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National

President	Ray Holswich	Ph (08) 8946 6076
Exec. Secretary	Michael Hangan	Ph 1800 24 2611
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NSW

President	Ann Hampson	Ph (02) 9911 0930
Secretary	David Lilley	Ph (02) 9895 0029
Postal	PO Box 945 Parramatta NSW 2124	

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Postal	GPO Box 227OU Melbourne VIC 3001	

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President	Ray Chambers	Ph (07) 3846 2999
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Postal	PO Box 361 Brisbane Roma St QLD 4003	

WA

President	Ken Ridley	Ph (08) 9482 7328
Secretary	Norma Easthope	Ph (08) 9491 7808
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ACT

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Secretary	Lesley Boye	Ph (06) 2958 990
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NT

President	Greg Coleman	Ph (08) 8924 7677
Secretary	Linda Bell	Ph (08) 8924 7649
Postal	PO Box 43226 Casuarina NT 0811	

CONTRIBUTIONS ....
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Submissions may also be made in electronic format on a 3 1/2 inch diskette with Wordperfect 6.0 preferred or alternatively as a standard ASCII text file from other word processing software.

CONTACTS ....
All contributions and editorial enquiries should be directed to: THE EDITORS
Informaa Quarterly
PO Box 8213 Perth Business Centre
Perth WA 6849
For advertising enquiries contact:
Christine Pollicino
MAP Marketing
Cnr Scott Street and Parnell Place
Newcastle NSW 2300
Phone (02) 4929 7766 Fax (02) 4929 7827
Email informaa@mapmarket.com.au

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Contents

Editorial

Thanks Ken!

for your continued dedication over the years as Editor of Informaa.

It comes as no surprise that a lasting message to emerge from the 4th International Records Management Congress held recently in Edinburgh was the selling of records management to the many "unbelievers". Similar themes have appeared time and time again at Australian conventions and seminars, and in the literature. It is almost an eternal challenge, with responsibility placed not only upon professional associations like the RMAA, but also on individual practitioners in their workplaces and indeed vendors of products and services that support our industry and the wider business community. In this issue, Mike Steemson gives us an excellent summation of the Congress.

Elsewhere in this edition we feature two book reviews, a report on the new records management legislation in NSW, a commentary on a seminar held in the ACT on contracting out recordkeeping and a suggested methodology on how to create optimal procedures for electronic documents.

Now that Informaa Quarterly has achieved a degree of maturity as the professional journal of the RMAA, I believe it is timely that the position of Editorial Coordinator be passed onto another person. I take this opportunity to thank Joy Siller, George Smith and Dennis Wheeler, the members of my committee who have over the last five years been of great assistance and support to me in ensuring a quality and timely presentation. I would also like to thank Maria Charlton and the team at MAP Marketing who have been a key factor in the renaissance of the Informaa Quarterly from it's nadir in 1992. They have always met deadlines and have orchestrated some unique cover pages and a completely new overall graphic design.

I have no doubt that my successor will build on and further enhance the Informaa and I wish them well in such a noble pursuit.

Ken Ridley ARMA
National Coordinator

CALL FOR PAPERS

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

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

Submissions may also be made in electronic format on a 3 ½ inch diskette with Wordperfect 6.0 preferred or alternatively as a standard ASCII text file from other word processing software.

Send articles to :
Ken Ridley, National Coordinator Informaa Editorial Committee,
PO Box 8213
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PERTH WA 6849

25th September 1998

Deadline for the November 1998 issue
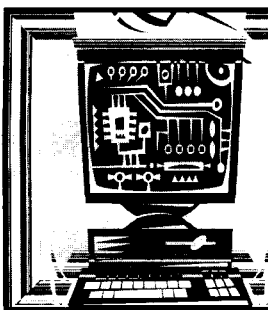
Prominent international, national and local speakers (many of whom are world leaders in their field) will address the theme *Making Information Work* at the Records Management Association of Australia 15th Convention. The convention will be held at the Brisbane Convention & Exhibition Centre from 6-9 September, and promises to deliver leading edge information to records management professionals.

Convention program co-chairman, Clive Finter has prepared a sneak preview of some of the papers being delivered at the convention:

- **The Future of Records Management Software:** presented by Frank McKenna, GMB Research and Development.

Meet the knowledge managers. Be prepared to be provoked and/or shocked as you hear Frank McKenna at his best. Is everyone actually going to continue managing and tracking paper based files?

Will Roger Worthington be in agreement or argument? We will have to wait and see as these two industry professionals present their cases.

Question time at the end of this session should not be missed!

- **The Net and You:** presented by Spider Redgold, Australia's first woman appointed as a liaison officer to a global Internet network.

You will be surprised at just how far Spider will cast her 'net' as she focuses

in on the real issues rather than the perceived issues that most people get distracted by.

This will be a spell binding session that will really give you a 'reality shock' so don't miss it.

- **To Image or Not to Image:** presented by Earl Woolley, Instant Document Retrieval.

Earl is ready to present a powerful and information packed session on Electronic Document Management (EDM) and the role it is already playing in many businesses today. Interestingly enough, the major users of this emerging technology are non-government sites. The issues which need to be considered when implementing an image management system which can also provide text retrieval facilities will be presented along with considerations of off-line mass storage with its own retrieval mechanisms which provide the mobility required by many users.

- **Training for Records Management Packages - The Technicians:** presented by Kemal Hasandedic, Thuringowa City Council.

Kemal Hasandedic comes down to earth so much so that he will challenge you to consider whether you want to be 'in the dungeon or at the coal face'. You will be told about the challenge and the victory in getting the attention of management and importance of getting the Records Manager involved in the decision making process of system evaluation and selection.

You will also hear of Kemal's experiences with one of a number of product suppliers who are meeting specific EDM requirements for Local Authorities.

- **Training for R/M Packages - The Users:** presented by Chris Simpson, Ipswich City Council.

While reminding us of the intense pressure and responsibility Records Managers have in safeguarding the corporate memory of our organisations, Chris Simpson makes the point that Records Managers are also primarily service providers and in some instances are even seen as *Santa Claus.*

The issues relating to a comprehensive training plan go beyond the training room. You will have to hear Chris Simpson's joint session with Kemal Hasandedic to get the rest.

- **Traditional Methods v The Future:** presented by Julie Apps, RDM Consultancy Services.

The centralised unit is under attack as our profession gets more focused on the management of electronic information. Maybe this is justified. If so, what are we going to do to plan for and manage the change while still keeping control of the integrity of the corporate memory?

These challenges are addressed in this very practical paper.

- **Recruitment and Quality:** presented by Reg Maxwell, Maxwell Business Consultants.

Reg Maxwell will present not only a lot of good questions but also a lot of great answers.

Quality Assurance - Where did it come from? Where is it going? Is it doing any good? Maybe it is an attitude and not a threat. How does this affect recruitment? What is the cost of poor recruitment?

You are going to have to listen to Reg to get the answers.

Sponsor Acknowledgement

The organising committee of the Records Management Association of Australia 15th Convention gratefully acknowledges the support of the convention sponsors:

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For further information on the convention and associated trade exhibition, contact:

Suzanne Best or
Judy Lederle
Phone: 07 3369 0477
Fax: 07 3369 1512
e-mail: rm98@im.com.au
web page: www.rmaa.com.au

New Records Management Legislation for New South Wales

September 1998 marks the proclamation of ground breaking recordkeeping legislation for New South Wales.

The State Records Act 1998 is designed to:

- ensure the better management of Government records throughout their existence
- promote a more efficient and accountable government through improved recordkeeping, and
- provide better protection for an important part of the State's cultural heritage.

This new legislation replaces the Archives Act 1960 and establishes the State Records Authority of New South Wales, to be known as State Records.

Who is Covered by the State Records Act?

The State Records Act has a much wider coverage than the Archives Act. Apart from New South Wales Government agencies, the new legislation covers:

- State owned corporations
- local government
- the public hospital system, and
- universities.

In addition, the records of Parliament and the courts are subject to most of the provisions of the Act by the agreement of those bodies. The Act refers to all the types of bodies covered as 'public offices' and the records they generate as 'State records'.

What are the Key Provisions of the State Records Act?

Part 2 - Records Management

The purpose of this part of the Act is to set out the records management responsibilities of public offices.

The Act requires CEOs of public offices to ensure compliance with the Act and public offices to:

- make and keep full and accurate records
- institute a records management program in accordance with standards and codes of best practice for records management. These are based on world best practice
- ensure the safe custody and proper preservation of State records
- maintain accessibility to electronic records, and
- make arrangements with State Records for monitoring and reporting on the implementation of the public office's records management program.

Part 3 - Protection of State Records

The purpose of this part of the Act is to protect State records from unauthorised destruction and disposal by public offices and to put into place a more systematic means of identifying those records which are of continuing value (the State archives).

Under the Act the disposal of public records is permitted by the following means:

- authorisation by State Records
- certain pieces of legislation under which a public office operates, or
- through 'normal administrative practice' as defined in the Act.

