goal is to provide the most efficient system possible within the industry, thereby saving you time and money.

NSW

Ed James 2 Chapel St
Hellen Hodges Marrickville 2204

QLD

Sasha Lukich 187 Hyde Rd
Yeronga 4104

NEW ZEALAND

Ivan Farmiloe 3/21 Poland Rd
Sarah Broad Glenfield Auckland 1015

SINGAPORE

Roger Lee 1 Magazine Rd. # 01-04 Central Mall
Singapore 059567

The source for your imaging & archival solutions

"Web enable your documents"

System Integrators: ARM provides Best of Breed solutions for forms processing, document scanning, OCR, PDF, electronic archiving, image storage/retrieval and COLD/COM solutions.

Bureau Services: Project driven client services for peak periods or backlog conversions. Deliver and share knowledge to users via an Internet browser hosted on our SSL Alchemy Web Servers or in-house.

Production Scanner Reseller: Authorised for Kodak, Canon, Fujitsu, Ricoh, Bell and Howell. As independent resellers we provide a broad range of document scanners and software suitable for a variety of imaging applications.



Phone: 1800 358 447
Email: dialogIT@dialog.com.au
Web: www.dialog.com.au
Address: 22 Marie Street
MILTON QLD 4064

Dialog Information Technology is one of Australia's leading technology services organisations trading nationally and internationally from offices in Brisbane, Sydney, Melbourne, Canberra, Darwin, Perth, Townsville, Rockhampton and the Gold Coast. Established in 1979, Dialog employs over 500 information technology specialists. Dialog provides a wide range of information technology services including outsourcing and technology management, systems integration and application development, implementation, training and support.

Acceptance and Use of the Australian Standard on Records Management, AS 4390

ography

Caldwell

Caldwell is Director Collection Documentation at the National Archives of Australia where she has worked for most of her career. She is a member of IT21, Standards Australia's committee on records management. She is also a member of TC46/SC11 the International Standards Organisation's sub committee on records management where she has been closely involved with the Technical Report which will accompany the International Standard Records Management ISO 15489.

She has also been recently appointed by the Australian Society of Archivists to the Joint Committee on Education and Training with the Records Management Association of Australia.

roduction

It is now five years since the Australian standard, AS 4390-1996, *Records Management* was published. This paper reviews the level of acceptance of the standard as expressed in the literature and examines instances of its use or practical application in Australia and overseas.¹

This is a shortened version of a paper presented at the seminar, *Records Management Around the Globe*, held in Stockholm on 17 November 2000 at the request of Archivradet, the Swedish Association of Archivists and Records Managers.

Australian Acceptance

In Australia, records managers and archivists were discussing the standard even before its release in February 1996² and it was favourably reviewed on publication.³

There has been a reasonable level of acceptance of the standard as a source of authority in the archival literature.⁴ The Australian Auditor General has also commented on its value.⁵

Barbara Reed assessed its treatment of metadata favourably against the University of British Columbia project and the Pittsburgh Business Acceptable Communication model (BAC). However, she found that AS 4390's approach to description did not facilitate recordkeeping processes as well as the BAC.⁶

There are two main areas where AS 4390 has caused professional debate: its model of functional classification and its concept of community expectations as an appraisal criterion.

In July 1997, Catherine Robinson⁷ reported State Records NSW's successful use of the functional approach in AS 4390 to develop new versions of their *Keyword AAA: Thesaurus of General Terms* and *General Records Disposal Schedule: Administrative Records*. She also explained how State Records had supported users to change to the new products.

On the other hand, Maggie Exon was highly critical of adequacy of the standard's functional approach to classification.⁸ She argued that there were technical reasons why a thesaurus could not be both an adequate retrieval tool and the basis of a disposal authority.

She referred to problems in combining functional and subject thesauri, claimed that functional thesauri would be inefficient for retrieval.

She pointed to the benefits of information professionals using compatible approaches in electronic environments. She called on records managers to resolve differences with allied professions.

State Records NSW responded in February 1998⁹ arguing that Dr Exon had misunderstood the purpose of a functional thesaurus in records classification and pointing out that it was intended to be more than an indexing tool. They noted that in AS 4390, the classification scheme is required to link records not to subjects, but to the functions and activities, which they document. Thus a records classification scheme is an important tool in maintaining the evidential nature of records. They hoped that their detailed explanation of the rationale behind the *KWAAA Thesaurus* would contribute to cooperation between information professionals by making the particular requirements of recordkeeping, as described in AS 4390, explicit.

Marian Hoy and David Roberts' 1998 paper,¹⁰ on the use of the functional approach in the Australian Government Interactive Thesaurus (AGIFT), was another indication of acceptance of AS 4390 in the Australian records community.

The other main area of criticism of AS 4390 has been the concept of community expectations used in appraisal. While 'appraisal' is defined in the standard,¹¹ the concept of community expectations is not.

Stephen Yorke found that, since it is difficult to establish any specific community expectations for the profession of recordkeeping, there are problems in interpreting this concept in the standard.¹²

Danielle Wickman was also concerned about AS 4390's lack of guidance on using stakeholder consultation in the appraisal process.¹³

The strongest critic has been Paul Macpherson.¹⁴ He argued that a records management standard ought to consider the needs of users beyond the notions of business need and accountability. His goal is to ensure that the needs of scholars, private users or those who just want to have fun are considered before records are destroyed.¹⁵ He was critical both of the standard's use of cost-benefit analysis when assessing the risk of destroying records after normal business use has ceased and its excessive concentration on a 'transactional-evidential accountability' recordkeeping model.¹⁶

As Macpherson acknowledges, there is legislation in Australia, which at a minimum, requires evaluation of government records by archival authorities. This provides an opportunity to assess uses of these records beyond business and accountability needs. It is appropriate for the particular criteria in use to be the subject of debate. It should, however, be recognised that AS 4390 requires all organisations which claim to have a best practice recordkeeping regime at least to consider the possibility of community expectations for their records. This is an important development in Australian recordkeeping brought about by AS 4390.

International Acceptance

Internationally, David Bearman's review calls AS 4390 'the best short course in the concept of archives and records management ever devised'.¹⁷

The British *Records Management Journal* was prepared to publish a review, written by an Australian.¹⁸ It is more accurately interpreted as interest in the standard, rather than British acceptance.

The *American Archivist*¹⁹ review commends features such as the guidance on appraisal, the practical appendices and the emphasis on monitoring and auditing. On the other hand, it notes that some American archivists would not support the notions of functional analysis which underpin the standard.

A recent Canadian government report recommended the adoption of the proposed ISO standard on records management and an assessment of the Australian guide, *Designing and Implementing Recordkeeping Systems (DIRKS)* for its applicability within the government of Canada.²⁰ This indicates a level of acceptance because both the international standard and the DIRKS methodology were based to some extent on AS 4390.

On the available evidence, it is fair to say that AS 4390 was reasonably well accepted internationally. However, the reviews I have identified were rarely analytical, and they sometimes support the idea of a standard without making it clear whether the reviewer supports the approach that the standard takes.

International Use

New Zealand records managers are in the process of developing a guide to AS 4390.²¹ This demonstrates the possibilities for extending AS 4390 to other situations.

The Danish pharmaceutical company Lundbeck reports using AS 4390 because of the importance of effective records management and accountability in international operations.²²

The fact that the company allocated responsibility for recordkeeping, developed procedures and appointed qualified staff indicates a level of compliance with the standard.

Pat Jackson has been investigating the relationship between recordkeeping management and oral tradition in Kiribati.²³ She recently experimented with the *Checklist for Performance Testing of Records Management Systems* from AS 4390.²⁴ She found, however, that it was too complex for the system and simply not relevant to the Kiribati records staff. This suggests that an international standard based on AS 4390 is unlikely to meet the needs of all countries.

The most significant use of AS 4390 has been in the development of the International Standard on Records Management.²⁵ AS 4390 was considered for adoption as an international standard, but it was decided instead to use it as a first draft for the development of international consensus on a separate standard.

During the drafting process it was agreed that the international standard would concentrate on strategic issues rather than offer detailed guidance about processes. Some more detailed guidance will be available in the accompanying *Technical Report*. Nevertheless the two standards will still have much in common.

The scope of the two standards is intended to be the same. They are both confined to records management and do not give specific guidance on the management of archives.

There are differences in terminology. For example, the term 'recordkeeping' so prominent in AS 4390 has been avoided because of its differing connotations in the various English speaking communities. While in Australia it is now used to refer to

everything that happens within the records domain, in other countries it tends to have a much narrower focus referring only to processes, such as making an entry in an index. Similarly the term appraisal has been avoided.

AS 4390 provides extensive guidance on the benefits of records management, the need for policies, the proper assignment of responsibilities and the importance for organisations of analysing their regulatory environment to determine the records which they need to have available. These matters are all covered in the international standard.

In the Australian standard, the characteristics of records are dealt with within the same text as the characteristics of records systems. In the international standard, these two kinds of characteristics have been separated which should result in a much clearer text. The sections on the design and implementation of recordkeeping/records systems are quite similar. This is an area where Australia, through AS 4390, may be considered to have contributed to international practice. AS 4390 gives quite extensive guidance on records management processes and controls. This is the area where it was not so well accepted internationally and, in keeping with the decision to focus on strategic issues, the international standard provides much less information in this area.

An international standard is much more difficult to produce than a national one and the significant achievement of the international committee should be warmly acknowledged when the document is published. However, careful comparison will show that the text of the international standard still owes something to AS 4390.

Australian Use

In Australia there have been several case studies describing use of AS 4390 in government contexts.²⁷ One of these²⁸ which reports the development of a business classification scheme as described in AS 4390 as the basis for a thesaurus, a disposal schedule and an architecture for an electronic document management scheme, occasioned some debate.²⁹ The main basis of criticism was over complexity, on the grounds that the use of a thesaurus could not be sustained within an organisation for more than six months. The author successfully maintained that her critic had not understood the approach.

Private sector use has not been so well documented, although consultants have indicated that some requests for tender do cite AS 4390 and that organisations are impressed when consultants base their work on a recognised standard. One consultant had successfully used the checklist in AS 4390 to conduct a post implementation review of a records system.³⁰ There have also been instances in which system designers promote their products as complying with AS 4390.³¹

One significant use of the standard was in the 1997 revision of Kennedy and Schauder's textbook³² whose introduction noted that, 'perhaps the most important event influencing this edition was the release by Standards Australia of Australian Standard AS 4390, Records Management.'³³ The fact that there have already been two reprints of this edition indicates education sector acceptance of the AS 4390 approach and presumably industry acceptance of students so trained. Despite these positive indications, I suspect that the standard has been used more extensively in the government than in the private sector in Australia.

Scanning the world's best for all that's smart and new in Scanners

It's time for AIM 2001 in USA again – and this year Msys will have an eagle eye on Scanners and the myriad new ideas that can make doc-scanning a breeze.