Part 4 - Control of State Records

The purpose of this part of the Act is to ensure the more effective management of those records no longer in use (more than 25 years old unless otherwise notified to State Records) which remain in the custody of government agencies. For those records no longer in use by a public office, the Act entitles State Records to control but does not require it to take custody of such records.

This part of the Act will become increasingly important as more records are created electronically and it becomes less practical or desirable to transfer physical custody of records to State Records.

Part 5 - Recovery of State Records

The purpose of this part of the Act is to protect archival estrays (those official records which have been taken out of official hands).

It does this by giving State Records power to recover estrays both within and outside of New South Wales. The Act also allows interstate Government archives to recover similar interstate material within New South Wales.

Part 6 - Public Access to State Records

The purpose of this part of the Act is to ensure a balance between the protection of sensitivity in records for as long as necessary on the one hand and the rights of the people of New South Wales to access State records on the other.

It does this by providing that State records are open for access when they are at least 30 years old **and** are declared open by the creating agency. This ensures the protection of any confidential or sensitive personal information in records.

This part of the Act also requires public offices to be given an access direction (whether the records are open or closed) for all their records that are in the open access period and provides support for such decision making by means of guidelines drafted by the Attorney General.

Part 7 - The State Records Authority of New South Wales

The Act also defines the powers and responsibilities of the new statutory body, the State Records Authority of New South Wales, which administers the Act. This body, to be known as State Records, replaces the Archives Authority of New South Wales.

The Director of State Records is responsible to a Board which consists of nine members representing the public sector, the private sector, the history profession, Parliament, State owned corporations and the judicial system. The main functions of the Board are to:

* approve the records management standards and codes of best practice developed by State Records according to world best practice

* authorise the disposal of State records, and
* determine the policies and strategic plans of the State Records Authority.

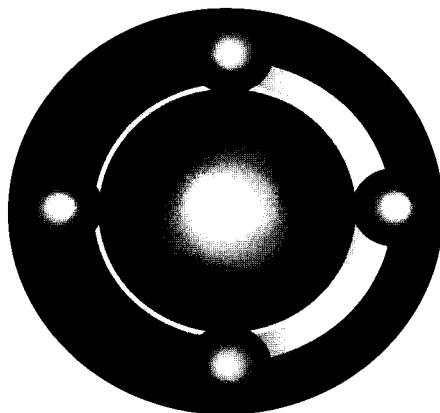## The Introduction of the State Records Act

With the exception of those parts relating to control of State records (Part 4) and public access to State records (Part 6), the Act comes into operation in September 1998. The remaining two parts come into operation at the beginning and in the middle of 1999 respectively.

It is anticipated that the Act will be introduced to the new jurisdictions of universities, local government, the public hospital system and State owned corporations later in 1999.

This phased approach will enable State Records to help public offices prepare for their role in the better management of the State's records now and in the future.

For further information or enquiries about the Act, please contact:

Martyn Killion
Client Liaison Officer
Ph: (02) 9237 0126
e-mail: clientl@records.nsw.gov.au

Author

RMAA/MAVnet Project Team

ABOUT THE RMAA/MAVnet PROJECT

In May 1997 a general meeting of the Local Government Chapter of the Records Management Association of Australia (**"RMAA"**) was held at the offices of the Municipal Association of Victoria (**"MAV"**). At that meeting a representative of the MAV announced the association's intention to establish a working party to form protocols and procedures for council document retention and management in relation to use of the MAVnet. Appendix 1 sets out details about the MAVnet.

The RMAA/MAVnet Project Team (**"Project Team"**) was established comprising: Melinda Barrie, Senior Records Officer, Darebin City Council; Mick Batskos, Senior Associate, Mallesons Stephen Jaques, Solicitors; Lesley Hay, Records Solutions Pty Ltd (Team Leader, Records and Archives, Stonnington City Council); Rita Maiuto, Records Manager, Municipal Association of Victoria; Robert Stevens, Records Manager, Shire of Campaspe; Natasha Wilson, Administration Services Co-ordinator, Nillumbik Shire Council.

The Project Team met on three occasions at the offices of the MAV and at Mallesons Stephen Jaques between June and October 1997.

During the course of discussing issues relating to the MAVnet and document retention and management, it became apparent that identified issues were equally applicable to electronic record retention and management generally. The Project Team then developed broad principles and guidelines applicable to all electronic documents.

The principles and guidelines were designed to set the minimum standard and general approach to be adopted by councils in dealing with all electronic documents. Identifying that there would be differences between councils, the Project Team envisaged that councils would develop their own practices and procedures to achieve the standards designed by the Project Team.

Appendix 2 sets out some practical suggestions which councils may choose to consider when developing their own practices and procedures for dealing with electronic documents. Further copies of useful material may be obtained by contacting:

Rita Maiuto of the MAV
Ph: **(03) 9823 5553**
Fax: **(03) 9824 8404**
e-mail: rita_maiuto@mav.asn.au

DEALING WITH ELECTRONIC DOCUMENTS: PRINCIPLES & GUIDELINES

1 INTRODUCTION

1.1 The Chief Executive Officer of each council is responsible to ensure that legal requirements for document retention are complied with and that council employees are aware of the council's obligations. Failure to comply with the obligations could result in the committing of offences and the imposition of criminal penalties.

1.2 Council employees must ensure they take all steps necessary to implement the Council's electronic document management practices, in order to ensure that the CEO meets all legal obligations.

1.3 The RMAA/MAVnet Project Team (**"Project Team"**) was established in June 1997 to investigate issues relating to electronic recordkeeping. These issues arose in the context of the MAVnet Electronic Communication System (**"MAVnet"**). See Appendix 1.

1.4 In discussing the issues relating to MAVnet it became apparent there were broader implications relating to all electronic recordkeeping and communications. This includes the Internet and electronic mail (**"e-mail"**).

1.5 As with paper records, electronic documents need to be captured, recorded, maintained and made accessible. In this document the Project team has developed basic principles and guidelines to assist the achievement of these objectives. Some practical suggestions for implementation of the guidelines are set out in Appendix 2.

2 PRINCIPLES & GUIDELINES

Creation and Capture

Principle

2.1 A council's information systems must operate in a way which ensure the capture of records to provide evidence of the broader business, functions and operations of the council. This is particularly important where information or communications about those activities of the council is electronically stored or conveyed.

Guideline

2.2 When an electronic document is created or received, council officers must identify whether the information in the document is evidence of the broader business, functions and operations of the council. If so, a copy of the electronic document must be:

(a) printed and the printed copy sent to the area of the council responsible for records management; or

(b) sent electronically to the area of the council responsible for records management.

2.3 In order to determine whether an electronic document should be treated in this way, each council should:

(a) determine, through risk assessment, the degree to which its different activities need to be evidenced;

(b) define clearly the boundaries of its broader business, functions and operations as well as understand the legal and practical requirements for document retention which affect them; and

(c) communicate the above to council employees through adequate training and development of internal policies and procedures.

Maintaining and Managing Electronic Records

Principle

2.4 Records which come from an electronic medium must be maintained for as long as they are legally or practically required.

2.5 Each council must maintain such records to ensure that evidence of the broader business, functions and operations of the council is accessible and understandable. Access is required because of legal obligations under freedom of information legislation and as a matter of practicality to enable a council to have adequate evidence which may be required to commence or defend legal proceedings.

Guideline

2.6 Each council should identify and adopt relevant technological standards that will help ensure that electronic records will be available and useable for as long as they are legally or practically required.

2.7 Each council should establish standards and procedures to ensure the integrity of its

electronic records over time (for example, when technology changes).

Legal Responsibility

2.8 The officer in charge (**"CEO"**) of the council is required under the Public Records Act 1973 to make and keep full and accurate records of the broader business, functions and operations of the council. The CEO also has an obligation to carry out a programme of records management in accordance with standards established by the Keeper of Public Records and the Public Record Office (**"PRO"**).

2.9 "Record" is defined very broadly and includes electronic records originating from:
- MAVnet;
- the Internet;
- e-mail; and
- all computer generated documents (eg scanned documents).

2.10 The *Public Records Act* prohibits damage to, the destruction or removal of records (including electronic records). If records are destroyed by a person without following the standards established by the PRO, that person is guilty of an offence.

2.11 The PRO standard applicable to councils and which must be adhered to is the *Local Government Records General Disposal Schedule PROS 85/25*. A new more up-to-date standard is likely to be published in the latter part of 1997.

2.12 Other legal requirements exist for keeping of accounts and records of the transactions and

affairs of the council. These records and accounts are audited under the *Audit Act 1994*. Legislation also requires councils to keep numerous registers (eg. building and planning legislation). These guidelines do not address these registers.

2.13 Electronic records must also be properly captured, created and maintained for prudent business reasons. These reasons include assisting a council to have adequate evidence to establish a cause of action or a defence in any legal proceedings. These records should be retained for a period which is long enough to enable the council to properly defend or commence proceedings. Periods within which proceedings may be commenced referred to in the *Limitation of Actions Act 1958* can be used as a rough guide or rule of thumb.

2.14 Documents must be stored in a way which will enable them to be produced in any court or tribunal proceedings in a form which is admissible. Accordingly, the restrictions of the *Evidence Act 1995 (Cth)* and the *Evidence Act 1958 (Vic)* in submitting electronically stored records as evidence must be taken into account.

Penalties and Other Detriments

2.15 If the CEO of a council does not comply with the obligations under the Public Records Act, he or she could be the subject of harsh criticism by the Ombudsman if any investigation about document management was conducted.

2.16 Any person unlawfully damaging, destroying or removing electronic public records of a council is guilty of an offence for each record so to a criminal penalty of $500 for each offence.

2.17 If electronic records are not captured, created and maintained by a council in a form and for a period which would permit their use in commencing or defending proceedings, the council could potentially suffer very significant detriment in not being able to properly defend itself or enforce its rights in legal proceedings.

APPENDIX 1: MAVnet

MAVnet is an interactive electronic communications system, linking the Municipal Association of Victoria with member councils and member councils with each other.

The purpose of MAVnet is to improve communications between the MAV and its members, open up the MAV's database directly to members and to facilitate information exchange through email and forum facilities.

MAVnet currently holds some 2,500 documents and is growing everyday. Specific sections include:

• General Information - detailing MAV and council produced documents such as bulletins, circulars, media releases, policy documents, a parliamentary watch section minutes and submissions;

• Contacts - listing MAV staff, details of member councils, government departments and agencies and other relevant information;

• Forums - created by both the MAV and member councils to explore various issues and allow policy formulation through a "reply/response/discussion" format;

• Feedback - provides a venue for comment on any aspects of MAVnet and the services it provides, including suggestions or improvements /developments; and

• Hot Topics - a "magazine" page, giving a snapshot on events, developments in local government and "gossip".

The MAVnet concept came into being at the end of 1995-early 1996, followed by a proof-of-concept phase in mid-1996 with the gradual implementation in councils taking place from February 1997.

The MAVnet product is constantly being updated and revised with the Victorian Government's Multi-Media Strategy in mind.

APPENDIX 2:

SUGGESTIONS FOR IMPLEMENTING THE PRINCIPLES & GUIDELINES

The following are **suggestions** to C.O.P.E. and should be modified to suit individual needs of the organisation to apply the principles and guidelines developed above:

• Create an electronic document policy and procedure guide.

• Raise awareness of electronic document keeping through training and best practice.

• Print out pertinent e-mail

messages including attachments and forward to Records.

• Create a common directory structure on Network eg P:/Records/E-mail (Public Drive) and save E-Mail Internet messages to that directory.

• Create folders within E-mail application (eg, Personal, Business, Records, etc) and at the end of the week print out the relevant folders and forward to the records department.

• Ensure all e-mails have all necessary information ie. sender, position, subject, date etc.

• Ensure all electronic documents include directory pathway information in footer.

• When in doubt PRINT IT OUT.

• Distribution of C.O.P.E. documentation to all staff via:

    -pay slip dispersal
    -induction manual/process
    -staff meetings

• Seek IT input and liaison.

• Ensure staff are aware of their responsibilities relating to maintenance and storage of e-mail/Internet and other electronic documents.

Without correct capture of all pertinent electronic information, the life-cycle of documents cannot be achieved.

The Edinburgh RM Conference: A Review.
SELLING RECORDS MANAGEMENT: WE HAVE GOT A LOT TO LEARN

Author
Michael Steemson
Principal, The Caldeson Consultancy.

The Scots, English, North Americans, Australians and French were in accord at the 4th International Records Management congress in Edinburgh. When it comes to selling ourselves, we archives and records managers have got a lot to learn.

The theme of the highly successful conference, jointly sponsored by the Records Management Society of Great Britain (RMS) and the International Records Management Council (IRMC) in April, was grandly stated as "Records Management into the next Millennium - the Global Perspective".

But the lasting message from many of the national and international speakers was that records managers have much to do to ensure occupancy of their rightful place in commerce and industry.

The Keeper of the Records of Scotland, Patrick Cadell, stated this when he opened the conference in Edinburgh's smart Sheraton Grand Hotel. He told the 100 international delegates that information professionals would have to work hard at public relations.

He said: "The archivist is often viewed as a kind of intellectual long-stop, the ultimate guardian of the barrier between memory and oblivion. The records manager is given the mad professor role of determining what that memory actually is.

Our problem is that we meet in gatherings such as this and much good sense is spoken, and original and valuable ideas are produced, but we are like goldfish in a bowl - beautiful, but circulating amongst ourselves and essentially out of contact with the outside world".

He said that it was vital for information workers to be appreciated and accepted for the expertise they bring to their work and the value they add to the business of those who employed them. It was as important that they also connect with people who did not employ them.

"The real challenge that lies ahead of us is not technical or professional, it is simply that of converting a world which, let us not deceive ourselves, is made up largely of unbelievers, to an appreciation that the work of the records manager and archivist is not merely valuable, but actually essential to the efficiency of all business and administrations".

Three days later, at the conference's close, a former president of the IRMC, American management consultant **Fred Diers**, Vice-President of Information Management for Archer Management Services, had a message that drove the point firmly home. He was appalled at the user concept of records management. Individuals could change this but the RM professional bodies were not doing the job, otherwise people would know what records management was.

"Records managers must redefine their role in business," he said. "They can utilise their knowledge and methodologies to play a key role in managing electronic "soft copy" which, with other related issues, is going to be the records and information management issue of the future.

To survive, records managers must become involved by introducing integrated accession standards, compliance control and risk reduction. The traditional roles and responsibilities of records management must be realigned to the new organisational imperatives.

You will only be restrained by your traditional self-perception," he said.

Fred had answers, too. He offered a plan for what he called records management's "partnership with key users". He told delegates: "You have to move out of the file room and go to the desktop work station. We must understand partnership goals, learn key operating constraints, join in analysis to improve current information accessibility and assist any way we can, everything from plugging holes in the dam to managing the whole information river."

Australian **David Moldrich**, a Senior Manager with Deloitte and Touche in Melbourne and chairman of the committee that created the Australian Records Management Standard AS4390, described what he called "technology enabled knowledge". He showed the differences in records management between the 1980's and the present:

-Dramatic increases in PC and modem penetration as PCs approach mass market status;

-Explosion of the World Wide Web and creation of "virtual" branches;

-Availability of integrated and secure electronic transactions facilities, home banking, etc.;

-Increasingly time-pressed, mobile consumers who require services at their convenience.

Mr Moldrich outlined the emerging technologies and issues that should be engaging records managers, including "value-added information", a follow- on from information resource

management. He also high-lighted dynamic compound documents containing a variety of information formats including video and audio; document linking and its impact on version control, and concerns over ownership of intellectual property, including that of "virtual documents".

He urged records managers to press for information management plans within their organisations. He said: "The information management plan describes *what* information and *why* the organisation must collect it in meeting its business aims and objectives. It must not be confused with any information technology strategic plan, or others, which describe *how*, sometimes *when* and *where*, the information needs to be collected".

The information management plan must be part of corporate planning, he said. It should be owned by either the chief executive, board of directors, company secretary or equivalent and must *not* be part of an IT strategic plan.

David said: "In combination, the information management plan and the IT strategic plan will describe the design specifications for an information management system and must embrace information ownership and resource management, selectivity and risk management, and requirement-based technology".

London Consultant, Dr David Best, a partner at the Deloitte and Touche Consulting Group, sounded the call to records management too. He said: "Information management is talked about in business and at the management level.

More than 50 per cent of businesses recognise information management as a useful activity. Recently, in a sample we took, 39 per cent spend four percent or more of their turnover on information management; 27 per cent spend one to three percent. There are increases in conferences and publications on the subject and an awareness of its importance".

Dr Best said that there was a growing interest in creating good information management practice. The Information Management Awards in 1996 attracted 250 delegates. Last year 500 came and this year 1,000 are expected. But, he warned: "For records management, this awareness is less. Records management is seen as an esoteric, backroom task. It is still perceived as a clerical activity and its value is poorly understood."

New trends in methodologies and technologies though, were giving hope of changes. Increasingly, information as the fourth resource was being seen as a useful concept. New methods of documenting systems recognised not just data and technical architectures within systems, as being important and were beginning to recognise the primacy of information itself.

Dr Best said: "Information and records are being recognised as a repository of real value. Methods to recognise, catalogue and utilise the resource are growing and technology to support these outcomes is getting into place. Awareness of these trends and training to cope with them are the key.

Most conference speakers challenged delegates to grasp the opportunities and initiatives of the new information technologies. Consultant Jake Knopper, an adviser to the Canadian Task Force on Electronic Commerce, presented a perspective on high-level corporate information management principles and policies relevant to records management and electronic data interchange (EDI), which he defined as "e-commerce and e-business".

He said: "EDI involves taking a business-based approach to the activities of an organisation in its provisioning and/or purchasing of goods and/or services. It also, on the whole, is transaction-based and focuses on exchanges of sets of pre-defined and structured data among two or more organisations.