As always at Microsystems, we're off to the annual conference of Information & Image Management. This year we'll be looking in-depth at Scanners – big, small, pro, multi-function, hi-speed, colour, and everything in between.

Worth waiting for

If you're thinking about upgrades, or even individual scanners for different Depts or desktops – make a point to get in touch with us for the latest info on it all. We'll be back mid-May with news on the latest features and performance factors to look for.

Think of us as your spy's eye view of what's in, what's hot and what's coming in a product area that's getting more complex every month.

At Microsystems it's always Independence Day

One of the joys of dealing with Msys is that we're truly Independent. We work with all the top names – but we're not tied to any one brand.

So when we suggest this scanner or that, you can be confident there's no hidden agenda. Our aim is always a solution – not just a "sale".

Hot off the press

That said, have you caught up with Canon's newest release – DR3080C. It's a mid-vol A-4 document scanner with pricetag under \$10K ex-tax. Not only gives colour, grayscale and bi-tonal, but also auto-deskew and blank page detection. It's a dream to use – ideal for solo sites, departments or first-timers. Well worth a look.



PS – For a no-hype demo of the user-friendly Canon DR3080C – just give us a call.

Russell Townley,
Sales Director.

1800 634 054



MICROSYSTEMS

A.C.N. 002 578 154

PTY.LTD

Tel 61-2-9682 6111

Fax 61-2-9682 3390

e-mail: scan@microsystems.com.au

www.microsystems.com.au

In the government sector there has been very positive acceptance of AS 4390. The National Archives of Australia, most State Archives and the Council of Federal State and Territory Archives have all supported it. For example, the Archives Authority of New South Wales endorsed the standard for use by agencies in the same month that the AS 4390 was published and made it available to agencies at a discount price.³⁴ State Records South Australia endorsed AS 4390 in its *Records Management Policy and Practice Manual* in the same year that the standard was published.³⁵ In the ACT, AS 4390 was referred to extensively in the 1999 paper which canvassed options for developing a recordkeeping regime.³⁶ Some government archives in Australia have set out to substantially rewrite their policies and procedures in line with AS 4390. However, this has not happened in all jurisdictions yet.

This is not surprising. AS 4390 was not seen initially as simply the codification of existing practice. It was always seen as a best practice standard, which the recordkeeping community wanted to aspire to. It should be valued for that reason both within the records community, and outside it where it can be used to raise awareness of the significance of proper records management.

The annual survey of the recordkeeping practices of NSW government agencies by State Records NSW has attempted to assess compliance with AS 4390 since 1996.³⁷ One of its questions has asked whether AS 4390 has been incorporated into agency recordkeeping practices. The percentage of agencies answering yes was around 30% from 1996-98 but increased to 42% in 1999. In addition, some agencies were preparing to incorporate AS 4390 into their practices. In 1999 this figure was 34%.

A similar survey of local government records was conducted for the first time in 1999. This survey found that 31% of local councils had incorporated AS 4390 into their practices and that a further 31% were preparing to do so.³⁸

However, for some individual requirements of AS 4390, agencies and local councils reported higher rates. For example, the proportion of agencies which reported having an identifiable records management policy statement has been increasing and in 1999 was 53% and the proportion of agencies which have formally assigned responsibility for their records management programme has also been increasing reaching 92% for agencies in 1999 and 83% for local councils. This indicates that, while only a substantial minority of NSW agencies believe that they have complied with AS 4390, a much higher proportion of agencies are meeting some of its important requirements.

State Records NSW has developed a number of its own standards which have a great deal in common with AS 4390, for example the *Standard on Full and Accurate Records*.³⁹ One interpretation of these statistics is that agencies may first seek to apply State Records own standards because they are aware that they will be audited against them in 2001.⁴⁰ The figures certainly demonstrate that AS 4390 is being used in government agencies in NSW.

The development of a manual to support *Designing and Implementing Recordkeeping Systems* (the 'DIRKS' manual) by State Records NSW and the National Archives of Australia is probably the most significant use of AS 4390 in Australia.⁴¹ The manual has a wide range of possible uses and provides a very substantial amount of material to facilitate practical implementation of the standard.

In AS 4390 the DIRKS methodology is described at a very high level takes up about a page of text. The manual can be downloaded from State Records NSW website as a 500 kilobyte zipfile or printed out as a document of around 200 pages. State Records NSW is an extensive development of the guidance in the standard. Moreover, it is being used in two jurisdictions in Australia. Its availability on the wide web also makes it accessible to others and there is some evidence of interest from non government organisations and overseas.⁴²

The publication of a best practice standard is only the beginning of the process for practitioners. It is not always easy for records managers to use a high level standard which sets out principles when they need to undertake a task like choosing new records management software or ensuring that staff understand and use that new system as intended. The publication and endorsement of a standard should catalyse the review of current policies, procedures and manuals. Government archives in Australia have taken up this challenge and the DIRKS manual is one concrete result.

Conclusion

In summarising the extent to which AS 4390 has been accepted and used, it could be argued that the examples cited are a modest list, albeit of successful examples, drawn only from sources within the profession.⁴³ Perhaps it is too early to expect many examples of unsuccessful use.

Nevertheless, it has certainly been well accepted within the profession in Australia. It is referred to as a source of authority in the professional literature and it has been the source of professional debate and investigation. It has been adopted and extensively used within government.

ernationally, AS 4390 was certainly accepted for its importance as a first in the field. It would be an overstatement to say that there was clear support for the approach or detail of the standard.

AS 4390 has been used in other countries with some positive results, though its limitations for less developed countries are clear. Its most significant international use has been as the initial draft material for the forthcoming International Standard on Records Management. While it does not include the same level of detail, its origins in AS 4390 can still be traced.

In Australia, reported case studies demonstrate that AS 4390 is being put to practical use by consultants working in the government sector and a popular textbook was revised partly to take it into account. In the government sector it has been adopted by the national and most state archival authorities. The publication of AS 4390, and the developments in Australian recordkeeping of which it is a part, have prompted a number of government archival authorities to carry out significant policy and procedural development in line with the standard and this is certainly beginning to be reflected in agencies. Its influence in the private sector has been less well documented.

The process of developing AS 4390 and the *Australian National Records and Archives Competency Standards*, first produced in 1997,⁴⁴ brought a wide range of Australian recordkeeping professionals together to work towards a common goal. This is not a practical use of the standard in the same sense as using it to develop a policy manual or to set storage standards, but the value of this process to the profession is also worth acknowledging.⁴⁵

The publication of AS 4390 was a significant milestone for the profession but it is not really the end of the journey. There is more work to do in

developing guidance which will allow the standard to be implemented and in carrying out that implementation. This year the international standard will supersede AS 4390.

IT21, Standards Australia's Committee on Records Management is already considering the re-development of AS 4390 as compliance standard. This paper shows that AS 4390 has been used in its first five years. It is important to continue to assess it and develop it to improve recordkeeping and promote its value in the community.

End Notes

¹ Publications searched included: *American Archivist*, Journal of the Society of American Archivists; Australian Society of Archivists *Conference Proceedings*; *Archefacts*, Journal of the Archives and Records Association of New Zealand; *Archives and Manuscripts*, Journal of the Australian Society of Archivists; *Archives and Museum Informatics*, *Archivaria*, Journal of the Association of Canadian Archivists; *INFORMAA Quarterly*, Official Journal of the Records Management Association of Australia; *Journal of the Society of Archivists*, United Kingdom; Records Management Association of Australia, *Convention Proceedings*.

² David Moldrich, 'Australian Standard for Records Management' in Records Management Association of Australia (RMAA) 12th National Convention 1995, *Redefining Records Management*, Conference Papers pp.33-35; Karuna Raj 'Defining and Auditing Recordkeeping Regimes' in RMAA Conference Papers 1995, pp.64-71 and Graham Rawston, 'Resource Allocating at the Reserve Bank' in Australian Society of Archivists, Proceedings of the 1995 Conference *Archivists - the Image and Future of the Profession*, pp. 86-89

³ Marian Renahan, 'Review of AS 4390' in *Archives and Manuscripts*, vol.42, no.2, 1996, pp. 400-02.

⁴ Examples include: Livia Iacovino, 'The Nature of the Nexus between Recordkeeping and the Law' in *Archives and Manuscripts*, vol.26, no.2, 1998, p.217; Mark Brogan, 'Frontiers in Recordkeeping' in *Archives and Manuscripts*, vol.28, no.1, 2000, p.38 and Philip Taylor, 'Perceptions and Change in Records Management: Rethinking the Fundamentals' in *INFORMAA Quarterly*, vol.13, no.2, 1997, pp.24-32.

⁵ Pat Barrett, 'Recordkeeping in Commonwealth Agencies: an Audit Perspective'. Presentation to the National Archives of Australia Advisory Council,

2000. Available through www.anao.gov.au.

⁶ Barbara Reed, 'Metadata; Core Record or Core Business' in *Archives and Manuscripts*, vol.25, no.2, 1997, pp.218-41.

⁷ Catherine Robinson, 'Records Control and Disposal using Functional Analysis' in Australian Society of Archivists, Proceedings of the 1997 Conference *Archives and Reform - Preparing for Tomorrow*, pp. 176-86.

⁸ Maggie Exon, 'Contemporary Recordkeeping: the Records Management Thesaurus' in Records Management Association of Australia 14th National Convention, 1997, *Preserving Yesterday, Managing Today, Challenging Tomorrow*, pp.95-107.

⁹ Catherine Robinson and Janet Knight, 'Contemporary Recordkeeping: the Records Management Thesaurus: Response' in *INFORMAA Quarterly*, vol.14, no.1, 1998, pp.12-25.

¹⁰ Marian Hoy and David Roberts, 'Understanding Official Government Terminology: Natural Language Searching and Government Thesauri' in Australian Society of Archivists, Proceedings of the 1998 Conference, *Place, Interface and Cyberspace*, pp.179-203.

¹¹ AS 4390-Part 1, Definitions.

¹² Stephen Yorke, 'Great Expectations or Non At All: The Role and Significance of Community Expectations in the Appraisal Function', in *Archives and Manuscripts*, vol.28, no.1, 2000, pp. 24-37.

¹³ Danielle Wickman, 'Bright Specimens for the Curious or the Somewhat Imponderable Guided by the Unfathomable; Use, Users and Appraisal in Archival Literature' in *Archives and Manuscripts*, vol.28, no.1, 2000, pp.64-79.

¹⁴ Paul Macpherson, 'What Records Should We Keep?' In *INFORMAA Quarterly*, vol.15, no.4, 1999, pp.6-9.¹⁵ Macpherson, *ibid.*, p.8.

¹⁶ Macpherson, *ibid.*, p.6 where AS 4390 Part 5 - Clause 6.4.3 is examined.

¹⁷ David Bearman, 'Australian Records Management' in *Archives and Museum Informatics*, vol.9, no.4, pp.459-66.

¹⁸ Donna Stephenson, 'Review of AS 4390' in *Records Management Journal*, vol.6, no.3, 1996, pp.219-29.

¹⁹ Wendy Duff, 'Australian Standard AS 4390 Records Management' part of a review article in *American Archivist*, vol.62, no.2, 1999, pp.354-55.

²⁰ John McDonald, 'Information Management in the Government of Canada: A Situation Analysis for the Chief Information Officer, Treasury Board Secretariat and the National Archives, June 2000 published online at www.cio-dpi.gc.ca. See section 4.1.2.3 'Standards and practices' at www.cio-dpi.gc.ca/ip-pi/policies/imreport/imreport-rapportgi00_e.asp

²¹ I am grateful to Mike Steemson, Caldeson Consultancy for providing me with access to the draft version of *The New Zealand Guide to Records Management - A Supplement to Australian Standard AS 4390 - A Cross-Reference to the Australian Standards' Records Management Standard AS 4390, and Other World Standards, and a Code of Practice for New Zealand Recordkeeping Professionals*, September 2000. I am also grateful to Evelyn Wareham, National Archives of New Zealand for discussing recordkeeping in New Zealand with me.

²² Library and Information Science Abstracts, Dialog file 61, Accession No.03428323 9402 available at <http://dialogweb.com> There is a charge.

²³ Pat Jackson, 'Archives in Kiribati' paper given at the Australian Society of Archivists Conference 1999, available at:

<http://www.archivists.org.au/events/conf99/jackson.html>

²⁴ Pat Jackson, personal communication, 4 September 2000.

²⁵ ISO DIS 15489, *Information and Documentation-Records Management* was recently available for comment from Standards Australia. Observations are based on this version.

²⁶ TC46/SC11 the International Standards Organization's Subcommittee on Records Management has circulated drafts of the proposed *Technical Report* to National Member Bodies.

²⁷ Examples are: Helen Onopko, 'Suggested Framework for a Recordkeeping Audit Program' in *INFORMAA Quarterly*, vol.14, no. 1 1998 pp. 6-11; Elaine Brady and Carol Muir, 'Development of an Online Recordkeeping Manual for the WA Police Service' in *INFORMAA Quarterly*, vol.15, no.2 1999; and, Sharon Keay, 'Developing a Business Classification Scheme for the Ministry of Premier and Cabinet, Western Australia: a Living Perspective' in *INFORMAA Quarterly*, vol.15 no.3 1999 pp. 7-11.

²⁸ Keay, *op.cit.*, 1999.

²⁹ Clive Fintner, Letter to the editor in *INFORMAA Quarterly*, vol.15, no.5, 1999, p.5; Marita Keenan, Letter to the editor and Sharon Keay Letter to the editor both in *INFORMAA Quarterly*, vol.16, no.1,2000, pp.6-7.

³⁰ I am grateful to David Moldrich, Plan Power, Kerry Gordon, Provenance Consulting and Graham Pratt, Opticon Australia for discussing perceptions of the use of the standard in their work with me. The conclusions drawn are my own.

³¹ 'Have Tower Software become Award Junkies?' *INFORMAA Quarterly*, 1999 vol.15 no.1, pp.28-9.

³² Jay Kennedy and Cheryl Schauder, *Records Management: A Guide to Corporate Recordkeeping*, 2nd edition, Longman, Sydney, 2000.

³³ Kennedy and Schauder, *ibid.*, p.xv.

³⁴ 'The New Australian Standard on Records Management' in *For the Record: Managing Records in the NSW Public Sector*, Archives Authority of NSW, no.6, 1996, pp.5-6.

³⁵ Services SA State Records, *Records Management Policy and Practice Manual*, Blair Athol West, 1996, p.3.

³⁶ Department of Urban Services, ACT Archives Project, *Issues and Options Paper*, ACT, 1999.

³⁷ State Records NSW (formerly Archives Authority of NSW), *Records Management Surveys*, 1996, 1997, 1998, 1999. These are available at www.records.nsw.gov.au I am grateful to David Roberts, Director State Records NSW for providing me with a pre publication version of the 1999 survey and for his willingness to discuss AS 4390 with me.

³⁸ State Records NSW, Report on the 1999 NSW Local Government Records Survey, Sydney, 1999, p.18.

³⁹ State Records NSW, *Standard on Full and Accurate Records*, 1998, <http://www.records.nsw.gov.au/publicsector/rk/fullacc/execsum.htm>

⁴⁰ Catherine Robinson, personal communication, 11 October 2000.

⁴¹ National Archives of Australia, *Designing and Implementing Recordkeeping Systems; A Manual for Commonwealth Agencies*, Exposure draft February 2000, available at:

<http://www.naa.gov.au/recordkeeping/dirks/dirks.html> and State Records NSW, *Designing Implementing Recordkeeping Systems; A Manual for NSW Public Offices*, Exposure draft February 2000, available at: <http://www.records.nsw.gov.au/>

⁴² One non government visitor to the National Archives of Australia (NAA) stand at the Records Management of Australia's 2000 Convention in Sydney who mentioned using DIRKS was from the Bahai community of Sydney. NAA and State Records (SR) NSW took a trade stand at the International Council on Archives 2000 Congress in Seville. Over 400 visitors expressed interest in the methods used by NAA and SRNSW including a representative from a Norwegian mining company. I am grateful to Catherine McEwen for mentioning her conversation with me.

⁴³ I am grateful to Stephen Yorke for pointing out to me that a successful records management standard might expect support from other professions such as auditors and accountants. His unpublished research suggests that such professionals are not aware of AS 4390.

⁴⁴ National Finance Industry Training Advisory Board, *Records and Archives Competency Standards*, 1997.

⁴⁵ I am grateful to Barbara Reed for highlighting the use of AS 4390 to me.

Qualified Records People

(A Division of The One Umbrella Pty Ltd)



RM Salary Survey

Supported by the RMAA NSW, the first ever Qualified Records People RM Salary Survey Report is available now at just \$150 +10% GST. Contact Karina now for your copy.

Records & Knowledge Management Recruitment

Our industry experienced recruitment consultants have you covered for:

- Records & Knowledge Management roles at all levels
- Permanent, temporary and contract positions

Contact Head Office Now!

Tel: 02 9263 0011

Fax: 02 9283 3113

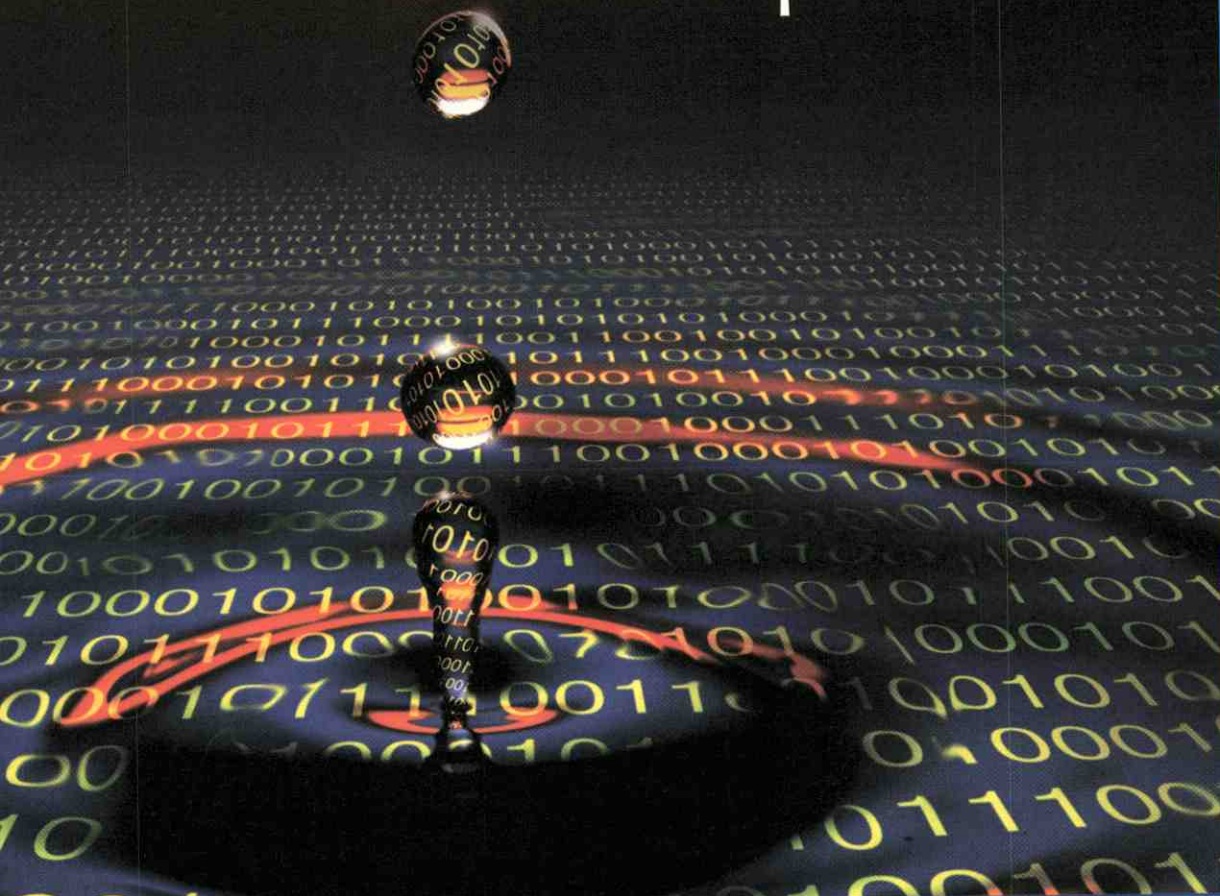
one@oneumbrella.com.au

www.oneumbrella.com.au

Sydney • Melbourne • Canberra • Brisbane

Advantage

Powerful
**Solutions for
enterprises**



Solution 6 Advantage delivers:

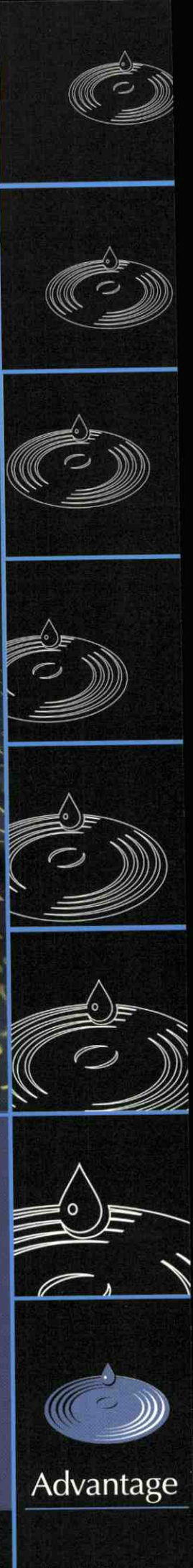
- IT infrastructure & Asset Management
- Records, Information and Knowledge Management
- Professional Project Specification & Management
- The Selection & Provision of 'Best in Class' Technologies
- Vendor Independent System Integration & Implementation Expertise
- Education & Cultural change Management Programmes
- Post-implementation Support Services

Solution 6 Advantage can help your organisation's people and business processes and to introduce and manage new technology and business processes, across your entire enterprise.