From a records management perspective, EDI is a form of recorded information, i.e., electronic records, which must be managed on behalf of the organisation throughout the whole life-cycle".

He said that records managers could play a key supporting role in ensuring a harmonised approach for both "hard" and "soft" records, and the application of records retention and disposal scheduling.

British records manager, Jean Samuel, a Research and Development Information Analyst with Pfizer Pharmaceuticals, discussed the impact of Intranets - business's private, fire-walled sectors of the Internet. She warned: "Why do I raise this topic? Intranets involve the use of common, cheap technology and are changing the way records creators are acting. It follows, that it is also changing the way records mangers must act because no-one else is covering it."

Intranets were providing users with higher distribution speeds, the ease of pre-set access controls, document integrity and an end to the need for re-filing. The gains for records managers were: more clearly-defined masters, single filing systems and a better focus for retention scheduling.

The head of the Barclays Bank U.K. Records Services, Peter Emmerson's "Trends in Records Management" paper continued the main theme. He said: "Records management should be at the heart of the business. We must get out there and talk to people about what records management is and what it can do." He said that with the accelerated growth in electronic records came more demands for intellectual controls, reduced emphasis on physical control and a wider understanding of "value added" possibilities."

He forecast greater opportunities for records management from the growth of EDI, the colonisation" of the Internet by business, increasing automated "just-in-time" manufacture, mass customisation and single-point contact with the customer. And he predicted websites becoming official records, the slow death of imaging, retention management on intranets, and the creation of electronic record registries.

The newly-appointed RMS Records Manager of the Year, 1998, Chester consultant **Richard Bennett**, spoke of the mighty changes in business and industry that were creating massive challenges for records and information managers. The triggers to change, he said, were events like restructuring, relocation, mergers, take-overs and privatisation, contracting out and down-sizing, compliance issues and IT infrastructure investment. All these were creating new ways of working, less central control, flatter management structures, and greater opportunities for sharing, trusting and risk-taking.

The technological changes were forcing changes in human nature, threatening the continuity, security and comfort of the in-house file-keeping emperors, the "brain of the business". Now records were becoming more accessible, more portable, single source records with currency and accuracy. All these combined to require records managers to think and work electronically while still managing hard copy paper.

A former President and Chief Executive Officer of ARMA, David Stephens, Vice-President of Idaho's records management and software consultancy, Zasio Enterprises, warned that while traditional organisational processes worked fairly well during the era in which records management was not technology driven, now the paradigm was shifting.

He said: "The problem is that the traditional placements poorly positioned the records management discipline to make a successful transition from managing visible media to managing electronic recordkeeping systems of the present and the future. In a world where business recordkeeping is increasingly, even predominantly electronic, IT departments own the playing field and they define the rules of the game, at least to a large extent.

If records management programmes do not report to the Chief Information Officer or some other IT executive, their long-term future is problematic. To a large degree, the profession's future viability hinges on this issue. This paradigm shift is now occurring, albeit slowly."

David Stephens offered this answer: "In order for records management to have a future, it must immediately reposition itself as the professional discipline for managing electronic records in computer environments. With respect to its ability to achieve this objective, the records management discipline has many weaknesses, but it also has some unique strengths.

Alone among the many disciplines for the fragmented field of information management, records management is the only discipline which has a solution to the problems of the uncontrolled growth of records – records retention.

Because of the exploding growth of electronic records, electronic records retention must become a key component of the data life-cycle management strategy of every enterprise. This paradigm shift represents a tremendous opportunity for records management in the coming decades".

French documentalist and information science professor, Catherine Fluzin, brought an European continent perspective to the congress, saying: "The document engineering development is an answer to the needs of the company in order to develop its information, increase the quality and guarantee the memory of the firm. This development requires several well-known activities that are: the records management, the document information management and quality management.

We can therefore say that the records management notion lies in three jobs:

-*management*: the guardian of all official documents;
-*document information management*: guardian of the information of the company, duplicates control, recordkeeping and procedure rules; and
-*quality management*: the act of keeping traces".

U.S. records management practitioner, **Lee Pendergraft**, a regional operations manager for Archer Management Services, called for a code of ethics for records and information management. He enumerated a number of "characteristics common to all authentic professions", including theoretical principles; specialised practical skills; substantial education and training; client service as the primary practice; recognition of a commitment to the greater good of society at large and professional standards of ethics.

He said: "To achieve greater recognition as professionals, recordkeeping and information management practitioners must demonstrate the relationship of their field to these characteristics and, especially, the relevance of their occupation within a greater social context. Adhering to a code of ethics that embodies social values is a primary step.

When these characteristics are combined with an awareness of greater aspirations for the momentum of an organisation's impact on social values and the membership endorses this action, the membership makes progress toward achieving the status of sanctioned professionals."

The conference's opening speaker, the Keeper of the Records of Scotland, Patrick Cadell, provides both the head and the tail of this article. His speech concluded on a rousing, positive theme: "The whole purpose of our existence, whether we consider ourselves archivists or records managers, is to preserve and make accessible the records of the past, perhaps for immediate use, perhaps for long-term preservation.

Our aim must be to make this information available both to the decision makers of today, those whose work may well have far reaching effects on our future, and to their successors who in time to come will wish to know how certain decisions were arrived at and why.

It is not our contemporaries who should judge us, it is the future generations. I am far more concerned about what will be said about me in 50 years than I am about today.

The records of our activities reveal the past, explain the present and guide the future. The future is a new millennium with all the challenges and opportunities it will bring. There can be nobody better placed to provide a solid foundation for progress than the records manager".
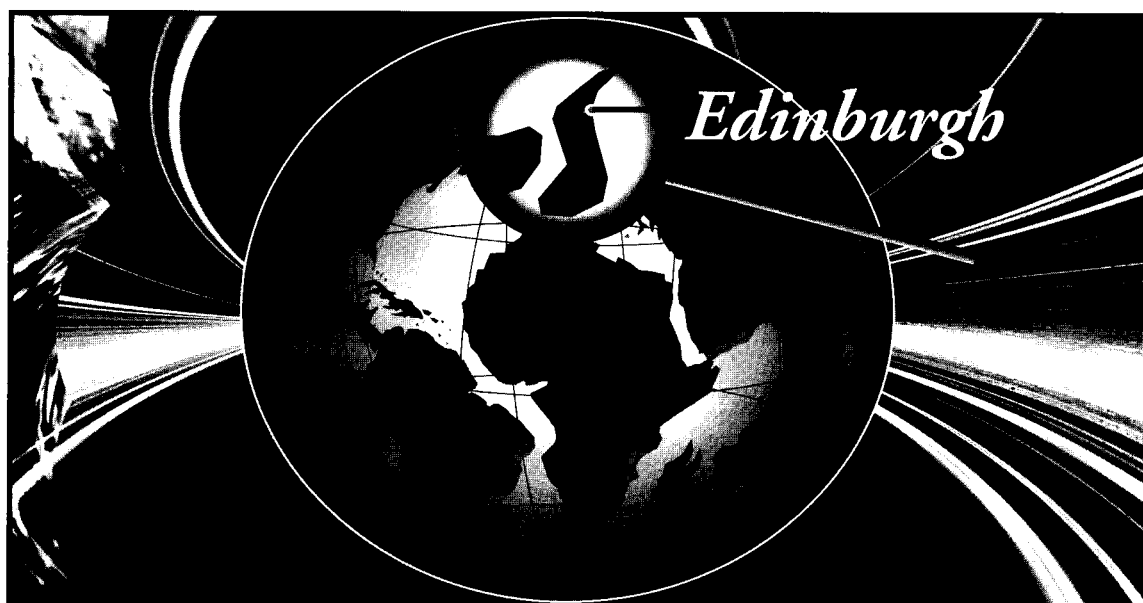
TRIM Top in Federal Government

TOWER Software's TRIM product is going from strength to strength in winning the enterprise wide market for capturing and accessing corporate records in the Federal Government.

Learn more about the need for federal agencies to ensure they have the tools required to support electronic business and why **TRIM** is the answer for you in the *next edition of INFORMAA!*

Author
Anthony Eccleston

Background

The objective of this Seminar was to provide a forum where the complex processes, and the consequences, of contracting out of Government recordkeeping functions and services could be aired. The subject is very topical: a number of Commonwealth and State Government Departments are now initiating action to this end. The Seminar program was designed to address a range of related issues that included the implications of outsourcing on the community and on public sector administration, the legal and privacy ramifications, and the application of the contracting process from both an agency and provider perspective.

Implications of Outsourcing

Senator Kate Lundy had been asked to speak on 'Outsourcing and the Community'. Her presentation reflected on the use of outsourcing as an administrative tool most often used to achieve cost savings in Government. The selective definition of core and non-core functions of government, which gives arguable credibility to the process, she suggested, is inappropriate, incorrect and not in the interests of Australia. Using outsourcing of Information Technology as an example, Senator Lundy drew on international evidence that projected cost savings had rarely been achieved, particularly when all the attendant risks and consequential outcomes, were taken into account. She closed with the question: if the costs of outsourcing

could not be forecast, how could the projected savings in terms of process, accountability and expectations be quantified?