Giving you a huge competitive Advantage.

To enquire about the Solution 6 Advantage


solution⁶



Advantage



What
do You want
to do?

manage Web Site content

eBusiness is the foundation of the new digital economy and content management is the cornerstone.

automate business processes online

Why
do You need
to do it NOW?

eBusiness capabilities help companies flourish in the new digital economy and are enabling them to fundamentally change the industries in which they compete. It is the hottest priority for forward-thinking enterprises.

"Our customers want to provide personalised information to their customers through the Web. If they don't, someone else will."

Why
choose
FileNET?

eBusiness success requires deploying innovative, scalable systems with proven capabilities to address specific business needs. FileNET has the vision to innovate; the solutions to accommodate; and the experience to accelerate major deployments.

"The vision, solutions and experiences needed to deliver true value and results."

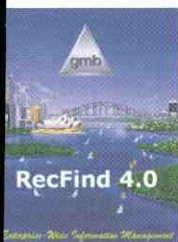
For further information on how FileNET's eBusiness solutions can help your company,

1800 359 008 or www.filenet.com



"We have your future covered!"

RecFind 4.0



The world's most powerful, scalable, robust,
feature-rich and secure enterprise-wide
Document Management System

RecFind 4.0 is the most current and most technologically advanced
Corporate Records Management, Electronic Document Management,
Imaging and Workflow system available today.

- Meets the requirements of the AS 4390 Standard and State Records Act
- Manages files, electronic documents, e-mail, images
- Barcode support
- Full 32 bit



Why not contact us to find out the best solution for your organisation?



GMB Research & Development Pty Ltd
18/39 Herbert Street, St Leonards
PO Box 867, Crows Nest NSW 1585
Ph: 02 9439 2811 Fax: 02 9439 2833
e-mail: sales@gmb.com.au



The Records Management
Industry Leaders in:

STORAGE



1 800 810 022

www.millersdocuments.com

YOUR TOTAL STORAGE SOLUTION

Nightmare Gap of Dynamic Compound E-Records:

M Boss Shakes Sydney Meet



Biography

Mike Steemson

Mike Steemson heads the Wellington-based Caldeson Consultancy in business information management after a long career in London journalism.

In New Zealand he chaired the committee that created a *New Zealand Guide to AS 4390* and joined the ISO's Records Management Sub-Committee last year as a member of the Australian delegation. He has spoken at information conferences in London, Edinburgh, Vienna, Istanbul, Singapore, Australia and New Zealand.

Just when we thought we had the business sussed, this bloke Tony Poynton, big-time Sydney I.M. dude, comes along and throws another technological bomb at amongst the recordkeeping e-pigeons.

E-mails? No problem! We understand 'em. Don't like 'em, but we know how to deal with 'em. Metadata? Hmmm, that's still a bit of a mystery, but the sky's clearing.

Knowledge management? Oh, yeah! Got that ... information resource management! The continuum? Great idea! Like it! Dynamic compound documents? Come again, Tony?

The tall, suave exporter of Australian document output software says it carefully as the words sink in. 'Content and presentation are now separate entities, unlike traditional document production. Presentation influences

action. Records management often views the document as a static entity, but users demand documents as fluid entities. Documents are now event-driven and the most important documents may not be those we consider records.'

These were his words, said quietly in a scary presentation at the end of day one at the Records Management Association of Australia's Sydney 2000 Annual Convention *Bridging the Gap*, just when delegates were contemplating pre-prandial bubbly. Rather unkind, don't you think?

He showed the convention a gap bigger than the Port Jackson heads. New information technologies are creating records which organisations and their recordkeepers know nothing about: records made 'on the fly' on websites, or customised for individual customers from different and, perhaps, widely distributed data sources. In an unhealthy percentage of cases, said the boss of XLPrint SE Asia, organisations are either unaware of the danger or in denial that 'what we were sending to clients was not what we were keeping as a record.'

The Legal Challenge

Result? In a legal challenge, organisations cannot prove what was said, or refute allegations of mis-information.

Tony said: 'Internet stockbrokers are being sued for losses as clients claim their decisions were based upon inaccurate research linked to

their sites. A major creditor is likely to lose a mediation because it can no longer produce invoices with the original template.'

That sound you hear is the smacking of lips as the girls and boys of Messrs Sue Grabbit and Runne prepare to climb aboard a new gravy train. They reckon it'll make up for the let-down of the Y2K bug-out. It is to Y2K what a rain drop is to a rocket booster ... if they fall



on your head!

The Poynton presentation, *Catching the Ethereal*, set the scene quickly. 'We finally got retention strategy, context and structure settled and then along came presentation. The problem with presentation is it moves control of content closer to the end user. Just when a permanent electronic record looked possible, technology has defeated us again.'

Tony Poynton explained that documents may be created with data from a variety of sources using what he called 'conditional processing' which can change content on the

fly with up-to-the-second calculations and information that can change immediately afterwards. Often, the user or client undertook the process of 'presentation assembly' after the traditional control points for organisational records were past. It was no use arguing that the resultant document was not a record.

Grimly, he warned: 'The record is whatever the other party is able to get the Court to agree to. Everything can be a record!' And he added: 'This scares me. Does it scare you?'

Were We Scared?

No one ran from the Sydney Convention Centre auditorium sobbing in terror ... well, Aussies don't scare easy, do they? ... but it was a sober bunch of recordkeepers that sat silently as the cheerful speaker in the spotlight began to offer some solutions.

He recommended: All output to be processed through a rules-based document output and management system; web transactions to be returned to the system before 'publication'; documents to be kept in stable form like .PDF, no XML, for instance; no outputs to be created without inherent records management principles and embedded templates.

'The advantages to your organisation are considerable. Recordkeeping is cheaper and largely automated. Document production and distribution costs will be lower and customer service will be better and cheaper. You can leave document delivery to users, but take charge of document production. Control creation and you control the record. Move presentation back to your organisation and leave the user with the "view" option.'

It was just like the day, some ten or so years ago, when we aghast recordkeepers were first told we had to manage e-mails. Now we are being told to get to grips

with this new horror. Oh, my!

More Uncomfortable Words

Another convention soothsayer gave that advice, too. Keynote speaker, Russ James, was speaking about the *Challenges for 2000 and Beyond*, and about the need for recordkeeping theoreticians to get real. He was more polite than that, but that's what the well-known Melbourne Pricewaterhouse Coopers principal consultant meant.

The challenges to recordkeeping concerned convincing organisations of its business value, that there is profit and social obligation in keeping historical records and that government retention standards were necessary. Additionally, it must learn to provide information services within budgetary constraints. We've failed to do much of this in the past, he said.

He said the gaps that needed bridging were between theory and practice. He summarised it as: 'Most organisations are moving or have moved to less bureaucratic records management processes. To some of these organisations, survival is more important than accountability. Competition transcends statutory requirements. Business place reality is more important than standards and potential litigation more important than archival requirements.'

So what needs to be done? Russ James had answer, too. 'First, we must recognise that we have to do *something*,' he advised. 'Then, we must adopt a pro-active stance instead of always just reacting. We must develop a middle ground for the profession, with less emphasis on the purist, more adopting a consultative forum with business.'

He warned that unless the recordkeepers moved quickly, others would fill the gap, professionals like librarians and information technologists. He

challenged: 'The gaps are significant. cannot be all things to all people. must draw the boundaries somehow and regain the business ground we have lost. We may never be able to close the gap or reach an acceptable middle ground, but we should be close!'

Battles for Change

Sydney-based Kiwi information management consultant, Connie Christensen, agreed with Russ, but she's made most of the changes he was recommending. She told the convention 'enterprise-wide recordkeeping strikes at the very heart of business activity management. To be effective, recordkeeping systems must fully integrate with business information systems, providing opportunities for the cost savings and productivity increases sought by business.'

However, to introduce new recordkeeping processes, an organisation had to undergo profound system, cultural and organisational changes. Conni, her new husband Eddie Wilkinson, and their company Synercon Management have, over the last two and a-half years, worked with a number of organisations introducing 'enterprise recordkeeping systems'.

She told the convention: 'All had stated a need for change management as part of their projects, but few have really studied or understood just what change management is about. What is often not defined by our clients is what is meant by change.'

'In delivering enterprise-wide recordkeeping, it is essential to define the outcomes required and the changes that need to occur to achieve them. For example, in enterprise-wide recordkeeping, the successful outcome could, and I believe should, be defined as 100% of people in the organisation using the new ERK technology to manage

the consultancy's experience showed that at this level was unlikely to be achieved but was still valid as a desired outcome, indeed may be the expected outcome of a project from the economic buyers' point of view.

It was Conni's turn to warn: 'It is likely that the outcomes will fall far short of expectations. Despite the plethora of recordkeeping systems available and the tightening of regulations mandating better practices, there is a dearth of success stories documenting implementation of enterprise recordkeeping systems.'

It was a challenge that Synercon was dealing with for a range of clients, including the big Canberra-based energy distributors Great Southern Energy (GSE). She told the convention: 'At GSE, we are heading towards the steep, upper slopes of the curve and the demand for our services is increasing weekly. After 12 months, we have a 25 per cent up-take of Stage 1 and over the next six months this will double, provided we are able to resource the demand. But,' she added, 'we cannot afford to lose sight of the fact that our ultimate success is dependent on the individual users of our system changing their information management habits.'

Global Take

International information management guru, Netherlands National Archives consultant, Hans Hofman, had a global take on the dichotomy of recordkeeping theory and practice. He said: 'How can we translate all the theories, ideas and concepts emerging from the recordkeeping and archival discourse in everyday practice and achieve a transition from paperbound to digital processes and procedures?'

Final answers do not exist. Probably, change is the key characteristic of recordkeeping today and tomorrow. That should not prevent us adapting

our expertise and skills to the new world. The challenge we have to deal with now is how to understand where these rapid developments are heading and achieve proper recordkeeping there.'

Hans described the Dutch approach to recordkeeping change, a process they call 'digital longevity'. The model has three time lines:

- current, an area dealing with paper records and backlogs
- transition, the phase from traditional to electronic
- new, the development of e-commerce and e-government.

He said: 'Every organisation is doing things at three levels or stages, juggling with three balls, trying to keep them all in the air and still proceed with the job to be done, a difficult situation that in practice turns out to be almost impossible.' He thought that Australia was already further ahead than 'the other hemisphere', having its own 'records management standard, a continuum concept, a metadata standard, a manual for implementing recordkeeping systems, a competency standard, etc., etc'.