The terms 'contracting out' and 'outsourcing' have often been used synonymously. The next keynote speaker, **Professor Craig Littler**, resolved this misconception, defining 'contracting out' as being the disposal of activities peripheral to perceived 'core' functions, while 'outsourcing' involves sharing responsibilities in selected functions. Professor Littler, as an accepted authority on organisational restructuring, provided a broad overview of downsizing and contracting out trends, asking whether the Australian Public Service had handled the process of change effectively, before posting guidelines for managing that restructuring process. He took an unusual approach in describing the effects, not on the displaced, but rather on the survivors where lessened motivation, job dissatisfaction, decreased expectations and low morale were outcomes. In closing, Professor Littler listed the advantages and disadvantages of outsourcing. The strength of the disadvantages case should be of some concern.

The Office of Government Information Technology, which has had the responsibility to achieve measurable improvements in Information Technology performance in Commonwealth Government activities, provided the next speaker. **Dr Diana Banks** had been asked to speak on extending IT outsourcing solutions to the recordkeeping environment. Dr Banks took the opportunity to

promote some Commonwealth information and on-line service initiatives, describe some of the information management directions that support those initiatives, and then discuss business process redesign and outsourcing challenges facing their implementation. These initiatives involve the introduction of the Commonwealth Information Centre, Internet 2001 (which will require outsourced technical support), FEDLINK, designed to link all Government agencies, and the Shared Systems Initiative. Dr Banks quantified the savings envisaged in the introduction of these initiatives, which relate in large measure to human resources, while offering some caveats on outsourcing processes.

Ian Cunliffe, of Dunhill, Madden Butler, had been invited to describe the legal implications of contracting out Government recordkeeping services. His approach was to limit his discussion to the more direct implications, omitting industrial and employment issues which, despite their relevance in the broader sense, would detract from the principal theme. He elaborated on the various phases involved in the contracting out process, the tendering phase including the process of competitive selection, the engaging phase, and the day-to-day functioning phase of the contract. The legal responsibilities continue to be relevant at the end of the contract, and possibly apply in any migration to an extension to, or initiation of a new contract. Mr Cunliffe elaborated on administrative law aspects where significant care is necessary, and where specific scrutiny of the process to ensure absolute accountability would obviate later concerns.

Privacy issues in contracting out of Government recordkeeping services were addressed by **Nigel Waters**, previously a Deputy Federal Privacy Commissioner, and presently a consultant in information policy, fair information practices, privacy and data protection. Mr Waters opened by describing consumer privacy concerns and explaining privacy law in Australia, before elaborating on possible loss of privacy protection and the extent that this could be alleviated under contractual arrangement. He then offered possible solutions to the 'outsourcing gap', while recognising that few resources had been provided for education, complaint investigation or auditing of contractors. Some comfort could be taken in the introduction of the *Privacy Amendment Bill 1998* in which client agencies will be required to share responsibility for compliance with contractors.

Application of the Outsourcing Process

Kerrie Scott, Assistant Director in Government Services Branch of the National Archives of Australia (NAA), had been asked to describe the contract process in outsourcing agency recordkeeping. Fortuitously, the National Archives has been working on a specific guideline titled "Records Issues for Outsourcing", designed to assist agencies when outsourcing service delivery or support services, and to identify and address recordkeeping issues in outsourcing contract terms. Ms Scott used the development and content of this guideline as the basis for her presentation. The guideline refers agencies to their responsibilities for the management of their records under legislation, and the implicit requirements for recordkeeping in the contractual relationship. It also addresses issues such as the retention of ownership of Commonwealth records by the agency irrespective of

custodian or creator, and the allocation of responsibility for the continued integrity and security of the records themselves.

To provide balance to the proceedings, **Joy Siller**, of Siller Systems Administration, was invited to respond to the outsourcing debate from the viewpoint of a providing contractor. Her presentation reflected her admitted dilemma, that of espousing the inevitability and benefits of outsourcing, while accepting the need for the outsourcing agency to maintain essential control of the records, and to retain, if practicable, the jobs of recordkeeping staff. She described in some detail the types and levels of services that are available, the relationships that are a necessary part of the process, and the risks to both parties to the contract. Ms Siller concluded with an incisive description of the alternatives in the outsourcing of recordkeeping services, and some suggestions on saving records managers' careers.

David Roberts, Manager of the Records Management Office (RMO), a Branch of the Archives Authority of New South Wales, sought to reflect on the State Government's recordkeeping policy environment and the need to identify what services could or could not be contracted out. The concerns he identified are principally directed towards improving Government recordkeeping to meet the Government's business needs and community expectations, while still retaining full accountability. The strategies that are now being addressed are to set the rules for a Government-wide recordkeeping regime, supported by legislation, where the RMO's role is changed from coordinator to regulator. Mr Roberts identified the initial functions that could be contracted out as being storage and retrieval, destruction and, increasingly,

current records management processes.

The subject of the closing session of the Seminar was selected on the basis of the major changes being contemplated in Government recordkeeping and records management, envisaged in the Australian Law Reform Commission's Review of the *Archives Act 1983*. The speaker selected was **Steve Stuckey**, Assistant Director-General of the National Archives of Australia, the agency most involved in government recordkeeping policy and procedural development. Mr Stuckey was asked to concentrate on possible outcomes of the Review as it affected both outsourcers and contractors of recordkeeping services. In recognising the reality that past recordkeeping in Government has been less than satisfactory, he explored reasons for this and the remedial proposals being offered to the Law Reform Commission. Predictably, Mr Stuckey emphasised the commitment of the National Archives to provide standards, guidance and advice on the creation, retrieval for access and disposal to agencies, irrespective of the contractual circumstances. He reminded the delegates, however, that while agencies could contract out work, they could not contract out their responsibilities, and that the National Archives of Australia would in future, determine those responsibilities.

Mr Stuckey, giving substance to the National Archives of Australia stated commitment to providing guidance to Government agencies, and in keeping with the Seminar theme, then used the forum to launch the NAA's most recent Guideline, "Records Issues for Outsourcing", including General Disposal Authority 25.

Information is one of the most valuable assets of any business, second only to a company's human resources. It is knowledge and managing the corporate knowledge base of an organisation that has become the challenge of the new millennium.

Traditionally, information managed by an organisation consisted of its paper-based correspondence, in the form of records management, and limited management of unstructured information, such as dedicated relational databases which dealt with single entities of information, eg human resources. The late 90s has seen a new trend emerging - the advent of the electronic document management system, EDMS. EDMS systems broke the traditional rules of managing information, by allowing a single access point to information stored electronically, regardless of which package the information resided in. This began the evolution of Knowledge Management.

For the first time organisations have begun looking at information, and hence corporate knowledge, as consisting of more than just 10% of traditionally recorded administrative correspondence. In a society focusing on continuously improving customer service programs, the recognition that good knowledge management can impact not only on customer service but also on the corporate bottom line, has been the main thrust of the Knowledge Management revolution.

So what exactly is knowledge management, and do we understand the total concept? This is where Knowledge Management - Evolution or Revolution an interactive seminar can help.

This innovative one day tri-state series of seminars, consists of an interactive program of workshops, keynote address, case study on local government implementations, and an open floor debate.

For more information about this seminar contact:

Tesskaz Business Services
Ph: 03 9318 6886
  or 0411 740 106

For all the current program and registration details visit our website at **www.ozemail.com.au/~dmckacz/**

Darebin's Executive Services Achieves Quality Accreditation

A commitment to improving the way Council conducts business, gaining a competitive edge and increasing the skills of staff, has earned the City of Darebin's Executive Services Department independent Quality Accreditation to Australian and New Zealand standards (AS/NZS ISO 9002:1994).

The department which includes Building Services, Records, Administration, Local Laws and Civic Amenities, is the first within the City of Darebin to gain external independent accreditation for the Corporate Management system.

The Central Records Co-ordinator, Lance DeBlaquiere, said before being considered for accreditation that it was necessary for the staff to review and document the operating procedures for all key Central Records activities and tasks.

He said new procedures were written for all tasks including inwards mail receipt and processing, correspondence classification and registration, file tracking, records management system administration, archival storage and retrieval, internal consultancy and Freedom of Information requests.

"Many of the procedures were flowcharted and the documentation includes details of the necessary outcomes, the appropriate performance levels and checks for each task. This documentation now forms the Central Records Operating Procedures Manual," Mr DeBlaquiere said.

"In addition to the internal operating procedures, it was also necessary for a review to be carried out to determine the management procedures which oversee the day to day operations of the Central Records unit," he said.

Mr DeBlaquiere said the Executive Services Department developed a Quality Management Procedures Manual which details the standard practices and procedures that have been introduced to ensure the effective management of the department.

He said the implementation of the Executive Services Management Procedures Manual has seen changes introduced to the Central Records unit, including the formal documentation of all staff meetings (agendas and minutes), the maintaining of records of all staff training needs and achievements.