He admitted: 'I don't know exactly what reality is here in Australia, but I guess there will be some resemblance with the Netherlands; a lot of talking about it but reality is still much paper based and traditional. There is a lot of uncertainty about all kinds of issues.'

The Dutch model, he said, provided a road map to the future and to proper digital recordkeeping. 'It's perhaps a rather theoretical story, but we have to keep in mind that we are still building the new world. Nobody yet knows what it will look like. In the Netherlands, we have set our course and milestones, focusing on a way ahead instead of a final destination.'

Hans is two meters high, probably the tallest Dutch recordkeeper. He vies with Australian Office of Government Online's Greg O'Shea for world's tallest. From his lofty position, he can see this other gap, the space between where we are and where we have to be going. He and his Netherlands peers are intent on crossing the gap without absolute knowledge of how far it is to the other side. The Dutch always have been brave explorers. It's in the blood! Look who found us in the first place.

The RM-Archivists Debate

Two other big men, RMAA President, Chris Fripp, and the then President of the Australian Society of Archivists, Adrian Cunningham, have been trying to close gaps between records managers and archivists, a project both societies have put work into, producing a 'statement of joint purpose and co-operation' last year. The two leaders spoke to the convention about what Adrian described as 'the pursuit of a recordkeeping profession that cherishes unity in diversity.'

He explained the gap, thus: 'I do not agree that we are now all recordkeeping professionals. Rather, it is my view that we *should* be, but that collectively we have some distance to travel before we can make that claim.'

His reason for unity could be expressed in one phrase - electronic records. Adrian was unequivocal: 'The case for a continuation of the strict separation of archivist from the concerns of current recordkeeping and records managers from the concerns of historical recordkeeping has become unsustainable.'

Chris detailed the common ground between the groups:

- education and course recognition
- competencies, records management standards AS 4390 and ISO 15489
- professional development programs.

The first joint annual conference of the societies, to be held in Hobart 2-5 September 2001, was another example. He said: 'We need to work together. I look forward to further working relationships.'

Corporate Memory: Intellectual Capital or Administrative Liability?



Keynote speaker, NSW Regional Commissioner for the Australian Securities and Investments Commission, Jane Diplock, showed the convention another void, the appreciation of corporate memory as either intellectual capital or an administrative liability.

It was 'critically important' that the value of records management attained a much higher order of priority. She applauded firms like KPMG for creating drivers to motivate employees to do this. It was a major challenge for the future but, at the moment, it was odds-on that there was no general motivation to do it properly, she said. She concluded: 'First and foremost, the message is that organisational leaders should not be regarding the management of corporate information as an administrative liability. Quite to the contrary, this should be an opportunity to 'break out of the box' and explore and exploit the wealth of intellectual capital that resides in organisations.'

She quoted the poignant words of Hewlett Packard Chief Executive, Lew Platt: 'To make the most of knowledge, and organisation must know what it knows.'

Recordkeepers' Gaps

It was left to David Roberts, the scholarly and amiable head of State Records NSW, to wrap up the convention with a succinct summary of all the gaps. He highlighted, particularly, the 'similarities and differences between records managers and archivists'. The differences might be found as much in the 'world view' as in 'objective reality', but he added: 'Certainly, government organisations in Australia have long ago decided that records management and archiving belong together.'

The convention had thrown up a variety of knowledge gaps for information management professionals, he said, characterising them in this way: 'We need to know more about knowledge management. To pursue our goals, we need develop more general management skills. To play our role, we must keep developing our theory and practice. We need to keep building bridges and build these bridges with people in related programs.'

However, he had welcome words for the organisers of the massive convention and its record-breaking number of delegates (about 600). 'There is no better stimulus for achieving these aims than events like this convention.'

It was the sort of inspiration that Organising Committee Chairman and President of the RMAA NSW Branch, Geoff Smith, and his team wanted to hear. But old J. Eddis 'Eddie' Linton, a 1975 founding member of RMAA, who has given his name to the Association's new award for excellence in the records management profession, topped it for stirring sentiments. Presenting the award

for 'most outstanding individual' NSW life member, Peter Smith, Ed told the convention:



'We belong to a fascinating discipline. We spend our lives trying to organise peoples' thought and information. Then he challenged the delegates: 'Know your own business. Be critical of the way things are done. In the information field, there are always better ways of doing things. Your responsibility is to find the best way. There is always room for improvement. One of the joys of the movement is the search for the better way.'

Even if he'd be talking after all the fun and styles of the convention's 35 speakers, the high-jinks at the convention dinner in a smart Darling Harbour-side 'restaurant' and receptions in the luxurious convention centre, instead of near the beginning, the old boy couldn't have said it better.

Memo to RMAA mandarins: Liked the idea of putting the convention paper up on the Association's website. Worked very well!

However, it shouldn't have taken a month to get 'em mounted, even over the holidays. And, what is the point of disallowing the function letting users cut and paste text or Powerpoint slides if they want them? That's just a damned nuisance!

Editors: Point taken Mike!

National News

Monash Puts Up New Searchable Pix Archive

Monash University Archives has launched a new online searchable image database, *Monpix*, developed in conjunction with staff of the big Melbourne university's IT Services.

The database currently includes 4,500 images related chiefly to the university's campuses in the suburbs of Clayton and Caulfield. They include early views of sites and buildings; images from the public Affairs offices of Monash and Uppsala universities; pictures of productions staged at Monash's Alexander Theatre; and others from chamber clubs of the institute's Sports and Recreation Association.

Images can be viewed online as thumbnails or as medium resolution megapixel (JPG) graphics at <http://www.adm.monash.edu.au/magpie/archives/monpix/> Monash Archives manager, Jan Getson, jn.getson@adm.monash.edu.au announcing the new service on the Australian Society of Archivists listserv, commented: 'we would welcome feedback on the site, through either myself or the Archives Systems Officer and Branch webmaster, Catherine Nicholls, atcatherine.nicholls@adm.monash.edu.au'

Guide to Health Standards Goes Online

A valuable guide to information standards worldwide has gone online. Like so much else of global importance in information and records management, the initiative has come from Australia.

The publication, called *Setting the standards: A National Health Information Standards Plan for*

Australia, became available last February on the official Health Online website at <http://www.health.gov.au/healthonline/sp/index.htm>

Welcoming the Federal Government agency's move, Associate Professor Evelyn Hovenga of the Faculty of Informatics and Communications at the Central Queensland University, Rockhampton, said that it provided stakeholders with a national position on directions for information standards in the health sector and the basis for further investment of effort and resources.

She said: 'the Standards Plan is a key strategic tool. The major benefit of the plan is that it presents a clear statement for key stakeholders on the direction national standards development should take; what national standards should be developed, including those standards that need to be congruent with international standards activity; who should be responsible for the development of national standards and how the development of national standards should be funded.'

For further information, contact Assoc. Prof. Evelyn J.S. Hovenga, on telephone: +61 (0)7 4930 9839, or e-mail: e.hovenga@cqu.edu.au

A Step Forward for Threatened Aussie Archive, but Only a First Step

Campaigners to save the historic Australian institution, the Noel Butlin Archive Centre (NBAC), from obliteration are celebrating after the reluctant parent body, the Australian National University (ANU), bowed to pressure and almost doubled its funding for 2001.

The Friends of the NBAC, staunch battlers for the archive since the ACT university's plan to cut staffing and move

the centre to a Canberra basement, has applauded the decision made by the ANU's new Vice-Chancellor, Professor Ian Chubb.

A Friends spokesman, Dr John Merritt, said: 'we are delighted that Professor Chubb will make \$100,000 available for the NBAC in 2001 in addition to the \$150,000 already in the budget.' Funding beyond 2001, however, will depend on the Archives meeting certain conditions.

'As we understand it, the Archives will have to position the ANU's custodianship of the NBAC as a business and labour archive in the national interest. Professor Chubb will want to see evidence of national usage and plans for future viability, including fundraising. The Vice-Chancellor seems to have understood that the Archives is an important national institution and that it can help considerably in restoring the 'national' focus to the Australian National University.'

Unique Part of Heritage

The Noel Butlin Archives Centre (NBAC) is the largest non-government archives in Australia. It preserves the records of some of the nation's largest and historically important companies as well as those of many trade unions, including the parent university. These records are unique and are an integral part of the national heritage.

In a Friends Press release in March, Dr Merritt explained that: 'the \$100,000 will make it possible to restore the two positions to be cut under the current plan for the Archives, which has been criticised so widely by the academic and archival communities. The plan to cut the staff to two and bury them in the basement of the

Menzies Library would have crippled the Archives and made it moribund.'

He said that NBAC funding since 1998 had been 'cobbled together' from a variety of non-recurrent sources giving no guarantee of permanency for the institution. Permanence and stability were fundamental requirements for the restoration of the national status of the Archives.

Dr Merritt concluded: 'What ultimately has to be done is for the ANU to take up its national responsibilities in regard to this invaluable national resource. The ANU should either fund the Archives properly and on a permanent, recurrent basis, or else the University should hand the Archives over to someone who will.'

Leading Australian recordkeeping consultant and academic, Barbara Reed, was quick to congratulate 'all involved with the ongoing slog of persuading a reluctant university to value this important cultural institution.'

The extra funding was a reprieve, she said, adding: 'but, of course, for the people slogging through the mire, it offers no long term solution. We must find better, new and more sustaining ways to support our colleagues going through the mill on this one for the nth time. Don't let's forget that these hardy souls have been doing this for at least 3 years.'

Adrian Cunningham, immediate president of the Australian Society of Archivists (ASA), one of the societies closely involved in the fight to preserve the Centre, commented that 'those of us who have been associated with the ongoing NBAC struggle are very grateful to those ASA branches and members who have shown their support.'

'This struggle has been very much a cooperative one, with the ASA being but one of a range of supportive groups helping the NBAC. Much of our strength has been the result of this cooperative network of alliances.'

For further information contact:

Dr John Merritt, on

tel: +61(0)2 6236 9317, or

e-mail: jmerritt@bigpond.com.au

Ms Rosemary Webb, President,

FNBAC, on tel: +61 (0)2 6291 9656,

or e-mail: r.webb@interact.net.au

Campaign for Australian Capital Territory Archive goes Public

Australian archivists have opened a new front in the battle for a territory archive for the ACT, challenging opposition Labor Party hopefuls over government recordkeeping as general electioneering cranks up.

In a letter to the ACT's leading daily newspaper, the *Canberra Times*, Australian Society of Archivists local convenor, Danielle Wickman, said: 'What is needed in the ACT is comprehensive recordkeeping legislation which would ensure that all government agencies create and keep full and accurate records of their activities and give a general right of public access to those records.'

She was responding to a campaign-opening speech in mid-March by local Labor leader John Stanhope. He set out a wide range of new fiscal and social policy including a six-year time-frame for the release of Cabinet papers 'unless there are compelling reasons against it' and an overhaul of the *Freedom of Information Act*.

An ACT Government minister, Michael Moore, dismissed Mr Stanhope's policy speech as 'election-year rhetoric', but archivist Danielle was more forthcoming. She wrote to the *Times*: 'Mr Stanhope is right to question the openness of government in Canberra. However, while a review of the *FOI Act* and early release of Cabinet documents are part of improving accountability, the ACT remains the only jurisdiction in Australia without any semblance of a government archives regime.'

She called for a wide-ranging review of government recordkeeping rather than 'piecemeal' proposals, saying 'Freedom of Information' does not address part of this problem, allowing restricted access to exist to records, usually only to the people who are the subject of them. While release of Cabinet materials would be a welcome part of the accountability process, Cabinet documents are only a small portion of the whole picture of government activity.'

She said that a current exposure draft of the government's *Territory Records Bill* covered most records of government activity, including Cabinet records. However, the Australian Society of Archivists believed the bill had 'critical flaws' and had urged local MPs and the public to re-examine it.

Danielle's *Canberra Times* letter concluded: 'We need to consider the issue of government accountability through recordkeeping in the broadest possible sense, rather than this partial approach that leaves most of the story untold.'

Archives Maps Out Its Future

The National Archives of Australia is changing the profile of its properties, moving holdings away from large and expensive repositories in each capital city to smaller, more accessible buildings holding high-quality records. This is happening at the same time as the Archives continues to reassess the value of the material in the collection and improve access to the records of confirmed archival value.

The first move is in Adelaide, where the Archives will move from Collinswood to smaller premises in the central business district. The Archives' new premises in Adelaide will provide greatly improved facilities for both the public and the collection. Some 3,000 shelf metres of records will remain in South Australia.

se records consist of the material relates directly to South Australia, se records that have been most used researchers in Adelaide, and those rds assessed by the archivists in laide - with their wide knowledge of archer needs - as most likely to be d in future.

Darwin, the Archives will move to a y central business district location r this year.

Brisbane, the current lease on the hives repository in Cannon Hill fires in September 2002. Over the t 12 months, the Archives will tinue to evaluate its collection at nnon Hill. The Archives expects t year to move to different premises Brisbane.

e Archives expects to relocate in bart in 2002 and in Perth in 2004. e Archives' considerations for anging its property profile include e age of the buildings (most were ult in the 1960s and 1970s), the imated cost of their maintenance, e cost of moving the collection d the binding nature of the leases. e Archives will use the opportunity seek more modern facilities that tter serve on-site use of the chival collection.

the past the Archives has erred on e side of accepting too much aterial of doubtful value from vernment agencies. The review of e holdings shows that all repositories ve varying quantities of records of e real value. These records will be ferred back to the originating artments and if they have no wish ave them retained, will be troyed. The Archives will, however, ntinue to store and provide access to ose records that document ustralia's heritage. Of all government rds created, the National Archives esently keeps between 5 and 10%. quivalent institutions in countries th which the Archives compares

itself - New Zealand, Canada, the UK, the USA and a number of European countries - usually retain between 1 and 5%.

The sale of the buildings occupied by the Archives is part of the Federal Government's policy to divest the Commonwealth of special purpose real estate, a category to which the Archives' repositories belong. In line with the Department of Finance and Administration policy, all Archives buildings, except for the Archives heritage building in Canberra's Parliamentary Triangle, will be offered for sale. The Commonwealth's decision to sell the repositories coincides with the Archives' ongoing national review of the content of its collection.

Changed property arrangements will allow the Archives to focus on improved accessibility. In diversifying how it delivers material from its collection, the Archives is already making digitised copies of original records available on its website. Research shows that the website is increasingly where most access to the collection occurs. Other forms of access - to the originals and by photocopies, through publications and exhibitions - will continue.

Reviewing the collection and positioning it to best serve the needs of users is a core and ongoing function of the Archives, as it is for other collecting institutions. The Archives will engage in extensive consultation to reassure the public that valuable records will always be retained, that records of local as opposed to national interest will remain in the place of creation and that accessibility to the collection will continue to be enhanced and promoted.

For further information contact Robert Beattie on telephone: (02) 6212 3979.



Records, Archives and Document Management

Looking for a leading edge course in records and document management? Need flexibility of self paced independent learning?

The School of Computer & Information Science offers the following undergraduate, graduate and access courses in managing the corporate memory:

- Bachelor of Science (Communication and Information Technology) Records Management Minor
- Bachelor of Science (Library Technology) Records Management Minor
- Graduate Diploma of Science (Information Services) (Archives & Records Stream)
- Graduate and Executive Certificate in Records Management
- Master of Information Services (Archive & Records Stream)

For further information contact:
Tel: (08) 9370 8290
Fax: (08) 9370 6100
Email: info.scis@ecu.edu.au
www.ecu.edu.au

303 ECU 0011/2235

Accredited Records Management Courses

are available for study through the Sydney Institute of Technology Flexible/Distance Learning Centre.

SYDNEY INSTITUTE OF TECHNOLOGY

Courses available include:

- Certificate 3 in Business (Records & Archives)
- Certificate 4 in Business (Records & Archives)
- Statement of Attainment in Records & Archives
- Diploma of Business (Records & Archives) will be available for July 2001

Information Package:

Colleen White
 Ph 02 9217 4149
colleen.white@tafensw.edu.au

International News

Thousands Flock to see Archives In NZ Open Day

More than 1,000 people jammed the Wellington head office of Archives New Zealand, formerly the National Archives, at the institution's first open day since its elevation to independence last year.

The event was a public relations coup for the new acting Chief Executive, Lyn Provost. One visitor described the day as 'a wonderful imaginative initiative.' Archives staff, many in period costume, took guided tours behind the scenes among document storage stacks to see some of the unique archives such as immigrant passenger lists, declassified Air Force files and early maps of New Zealand.

There was a special presentation by preservation staff on work done, including the restoration of the 1893 Women's Suffrage Petition. Some visitors brought their own archives, letters, diaries, photographs and maps, to get professional advice on preservation.

Two special performances of archival music were held, including some New Zealand music from the beginning of the 20th century that had never before been performed live. Encompassing both the best and worst of the country's aspiring songwriters, the performances had a little something for everyone, including a 1904 Rugby tune and two very different versions of the New Zealand Anthem.

Researchers of family history, whakapapa and local history heard expert staff speak about using the resources at Archives New Zealand. Family history, local history and whakapapa sessions were held throughout the day. Children and adults helped in creating an archives time capsule and explored how records used and created every day became part of the New Zealand identity. National Film Unit and Nitrate Film Preservation Program reels were shown throughout the day.

Paperless Office? Try these Ideas, say NZR Listservs Participants

A Kiwi recordkeeper's plea for help in finding the commercial holy grail of the paperless office brought a number of fascinating and informative responses on the New Zealand Records listserv recently.

Susan Fredericksen, Records Administrator at the New Zealand Guardian Trust, started the ball rolling by inquiring, 'along with everyone else, we are investigating the possibility of implementing the "paperless office". The two best known commercially available records management software programs in NZ appear to be RecFind and TRIM. Are there any other programs you would recommend we look at and who are the NZ agents?'

First tips came from NZ Ministry of Social Policy's, Wayne Pincott, manager of the Information Systems Coordination Unit of the Social Services Network, who replied, 'we are using TRIM here at Ministry of Social Policy, Child Youth & Family, and Work and Income - predominantly for records management, but for some scanning and EDM also, mainly for Ministerials.'

He said that TRIM's strength was its records management origin. It enabled use as a common filing scheme for both electronic documents and paper records and thereby achieved integrated searching irrespective of media. It also meant that the retention/disposal and other disciplines of records management were all available to our EDM as well.

He went on: 'but the downside, and I suspect this is generic to combined RM/EDM products, is that the richness of functionality can be off-putting or confusing to non-RM people who are primarily interested in using the product for simple EDM and accustomed to using

the simple Windows Explorer interface. Accordingly, we have had mixed results with our EDM initiatives. A pure EDM product without RM would be simple to use "out-of-the-box".'

The alternatives were integrating EDM and RM products or development of strategies to shield users from unwanted complexity in a product, e.g. develop a customised client. I suggested that, 'if you want a locally-based EDM product, you could consider SilentOne, <http://www.silentone.com>'

Treasury record manager Desiree Barrow advised: 'Treasury uses RecFind to manage its paper records but the product is not used as an enterprise wide electronic recordkeeper. There are some interesting solutions that others have explored, for example Foremost which is an American product but provided locally in Wellington'

She recommended two websites: <http://jltc.fhu.disa.mil/recmgt/4most1.index.html>
<http://www.imageware.ch/products/foremost/>

Auckland City Council Records and Archives Manager, Gerard Rooijakkers said that Auckland City Environment (ACE) was implementing a full electronic business process to deal with resource consents and building permits. He wrote 'the *Change @ ACE* project is a major step towards a paperless office. EDMS is used to manage the electronic documents involved in the consent and building permit process. In TCS, vital data is captured and linked with EDMS.'

New resource consent and building permit applications were being directly logged and imaged in-house. Afterwards, paper documents were returned to applicants if they desired. Otherwise the documents would be destroyed.

ard indicated that the business process fully electronic. A protocol was in place to ensure that procedures were correctly implemented and carried out. An integrity team monitored imaging and verified performance and quality standards. The backlog of paper files, comprising millions of paper documents, were being moved off site by a commercial company with priority given to the most referred to. The imaging process for the existing server site files would take approximately two years, he said, adding 'the electronic business process required restructuring of the organisation and its business process.'

Director of Reliance Software Ltd., Kathy Main, advised that her company had recently developed a document and records management system called Document O.N.E. that ran on the Lotus Notes platform. The application had been implemented at the Department of Internal Affairs and Audit New Zealand and was being reviewed by a number of other organisations. She invited, 'you might like to visit our website, <http://www.reliance-software.net>. It contains a series of downloadable files which show parts of the system in action.'

Auckland City Council's Chris Campbell, said that his council was implementing planning for its building consent documents. He recommended 'the Records and Information Management Resource List, <http://infomgmt.homestead.com/files/websites.htm>, has a list of websites of vendors of software products for scanning and document and records management.'

Finally, Wellington City Council records officer Graeme Thompson, offered one of those rare beasts, the records management joke. It went like this: 'the General Services Administration has experts who actually visit different agencies and suggest ways to streamline their day-to-day routines. One such expert visited the Federal Communications Commission and suggested that they get rid of the clutter.'

'He suggested as a start, that they throw out all correspondence over ten years old. The FCC Director loved the idea, and replied, "Good thought ... but first, we'll have to make three copies of everything."'