"An annual unit action plan has been developed, with input from all staff, which has been incorporated into individual staff performance plans. Twice yearly performance reviews are now carried out and fully documented.

Procedures have also been established to ensure proper version control of all Central Records forms and documents. All documents "owned" by Central Records now have a document and version number, and a register of documents is maintained as part of the Quality system.

A complaints recording and processing procedure has been established to ensure that customer complaints are identified and actioned appropriately. Procedures have also
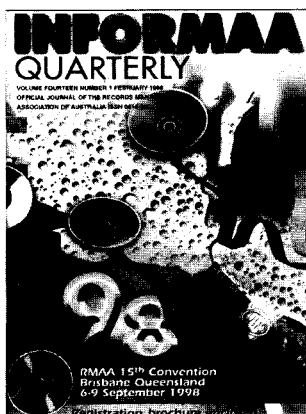
been introduced to ensure that details of complaints and action taken are included in the monthly reports to the Manager of Executive Services.".

Mr DeBlaquiere said the Central Records Operating Procedures Manual, and the Executive Services Management Manual are two of the key documents that support the Quality Accredited System.

He said these two manuals were supported by various registers which document the operations of Central Records and record the performance of the unit in carrying out its business in accordance with the standards established to meet its customer needs.

"Although it has been an achievement for Central Records to gain accreditation, the benefit of the hard work will only be fully realised if the procedures and system established are properly adhered to and maintained.

As existing procedures change and new ones are implemented it is important that the Operating Procedures Manual is continually updated. It is also important that staff "own" the systems and that they understand, support, and maintain these systems".

Michele Purtle
Communications Officer
03 9230 4603

Unistat Filing Solutions

Joins Avery Dennison Australia

US based Avery Dennison Corporation is the US $3.2 billion global market leader in pressure sensitive materials and office products. Unistat and Unistat Filing Solutions will continue to be based in Castle Hill, New South Wales, Australia.

In announcing the acquisition of Unistat, Robert D Fletcher, Group Vice-President of Avery Dennison's Asia Pacific Group, said: "This acquisition demonstrates Avery Dennison's positive view of the opportunities in Australia and New Zealand, and underscores the corporation's strong commitment to the Asia Pacific region".

Unistat Filing Solutions specialises in all areas of records management, offering free advice on how to save retrieval time, money and valuable floor space.

To store files and records, Unistat Filing Solutions can suggest a range of solutions, including a lateral terminal digit file which can be fully prenumbered and supplied with a year code on each file. This type of file, which is very popular, is also colour coded. Colour coding is used to help eliminate misfiling - as misfiles are easily spotted by their colour. With only the name to be added to the file, it reduces staff time in making up records.

Unistat systems are designed to provide instant access and easy maintenance for one or a number of users. The systems use colour coded files, fasteners in files, outguides (to trace a file) and dividers to make using files easy and simple.

Its numerical system helps to optimise security of confidential records. The numbers can be kept on computer and to use the computer, you have to know the password.

For office managers looking for a system which is easy to use and requires little maintenance and makeup, it's ideal.

Unistat Filing Solutions can also provide open shelving where high density shelving is required to optimise the use of space and colour match the practice interior. In smaller offices, this shelving can be located adjacent to the receptionist so files can be easily accessed.

As the logical extension to lateral filing, for those who need security, Unistat also provides lockable cabinets. If standard shelving doesn't suit, Unistat can build it to customer specifications.

The Unistat Filing Solutions team is led by National Sales Manager, Rodger Thomas. New appointments at Unistat Filing Solutions include Karen Fleming, formerly a Unistat Office Products Consultant, who has been appointed Marketing Development Manager and Amanda Clifton, Unistat Filing Solutions' new Customer Service Manager. Unistat Filing Solutions also have account managers throughout Australia who can provide records management expertise.

To speed up and improve customer service, Unistat recently changed to the "CANBAN" team–based manufacturing system.

For the right solution to your filing and records management needs call Unistat Filing Solutions' tollfree on **1300 657 900** or come and visit Unistat Filing Solutions in Brisbane at the RMAA 15th Convention 6 - 9 September, and the Facilities Management Trade Show on 12 - 13 November 1998.

AUSDOC *Scholarship 1998 Awarded*

AUSDOC and the University of South Australia are pleased to announce the winner of this year's scholarship in the Graduate Diploma in Information Studies (Corporate Information and Records Management). The winner is **Peter Pullman**, who decided that Information Management appealed to him more than a PhD in Chemistry (Peter already has an honours degree in Chemistry). Peter's enthusiasm for his new professional area, his rapid assimilation of background theory and meticulous attention to detail, all contributed to distinguishing him as the winner this year.

Peter was surprised and delighted to receive the award from **Thomas Podeu,** General Manager of AUSDOC Information Management in South Australia, at a recent meeting of the SA Branch of ALIA at the Magill Campus of the University. The purpose of this meeting was to introduce the Association and local office bearers to the students. The meeting was well attended and thoroughly enjoyed by all students.

On introducing the award of the AUSDOC Scholarship, **Dr Michael Rowan,** Dean of the Faculty of Humanities and Social Sciences, expressed delight that there existed such close links between industry and education for the profession. With government cuts in University funding, students will almost certainly be paying full fees for post-graduate qualifications in the near future.

For 1998 and 1999, the University has preserved a quota of HECS funded places in the Graduate Diploma in Information Studies, although the strand of Corporate Information and Records Management has been full fee-paying since its inception in 1997. At this stage, it would appear that all strands will be full fee-paying from 2000 onwards - another version of the Y2K problem!

Thomas Podeu mentioned that his company is keen to see university graduates in this area, which is arguably one of the fastest growing in the Information Management field. There is a lack of suitably qualified people - people with a broad knowledge of the various facets of Information Management, combined with hands-on skills in functions and applications. Support of education by industry, such as the provision of AUSDOC Scholarship, not only attracts new students to the field, but also encourages practitioners to upgrade their skills and qualifications.

Sue Myburgh, Course Co-Ordinator of the Graduate Diploma in Information Studies, said that the provision of scholarships and bursaries by alumni and industry is a model commonly found in Graduate Schools across North America. In this way, education is protected to a certain degree from the vagaries of government legislation; schools can protect their autonomy and integrity; and monies are available to ensure that the best facilities and equipment are available for students. While lack

of support from Government for education is to be deplored, at the Graduate level consideration should be given to changing the model, and emphasising links with industry both in funding and determining industry requirements for graduates in conjunction with academics.

Be a trendsetter in this new direction, by either supporting a student or assisting in supplying the latest hardware and software for students to learn (a good way to get your products known), please contact:

Sue Myburgh
Course Co-Ordinator of the Graduate Diploma in Information Studies
University of South Australia
St Bernard's Road
MAGILL SA 5072
Adelaide

Ph: +(08) 8302 4421
Fax: +(08) 8302 4745
e-mail: sue.myburgh@unisa.edu.au

Clyde Engineering Eliminates Paper - Based Vehicle Drawing Plans Using Objective Electronic Plan Management

CompuTechnics delivers documents and drawings faster for Clyde Engineering

29 June 1998 - Clyde Engineering, one of Australia's leading rail vehicle manufacturers, has eliminated the need for paper-based vehicle drawing plans using Objective Information Management System from CompuTechnics.

Electronic management of plans eliminates the need to reproduce and dispatch vehicle drawings from Clyde's Sydney headquarters to the company's regional and interstate manufacturing plants.

Since implementing Objective, Clyde Engineering has realised substantial benefits through its ability to electronically deliver vehicle drawing plans to plants in Melbourne, Perth and Bathurst, rather than waiting around for days to receive hard copy drawings by mail.

Drawings Released Immediately Over Network

According to Bob Cantwell, Executive Manager of Quality and Information Technology at Clyde, reproducing and dispatching hard copy plans to the manufacturing plants could mean delays of up to a week.

"Objective has allowed us to make released drawings available almost immediately over our network. A rawing is now available in Perth within a few hours of its release in Sydney compared to the four hours to five days it once took.

Drawings are forwarded quickly to our manufacturing plants enabling them to purchase the necessary supplies and start the job of manufacturing," he said.

Designing and manufacturing new railway vehicles is a complex task requiring thousands of drawing plans that must be precise in terms of design accuracy and compliance with industry standards.

According to Clyde Engineering, Objective has already played a pivotal role in the management of Clyde Engineering's major contract to design and produce 30 locomotives for WestRail in Western Australia.

Objective has also enable the installation of a smaller and safer drawing reproduction system.

"We have replaced our old reproduction process which has cut costs and eliminated the health and safety hazard it presented due to its use of ammonia based technology."

Also eliminated by the implementation of Objective is the need to maintain libraries of drawing prints in each plant.

"All current and past drawings can now be easily accessed on the network. Objective has eliminated the confusion relating to how current the drawing is, as well as the need to file or keep track of each drawing," said Mr Cantwell. "In addition the database is backed up every day reducing the risk of disaster."

1.8 Year Payback Period

Mr Cantwell said Objective was cost-justified on the basis of a 1.8 year payback period.