... or was it a joke? Graeme said it came from the United States via the Wellington City Council daily internal electronic news.

Bigger, Better Home for TVNZ Archive Treasures

TVNZ is to construct a new purpose designed home for its New Zealand Television Archive at Avalon Studios in Lower Hutt, the archives' General Manager Alan Ferris has announced.

'The half million films and tapes of the Television Archive collection comprise New Zealand Television shows from the 1960s to yesterday and currently occupy 8.6 kilometres of shelf space,' he said.

The Television Archive is a production library, its role being to license the reuse of images and sound in new productions. It serves markets throughout the world and its footage is seen in international shows like *Star Trek* as well as local productions.

Films and videotapes disintegrate if they are not kept in a stable, dry environment, Mr Ferris said. Television Archive's new home will be a secure cool vault, entered through air locks, with designated space for film and tape. It will be large enough to house at least another twenty years of local production. The facility has been designed in consultation with Archives New Zealand, with which the Television Archive has developed a close relationship.

Mr Ferris said that 'up to a million people a night see images from the Television Archive collection on the country's television channels, but the Archive has had limited facilities to host visiting groups and individuals. The new building is designed to alleviate this problem, too.'

The New Zealand Television Archive's new building will be complete by Christmas and the collection and the staff expects to move in by the end of March 2002.

For further information contact Alan Ferris on telephone: (04) 914 5303, fax: (04) 914 5319, or e-mail: ferrisa@tvnz.co.nz.

Financial Records Reference Model is Now Available

The International Records Management Trust has announced the availability of *Principles and Practices in Managing Financial Records: A Reference Model and Assessment Tool*. It can be downloaded from <http://www.irmt.org/index2.html> It will also be made available through the World Bank Information for Development (infoDEV) website at: <http://www.infodev.org/> in their Library section.

Rationale

Many countries around the world are in the process of strengthening their democratic institutions. More generally, public disquiet and awareness of widespread corruption on virtually every continent, has focused attention on the need for greater financial accountability.

Public sector accountability, particularly financial accountability, is also a high priority on the bilateral and multilateral donors' aid agenda.

Donor agencies are *de facto* stakeholders in financial management reforms. They provide funding in the form of grants or loans for many public sector projects.

However, aid agencies are only just beginning to recognise the need to strengthen records management systems as part of wider institutional capacity building and policy reforms. This is partly because, until now, there has not been a readily accessible reference model for development specialists and government financial managers that

specifies how recordkeeping systems should be designed and implemented to support financial management systems and provide tools for assessing how well existing arrangements and systems are performing. This publication is designed to fill this gap.

The 'Accounting for Accountability' Project

The 'Accounting for Accountability' project has been carried out by the International Records Management Trust with funding from the World Bank Information for Development (*infoDev*) program and the UK Department for International Development. This reference model forms part of the study on accountability and public sector financial records in sub-Saharan Africa, which included case studies in Zimbabwe, Tanzania and Namibia.

The research called attention to the deterioration of records systems that should underpin financial management and thus

provide a safeguard against corruption and fraud. It placed the decline of recordkeeping systems in the context of the strategies adopted by donor agencies and developing countries to promote better financial management accountability, and reduce the spread of economic crimes. Increasingly, these strategies include introducing electronic systems to co-ordinate and manage government financial functions.

The Reference Model

The study also identified good practice, both internationally and locally, and strategies that are working well in developing country contexts. The results are distilled in this Reference Model. It is intended that it will be of use to the accounting and information professions, to those who are designing new systems and to those who need to improve existing systems. It is also hoped that the reference model will assist in changing attitudes in the development community by specifying

good practice for managing both paper and electronic records and providing diagnostic tools to assess whether existing arrangements are adequate.

Further information may be obtained from info@irmt.org

Piers Cain

Director, Rights and Records Institute
International Records Management Trust

12 John Street

London WC1N 2EB

Tel: +44 (0) 207 831 4101 (switchboard)

+44 (0) 207 242 2316 (direct line)

Fax: +44 (0) 207 831 7404/6303

E-mail: pcain@irmt.org

Website: <http://www.irmt.org/>

Introducing **IDOCS**, a secure web browser-based Internet/Intranet Document Control System

Automated Notification
by E-mail of New or
Revised Documents

Full Text Searching
Capabilities

View and Download/
Upload Selected
Documents

Range of User/
Managements Reports

Full Audit Trail of
Document Distribution

Supports all
Document Formats

IDOCS, the business tool for fast and easy access
to your documents from anywhere in the world ...



IDOSYSTEM.COM Pty Ltd
<http://www.idocsystem.com.au>
Tel (03) 9866 6866

FREE TRIAL AVAILABLE!

Contact TRIAD or IDOSYSTEM.COM for details.

TRIAD
DATA MAGIC PTY LTD

Triad Data Magic Pty Ltd
<http://www.tdm.com.au>
Tel (03) 9696 4866

Coordinator Reports

INFORMATION TECHNOLOGY COMMITTEE

Business to be e-Business!

With the ever increasing use of the Internet, e-commerce, e-business and e-mail, most if not all transactions will be created, distributed and hopefully managed in their original or converted electronic format.

The general opinion in the records management profession is that 80-95% of the systems in use, either manual or electronic, manage paper. The balance manage the electronic media.

How can we assist our organisations to come to grips with the fact that most of their information requires management in its electronic format now!

We thought that structured islands of information were difficult to handle. The four draw filing cabinet in each office added to the problem of 'MY' information being kept outside of the sphere of the records manager.

The PC allows us to create our own databases, Excel, Access etc with dozens, hundreds or even thousands of isolated independent recordkeeping systems being located outside of the sphere of the records manager.

Do we become 'Big Brother' and draw all of this corporate back to a central control?

Over to you to test the water and see:

1. If you can locate this hidden mass of information
2. How to get this mountain of lost corporate data back where it belongs.

Easy or hard? Can technology help? I am sure technology can help, but first we need management, strategies, policies and procedures. Let's get this right first and then the technology bit is the easy part.

Laurie Varendorff ARMA
Chair, Information Technology
Committee
Laurie.Varendorff@bigpond.com

FEDERAL EDUCATION REPORT

All members are encouraged to visit the Business Services Training (BST) website at www.bsitab.org to view the final draft of the Business Services Training Package. The parts of the training package to be endorsed include the Competency Units, the Assessment Guidelines and the Qualifications Packaging.

It is now time to consider strategies for encouraging Registered Training Organisations (RTOs) to include the recordkeeping units of the package in their scope of registration. This is important so that members working in the recordkeeping profession may have their current competency recognised or undertake training in order to gain qualifications in this area. All branches should be talking to their local RTOs, including TAFE, to

encourage them to include the units in their scopes of registration, and to provide training courses based on the competency units.

An essential component of the recognition of competency will be the availability of qualified assessors who can work with RTOs to assess competency for the recordkeeping qualifications. Some State Branches have negotiated with their local business ITAB, for the provision of subsidised training to enable members to gain the necessary qualification in Workplace Training and Assessment.

The RMAA held a meeting in early April with the ASA and ALIA to discuss strategies for the accreditation of educational courses and continued professional development.

These bodies will continue to work together over the coming months in these areas of critical importance to members.

The joint ASA/RMAA national conference to be held in Hobart in September 2001, will include a half day education and professional development workshop. This workshop will provide an opportunity to discuss these vital subjects. If you have any suggestions for topics to be discussed, or would like to give a brief presentation at the workshop, please contact me with your suggestions at Tina.Howard@central.tased.edu.au

Tina Howard ARMA
Federal Education Coordinator

Branch Reports

VICTORIA

The Victorian Branch has been having a great response to our monthly information sessions, with excellent feedback being received from attendees. The April Session, *Developing your Career in Records Management*, has received a great deal of interest and promises to be a very topical event.

The May session, *Records Managers vs Information Technologists: The Great Debate*, dovetails nicely with the April session and will be an interesting (and entertaining!) debate. Given the responses so far, all sessions are expected to be fully attended so please make sure that you get in early. The sessions are free to members, with non-members being charged a nominal fee.

The Victorian Branch has a web page on the RMAA website listing all of our information sessions and the papers presented to date. We also have newsletters from the Local Government Chapter that can be accessed from the Branch page.

The feedback form on our web page has proved to be a great way to contact the Branch Council as well as put forward suggestions and address updates. Anyone who has not yet provided us with their e-mail

details is urged to do so as soon as possible to receive advance notice of events and offers for members. Sometimes the notice of an event or offer is received too late for us to send the information to members by e-mail, but those that have listed their e-mail details will receive the notice.

A formal brochure on the 2000 ARM Week event has been forwarded to all Victorian members. Keep an eye on our web page for the latest information about this year's festivities. Full details relating to next year's event is still accessible via the web page.

I would also like to urge all members to apply for an upgrade in status - remember, to vote at an AGM you have to be Associate status or higher, so if you want a say in the running of your Branch you will need to apply soon! Details of the Victorian Branch's 2001 AGM will be confirmed soon.

Anthony Mohn ARMA
Branch President, VIC

NEW SOUTH WALES

We have had two branch meetings in 2001. The first was about the *Remuneration Survey*, conducted by the One Umbrella group and supported by the RMAA, which produced some interesting results. I commend the report to you - contact details for One Umbrella appear elsewhere in this issue. Our second meeting was a very informative presentation by David Price on *Benchmarking*, an issue we all need to know more about.

Our next meeting is a 'crystal ball gazing' session on technology developments that will impact on our profession. On 23 May 2001 we will hold our annual full day seminar. The theme this year is how records management fits in with knowledge management. Details of both will be made available on our website and the RMAA listserv.

State Records NSW has launched their *General Disposal Authority for Local Government Records*. Chris Fripp and I attended the launch at the Parramatta Heritage Centre.

While in Hobart in February I was able to attend a meeting of the Organising Committee of the joint ASA/RMAA conference. I hope it was useful for them to learn from our experience in organising the December's convention. With such exercises proving very demanding it is very important that we learn from each other.

Our year is looking busy already and we hope it proves worthwhile for members. We also encourage people who are not professional members to seriously consider making this move. If you are a professional member and have been so for a while it may be time to consider upgrading your membership level.

Geoff Smith ARMA
Branch President, NSW

QUEENSLAND

Professional Development Program

The Branch has commenced its professional development series of workshops and seminars for the year. The topic explored was *What is Recordkeeping?* and it attracted a good audience with lively debate and discussion. Forthcoming topics include *Developing Policy in an Organisational Setting* and *Issues in Centralisation/Decentralisation*.

2001 State Conference

Planning is well underway for the 2001 Queensland State Conference. This year the theme will be *Quest for Best Practice in Records Management*. An interesting range of speakers and topics are planned for the day. Further details can be found on the Branch website.

Local Government Chapter Activities

The Local Government Chapter is organising a *Records Rocks Rocky* (Rocky is Rockhampton, for readers unfamiliar with Queensland geography) to be held 29-30 March 2001. The 2 day seminar and workshop will cover a wide range of local government records management issues and will include trade displays and product demonstrations.

Public Records Bill

The Branch has written to the Premier regarding the future of the *Public Records Bill 1999* urging the government to indicate its intentions over the future of the legislation.

Media Highlights Deficiencies in Electronic Records Practices

The issue of disposal procedures for paper records once the records have been converted to an electronic form was highlighted in a Supreme Court case that received media attention early in the year.

The court case involved allegations of fraud on a man by his family. The family, it is alleged, fraudulently mortgaged a property. Supreme Court Judge Douglas was critical that the paperless system of land titles has resulted in original documents being destroyed after 45 days under provisions in the *Land Title Act*. The original document would have been original evidence in the case and central to the allegations. The court case resulted in a substantial article appearing in the *Courier Mail* newspaper.

Queensland Branch President, Michael Hangan, responded with media comments that highlighted the importance of considering the implications of electronic recordkeeping systems. He identified the issue of the disposal of original records within recordkeeping systems as of fundamental importance to upholding private and public sector accountability. He also urged the government to quickly resolve the issue of public records legislation which had been under consideration for the past decade without a final resolution.

Media Focus on Accountability Issues

On 17 March 2001, the *Courier Mail* newspaper ran an article on the state of accountability legislation. The article focussed principally on FOI, lamenting the slow pace of reform and identifying a number of deficiencies in how the legislation was administered. Branch President, Michael Hangan, responded with a letter to the Editor. The letter, which was published, pointed out that successive Queensland Governments have been slow to reform this area of accountability. A review of FOI legislation has progressed at a snails pace, privacy legislation has not emerged.

Philip Taylor MRMA

Vice President Education and
Professional Development QLD

TASMANIA

This year is proving to be a very busy one for Tasmanian members as we gear up for the first ever Joint National Conference of the Australian Society of Archivists and the Records Management Association of Australia. The conference will be held in Hobart from 2 to 5 September 2001. Don't forget to include this event in your budgets. Registration forms will be available shortly and further details can be obtained from the RMAA website at <http://www.rmaa.com.au>

The first of the lunchtime members' meetings for this year was held during February and was very well attended and received. Our thanks to Alphawest and Tower Software for sponsoring this event and to Bob Broughton, Curator, Moorilla Museum, for his presentation on *Disaster Planning*. Further lunchtime meetings are planned and will cover topics such as bomb disposal and metadata.

In addition, a combined ASA/RMAA seminar on *Managing Websites: Gearing up for the E-commerce Era* was held. The Associations were fortunate to have the sponsorship of the State Library and the Archives Trust.

The Local Government Chapter continues to meet quarterly. They are currently looking at the preparation of a generic disaster recovery plan for councils.

Following Michael Hangan's visit to Tasmania last year, and his workshop on upgrading status, a number of members have applied for and been granted Associate status. The latest successful members are Christine Adams, Lesley Rowlands and Lynne Welling.

Jill Saunders ARMA

Branch President, TAS

WESTERN AUSTRALIA

We had all just come to grips with the passage of the *State Records Act 2000* late last year and now we have a new government and a new Minister for Culture and the Arts, the Hon. Sheila McHale, MLA. We were awaiting the proclamation of the Act early in 2001 but we are now awaiting progress by the new government and information on their timing for the introduction of the Act.

March has been a busy time with our two Federal Directors attending the first Federal Board meeting in the new Brisbane office of the RMAA. The Federal Board meeting was intense, as usual, with much work being covered over the two days.

The Branch had a successful General Meeting on 21 March, which was well attended. The Federal President was in attendance and many members were able to talk with Chris during the pre and post meeting gathering.

The meeting was a special event for another reason: it was an opportunity for the Branch and the Association in general to express its gratitude to the Hon. Phillip Pental, MLA, the Independent Member for South Perth. Phillip has offered continuing and dedicated support to improving records management in the Western Australian public sector over the past 13 years. The Federal President presented a Certificate of Appreciation to Phillip on behalf of Federal and the WA members of the RMAA.

On that evening, the Federal President presented two of our members with upgrade certificates - Mr Larry Knowles (to Associate) and Ken Ridley (to Member). Congratulations to you both on progress to your new status.

The Federal President was in Perth for the Australian Standards series of workshops on the ISO 15489 and AS 4390 Records Management Standards on 23 March. These were well attended by private industry and government organisations.

The Mentoring Group is continuing its success under the leadership of Josette Mathers. Their first meeting was held in February 2001 at a new venue at the City of Perth offices on St Georges Terrace. The next meeting has been advertised for April so keep attending and making the meetings a success.

Thought of the Month:

In a 1998 article, 'Digits to Dust,' the following statement was made: 'Electronic data lasts forever or five years, whichever comes first.' Take care, your electronic data on any media may not be as safe as you think.

Laurie Varendorff ARMA
Branch President, WA

AUSTRALIAN CAPITAL TERRITORY

On 6 March 2001 the ACT Branch was pleased to have our Federal President, Mr Chris Fripp, visit to present a seminar on *Future Directions for the RMAA*. The early morning start (7:30am) did not deter our members from coming along to hear Chris speak, and members were able to enjoy some networking opportunities over a pleasant pre-presentation breakfast.

Chris outlined the role of RMAA and how it supports its members. He provided an overview of where the Industry has been and where it is today. Chris also gave an update on the status of AS 4390, Records and Archives Competency Standards and metadata standards.

The ACT Branch is currently commenting on the Exposure Draft of the *Territory Records Bill 2001*. The ACT Government is keen to continue with community consultation and to seek industry feedback on the Exposure Draft of the Bill before the preparation of a final version, which will be debated in the ACT Legislative Assembly.

Julie Lenson
Branch President, ACT

SOUTH AUSTRALIA

Things have been quiet in South Australia over the past few months. Preparations for the 2002 Convention are well under way. Two meetings were held for members in late March and early April to give members an opportunity to contribute to the convention planning and to make comments and suggestions on a range of issues from topics and speakers to social events.

This initiative was well received and the Organising Committee was pleased with the number of members who attended and contributed to the sessions.

Kristen Green
Branch President, SA

**We don't only
create documents,
we manage
them too.**

Canon is renowned for excellence in imaging technologies, but did you know that our expertise extends to document and image management solutions? At Canon, we realise that your business requires reliable and fast access to information. Our systems are designed with this in mind, to improve efficiency and reduce your business costs. After all, your document management system is there to help you get on with what your business is really about. Canon will change the way you deal with documents, forever. For more information contact Canon on 1800 24 24 72 or visit our website at www.canon.com.au

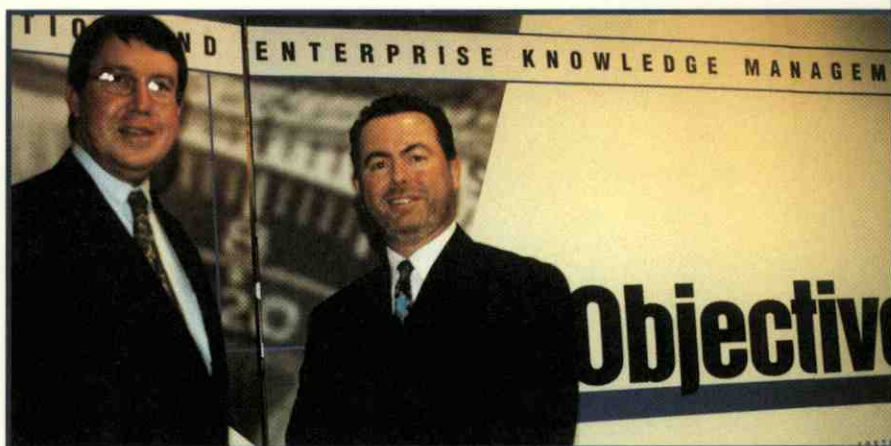
CUSTOMISED DOCUMENT / IMAGING SYSTEMS • ELECTRONIC DOCUMENT MANAGEMENT • IMAGE ARCHIVAL SYSTEMS • FORMS PROCESSING • WORKFLOW • INTRANET / INTERNET MODULES

THAT'S A GOOD IDEA. THAT'S A CANON.

Canon

Objective Corporation

In line with the Government's Smart State initiative, Paul Lucas, Queensland's new Minister for Innovation and Information Economy today welcomes Objective Corporation, a provider of knowledge management solutions to Queensland.



The Smart State initiative is at the heart of the government's plans for Queensland's information technology and telecommunications industry. Its aim is to seek new opportunities

to assist the state's future development and increase its economic strength and competitiveness by attracting major international IT&T companies, like Objective.

If you would like to speak with Paul Lucas, Minister or Tony Walls, CEO of Objective about this or any other matter, feel free to call and we will arrange a suitable time.

PRODUCT INFORMATION guide

Yes, I would like to know more about the products offered by the following companies appearing in **INFORMAA Quarterly** - Volume 17, Number 2 (Please Tick).

- ☐ Inside Front - Objective Corporation
- ☐ Page 4 - Dicom Australia
- ☐ Page 6 - Formfile
- ☐ Page 10 - Access Office Systems
- ☐ Page 10 - Advanced Records Management
- ☐ Page 10 - Dialog Information Technology
- ☐ Page 13 - Microsystems
- ☐ Page 16 - Qualified Records People
- ☐ Centre 1 - Solution 6
- ☐ Centre 2 - Filenet
- ☐ Centre 3 - GMB Records & Information Management
- ☐ Centre 4 - Millers
- ☐ Page 27 - Edith Cowan University
- ☐ Page 27 - Sydney Institute of Technology
- ☐ Page 30 - Triad Data Magic
- ☐ Page 35 - Cannon Information
- ☐ Inside Back - Tower Software
- ☐ Back Cover - Pickfords - Records & Information Managers

Name

Position

Company

Type of Business

Address

Telephone

Facsimile

Please post or fax a copy to:

MAP Marketing
 Corner Scott St & Parnell Pl
 Newcastle NSW 2300
 Ph 02 4929 7766
 Fax 02 4929 7827
 Email: maria@mapmarket.com.au



TRIM
CAPTURA™

works

wherever you are

TRIM Captura is successfully
installed in over 800 sites
making it one of
the world's leading
document
and records
management
systems.




The recently released
TRIM eDrawer (TM) adds
greater scalability and



PICKFORDS

Records & Information Managers

**Information Managers &
Technology You Can Depend**



**Imagine if all your
paper & electronic
information was
managed
consistently.**

- *Digital Imaging*
- *Document & Film Scanning*
- *Media/Data Conversion*
- *Automated Data Entry*
- *Data Storage & Retrieval*
- *Long Term Archival Storage*
- *Microfiche & Microfilm Digital Conversion*

Professional Consultancy Service on all aspects of Information Management.