"Our financial rules are such that investments should return funds within three years through recurring savings. Objective is well within the scale of cost justification," he said.

Rail vehicle designers at Clyde Engineering use high powered PCs which are connected by a wide area network to the plants enabling electronic data transfer. CompuTechnics enhanced this solution by writing an interface with the image display product, Slick!

By writing an interface between Objective and Slick!, CompuTechnics delivered Clyde Engineering a powerful and cost effective solution to transfer and display images.

Slick! is a low cost image viewer which allows drawings to be viewed on a screen with zoom capabilities.

"CAD software is complex software which requires a skill set to be able to use it. Slick! On the other hand is Windows based software which is easy to use," he commented.

CompuTechnics Releases Objective Web Content Manager

CompuTechnics has released Objective Web Content Manager, a new module for its Objective Information Management System. Web Content Manager automates publishing and intranet content management at the department or enterprise level.

Web Content Manager provides all the Web publishing benefits of template-based HTML conversion, plus the ability to organise source documents for automated intranet updates via Objective's Controlled Documents facility.

Electronic Notations

Objective retrieves drawings from the database and launches Slick! which displays the drawing. Drawings on the database are compressed, taking up less space and reducing the transmission time to remote PCs.

Using Slick!, drawings can be enlarged to enable the small detail of a plan to be viewed more closely.

Objective itself allows draftsmen and production engineers to make notations on the design without changing the original drawing. These notations and the image can be electronically transferred back and forth between the plant and engineers enabling queries to be answered about any aspect of the design.

Mr Cantwell explained: "The plant can make a query by using an electronic notation on a plan, which is mailed back to the engineer or chief draftsman for a response.

"CompuTechnics customised Objective so that any notations are superimposed on the drawing. Previously, to sort out a design query might have taken three or four days using fax or the overnight mailbag."

"As people become more familiar with this form of electronic communication, plant and headquarters personnel interface on a much more regular basis - producing a better final product."

Benefits of Dealing with a Local Company

When considering its options in relation to information management and electronic data distribution, Clyde Engineering selected CompuTechnics Objective solution not only because of its capabilities, but also because CompuTechnics is an Australian organisation.

"Keeping in mind our future technology and electronic data distribution requirements, we felt very comfortable with CompuTechnics because it is a local company," said Mr Cantwell.

"The other products we looked at were imported. This meant we would be talking to a distributor who would then have to talk to the principal and that can become very tedious."

CompuTechnics Background Information

Australia with offices in Melbourne and Canberra.

CompuTechnics Objective customers include Transfield, BHP Information Technology, Royal Australian Navy, Public Transport Corporation of Victoria, Aboriginal and Torres Strait Islanders Commission, Honeywell, P&O Ports, Clyde Engineering and Northparkes Mine.

With over 20% of staff focused on R&D and product improvement, CompuTechnics continuously improves its information management solutions, maintaining its

independency in the documentation of records and workflow.

Objective securely stores and manages information within a user friendly information management system. Using Objective, users can organise, route, track and share all corporate information quickly and efficiently.

Media Contact:
Peter Sertori
Bird & Hill PR
Ph: 02 9954 0555

Branch Reports

VIC Branch

Victoria's success story of the year was our annual State Seminar held on 31 March and 1 April. 'Navigators in Information Management: The Journey Ahead' was this year's theme. The event was well attended and took place at the Western Port Marina with many activities occurring on board the moored ship 'Xanadu'. The Branch extends its appreciation to the support provided by the sponsors, the speakers who gave up their valuable time and to the participants who generated plenty of discussion and provided encouraging feedback.

The Public Records Advisory Council (PRAC) is introducing a Records Management Awards Program in Victoria with the purpose of giving formal recognition for excellence in records management practices within all levels of government. The Awards are headed by Claude Ullin, Chair of the Public Records Advisory Council Records Management Awards Committee, in consultation with Ross Gibbs, Public Records Office and Anne Cornish of the RMAA (03) 9747 3077.

The Branch is excited at the prospect of being involved in such a high profile event scheduled to take place at a formal presentation on 27 August 1998. Sir Rupert Hamer will be presenting the Award. The Awards will be judged by a small panel of PRAC representatives including input by the RMAA, and the Victorian Branch amongst other like associations.

Good luck to all Victorian agencies!

Our congratulations go to Mr Mal Mackisack and Mr Rex Hibbert, who during the course of the year, upgraded to Associate status.

Finally, I would like to thank all Branch Councillors for their efforts and contributions during the past term including Tim Newbegin, Ruth Burns, Tom Curtain, and to our members for their valued support.

John Sim ARMA

TAS Branch

Tasmania is still undergoing a number of changes in Branch Council membership and will probably have more changes after the AGM. This has tended to slow down activities in the Branch as Councillors settle into their new roles.

Late June came with the announcement of the council amalgamations. These amalgamations will require the merging of the business records of one or more different Councils. It is anticipated that councils will be reduced from 29 to 14. The Chapter is optimistic, that their lobbying and awareness raising of recordkeeping responsibilities, will result in the smooth transfer and correct disposal action of council records.

For the second consecutive year, Datafile has supported the TAFE Student of the Year. The 1997/98 Award went to Lisa Binnie. Lisa was selected for her results and overall commitment to studies. She has been studying at TAFE for some years and currently works for the Treasury.

The Education Committee has a number of speakers lined up for the April 1999 State Seminar. Furthermore, preliminary planning for the 2001 Convention has progressed towards a formal bid and the selection of convention organisers.

To assist in raising the image of records management as a career, profiles of persons working at all levels in the field of records management have been published in the Local Informaa.

Jill Saunders ARMA

QLD Branch

Arrangements for the 1998 National Convention are all in place. Details of the programme have been distributed and registrations have been steadily arriving. A great conference is planned with diverse subjects to interest everyone attending. The trade display will be packed with the latest developments in records management and is a highlight for the convention. We look forward to greeting all delegates and visitors.

While the prime focus of the branch has been on the Convention, the Branch has also been busy conducting a number of other activities. In April, a seminar on *Appraisal and Sentencing of Records* was held. An interesting array of speakers presented topics which delegates found stimulating and interesting.

Another seminar was arranged for July on the topic of *The Changing Face of Records Management*. The short afternoon seminar program consisted of presentations on subject vs. functional classification structures and developing an appropriate organisational structure for records management. Videos of the seminars are available from the Branch Secretary for $20 plus $3 postage.

The Branch still has available the computer disk of Commonwealth legislation with recordkeeping implications. The disk is also available from the Queensland Branch Secretary for $15.

The Local Government Chapter held a meeting in May at the Gold Coast City Council. A large number of local government representatives attended to hear presentations and discuss a range of topics.

Philip Taylor MRMA

NSW Branch

The decision to change our bi-monthly member meetings to lunch times continues to prove very successful. At our June meeting on "Outsourcing Records Management Functionality" forty one people heard Tony Newton, Assistant Director, Government Services, National Archives speak on issues such as Commonwealth records and the law, the requirements in contract preparation for outsourcing records, and the need to establish ownership of outsourced records.

Nigel Waters, the former Head of the Privacy Branch, Human Rights and Equal Opportunities Commission and current consultant in information policy, fair practices, privacy and data protection, spoke on privacy legislation in the State, Federal and international arenas and their impact on outsourcing.

On 20 May 1998, a one day seminar was held at the Sydney Water Corporation. The theme was "Bridging the Technology Gap" which served to further advance the knowledge of records managers about many of the new technologies that are now being implemented to manage

information. Eighty people attended and heard vendors give thirty minute presentations on subjects such as electronic document management, imaging, workflow, data warehousing, Internet/intranet, data mining and cold storage systems.

The keynote speaker was Nigel Evans, Principal Program Consultant with the NSW Government Office of Information Technology. Geoff Smith was a very effective convenor. It is good to see a number of new faces and also some members who have not been around for a while.

It has been very pleasing to learn of nine new upgrades to Associate status this year and also Chris Fripp to Member status.

The Local Government Chapter has met four times this year with one hundred and fifteen people representing forty five councils attending the meeting at Holroyd City Council.

Ann Hampson ARMA

The WA Branch Education Committee demonstrates a strong commitment to continuing professional development with a number of functions having occurred recently.

Gail Murphy, Lesley Ferguson and Josette Mathers organised the 1998 Technology Expo which was held on 24 June at AMTC in East Perth. The function was a joint event with ALIA Specials and AIIM. A range of records and document management software was demonstrated throughout the afternoon. Members had the opportunity to discuss their requirements directly with the individual vendors.

A one-day workshop on the implementation of AS4390 was held in conjunction with the Technology Expo. Need for such a session was identified through the recent user survey. The participants were divided into small groups at the workshop to enable practitioners to gain some real hands-on experience.

The WA Branch AGM was held on Wednesday 29 July at the Department of Minerals and Energy. As well as the usual business and the introduction of new councillors to the membership, the RMAA Medal for Student Achievement and the Certificate of Excellence for practitioners was announced. Computer Consultant, Trevor Yardley, spoke on his experiences in the development and use of Intranets for records and document management. Trevor is a recent upgrade to Associate status. We urge all those eligible for Associate

status to apply for a membership upgrade. We need you on Council! Council has had very little new blood over the last two or three years. Please contact a member of Council if you have any queries about upgrading or if you would like to give something back to the profession by serving on Council. Jim Bonzas, the Chair of the Status Committee can be reached on (08) 9222 3686.

It is with regret that we hear of Ken Ridley standing down as Editor of Informaa Quarterly. It is due largely to Ken's efforts that Informaa has become such a professional looking journal. The WA Branch wishes to extend thanks to Ken for his sterling effort over the past few years.

Members of the WA Branch Council continue to meet with various members of Parliament about the proposed new Government Records Bill. Sheila McHale has been asking a number of questions in Parliament on our behalf. Questions submitted and answers received by Ms McHale were circulated to the membership with the last WA newsletter. Members are invited to submit any further questions to Council so these can be forwarded to Ms McHale. This may be your last chance to have any impact. Do something about it now!

Margaret Pember
WA Branch Committee

ACT Branch

In March 1998 the Branch held a successful two day seminar titled "Contracting Out of Recordkeeping Services in Government". Papers from this seminar are available for $39.95 and orders can be placed accompanied by cheques, purchase orders or credit cards to:

Veronica Pumpa
Records Management Unit
Joint House Dept
Parliament House
Canberra ACT 2600

As a follow up to that seminar the ACT Branch held a Dinner Seminar in May called " The Great Debate on Outsourcing." The debate team consisted of three companies in the business of outsourcing providing a view from the vendor perspective and two agencies providing their concerns with outsourcing issues from an agency perspective. The third team member was a representative from the ACT Branch Council who referred to the Branches submission to the Senate Inquiry on outsourcing providing the Branches concerns.

The dinner and debate were enjoyed by all participants and provoked stimulating discussion on the outsourcing issue.

The ACT Branch is pleased to announce the following people as recipients of this year's ACT Branch Educational Awards. From the Canberra Institute of Technology: Best Overall Student, Certificate 1V in Records Management was awarded to Stephen Cawley and Wendy Ellison, and from the University of Canberra: Outstanding Performance in Information and Records Management studies went to Marie Adams. Congratulations to you all and good luck for the future!

As the year draws to an end I would like to take this opportunity to thank all members of Branch Council for their valuable and tireless input into Branch activities.

I would also like to thank the many sponsors of different activities over the year and the ACT Branch membership for its continued support of the Association. Thank you to you all.

Julie Lenson ARMA

SA Branch

On 19 May 1998 the Hon Wayne Matthew MP Minister for Information Services appointed the members of the South Australian State Records Council in terms of section 2(b) of the State Records Act 1997. Each appointment is for a term of 3 years. Darby Johns (small business) was appointed Chairman. Other members are Peter Cahalan (historian), George Smith (ASA), Helen Onopko (RMAA), Robyn Collins (State Librarian), Judith Black (local government), Michael Moore (nominated by the Chief Justice of the Supreme Court), Frank Lampard (nominated by the Department of Aboriginal Affairs) and June Donovan (historian).

At its first meeting on 16 June 1998 Council agreed that it would provide a briefing note for stakeholders groups. The first such briefing follows. Further reports for publication nationally will extract the main points of future briefings rather than repeat them in full.

"The inaugural meeting of the State Records Council was held on 16 June 1998. The Minister for Information Services, Hon Wayne Matthew, MP outlined his views on the dual roles which State Records has in relation to public access and records management within agencies.

The Minister, who has a strong interest in family history, believes that the power of the Internet, in particular, will realise a personal vision for him, that the valuable government information held in State Records will be readily accessible to all South Australians. The Minister is keen to come back to the Council in three or four months time.

The Manager of State Records, Michael Hodder, gave a presentation on the role of State Records and its future direction. Issues arising from this included the use of local museums and archives to house historical government records which were not seen as warranting permanent preservation in State Records, the impact of privatisation of official records, and the continuing role of State Records in managing temporary-value records.

The Council will hold a special business meeting on 26 June 1998 to address some of the outstanding disposal determinations. It will normally meet on the second Tuesday of each month".

George Smith ARMA

Book Review

Introduction to Information Management

This recent publication (which carries no date) is the first text in the field of information management, to the best of my knowledge, to be written in Australia. Students in the Bachelor of Arts in Library and Information Management program at the University of South Australia encouraged their Head of School, J. Michael Brittain, to undertake the task of compiling a text and certainly it is encouraging to see an Australian text on the subject.

The subject of information management is, of course, very broad and this book reflects a strong library orientation to the subject with the majority of authors being professionally qualified librarians, although some now practice or teach in other information disciplines. In writing their contributions, authors were encouraged to deal with theoretical problems in relation to practicalities.

The book comprises of five sections, namely: *An Overview ; Definitional Problems; Issues in Information Management; Records Management,* & *Information Management Applied.*

The first section is an overview of the contributions to the book rather than a lead in introduction to information management itself. Perhaps this was done deliberately due to the different perceptions of, and definitions of, information management and hence the decision to launch directly into the definitional problems. Given that the book is supposedly a student textbook I would like to have seen a more general introduction before launching into academic analysis in relation to definitions of information management. Records professionals should find Kirk's and Wisdom-Hills' papers the more pertinent to their interests with Kirk focusing on the nature of information and the value of subjective and objective information and Wisdom-Hills focusing on information management, in the future and the skills profile being sought by employers. The other papers in this section will certainly broaden the perspectives of many records managers to information management albeit with a library emphases.

The third section on *Issues in Information Management* is particularly limited, addressing only outsourcing and copyright. Records managers would no doubt like to have seen issues relating to the management of electronic documents addressed at the very least.

The fourth section on *Records Management* with articles by Pember and Exon, Myburgh and Pederson will draw the attention of records managers. One cannot help but ask oneself why there should be a section on records management as a component of information management and not other sections on other components like librarianship itself, geographical information systems, data warehousing, etc. If it was felt that there was a need to address the basics of records management then one can only ask why there was not the same need for chapters on the basics of other information management disciplines. In this respect the strong library focus of the book is evident and it may have been better entitled "An Introduction to Information Management for Librarians". In my estimation it is worthwhile records managers accessing this book for Pedersen's article alone which gives a clear analysis of the major categories of information and the roles and responsibilities of records professions.

In the fifth section the focus is on the application of information management and the articles make interesting reading covering such topics as multimedia, the focus on customer needs in TAFE libraries, the nexus between information and innovation, and electronic community information networking. Though readers will note that the scope of articles is once again limited to areas impacting library professionals in particular.

Records professionals will gain from browsing this book. However, they will still have to wait for a definitive introductory text to information management which incorporates all the information management disciplines and their associated issues and applications.

Certainly there is a need for such a book as it is becoming increasingly important that all information professionals have a sound appreciation of each others disciplines and skills.

It can be said, that in this respect, *Introduction to Information Management* will help non library information professionals develop an understanding of the issues confronting today's librarians and the developments within that profession.

Marita Keenan MRMA

Book Review

Records Management: A Guide to Corporate Recordkeeping

Kennedy, Jay & Schauder, Cherryl. *Records Management: A Guide to Corporate Recordkeeping.* 2nd ed.(1998) Melb: Addison Wesley Longman. 313p $34.95 ISBN 0 582 81007 8.

Often described to me as "the most useful practical text on Australian records management", the first edition by Kennedy and Schauder ran to a number of print-runs. Given that the second edition has been totally revised to accommodate and support the *Australian Standard AS4390 - 1996: Records Management,* it is likely that this new edition will be just as popular with students and practitioners alike.

Chapter One provides: an introduction to records management, key developments, changing perceptions, emphases in the field in recent years, such as AS4390, the continuum model of recordkeeping, and outsourcing. Assessment of records management needs and the development of solutions are addressed in the second chapter. Chapter three discusses corporate recordkeeping requirements in the Australian environment. The rest of the text is divided into chapters addressing the various practical issues facing the recordkeeping professional, and focuses on the development of skills and knowledge in these areas. The text has been extensively updated to keep pace with the rapid growth in the creation and use of electronic records and document management technologies.

Chapters are generously complemented with case studies, practical exercises, review questions, and additional notes and references. The appendices include useful information on such things as the RMAA, records management and archives courses in Australia, and useful Internet sites and listservs for those interested in records management.

This second edition of *Records Management: A Guide to Corporate Recordkeeping* provides much practical guidance based on developing theoretical frameworks, and offers practitioners in both the public and private sector numerous examples and case studies in the Australian context. It will prove especially useful to those new to the profession.

For those who don't know, Jay Kennedy has many years experience as a teacher of records and information management. Jay is currently the Manager of the Records and Information Group at KPMG, Melbourne. Cherryl Schauder, formerly a senior lecturer in the Department of Information Management and Library Studies at RMIT, is now practising as an information management consultant and trainer.

Margaret Pember
Course Co-ordinator
Records Management & Archives
Curtin University of Technology

INFORMAA QUARTERLY

PRODUCT INFORMATION GUIDE

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