

# Web 2.0, Govt 2.0, Content 2.0 – How do we get records 2.0



## Web 2.0, Govt 2.0, Content 2.0 - How do we get Records 2.0?

**Marcus Amann, HP**

Does the mere mention of social networking make you roll your eyes? It does for a lot of people who value their privacy and believe that these tools only attract those who seem overly pleased with themselves.

Nielsen Online reports that social networking (and associated blogging) is now the fourth most popular online activity, ahead of personal e-mail and behind only search engines, general-interest portals such as MSN, Yahoo and AOL, and software downloads. Time spent, using social-networking sites is growing at three times the rate of overall Internet usage, accounting for almost 10 percent of total time spent online. Well-known companies are now using social networking sites to offer alternative customer support, react to customer feedback and attract more followers through promotional efforts.

Currently we have governments introducing policy to encourage the use of Social media and networking within Government agencies to improve engagement and collaboration between the public and staff.

So as an information management professional; how do you manage the information generated by these 2.0 platforms and ensure its authenticity, accuracy and security?

In this presentation Marcus will show-case examples of how businesses are using social networks which might very well stop an information manager in mid-eye-roll and ask how this information could be captured in their records management system. This session will encourage an open exchange of ideas and experiences.

## Event details

Date: 19 April 2011

Time: 7.15am registration, 7.30 to 9

Where: Goodearth Hotel, 195 Adelaide Terrace, Perth

Registrations close: 15 April 2011

## Cost (incl GST)

### RIMPA Members

FRMA/MRMA	\$32
ARMA	\$33
Individual/Corporate	\$35
Student Rate	\$20

### Non RIMPA Members

ASA/IIM Members	\$45
Others	\$50

Includes: Breakfast

**RMAA CPD Points = 2**

Please complete the following and forward via  
Fax: 1800 333 802 Email: [wendy.daw@rimpa.com.au](mailto:wendy.daw@rimpa.com.au)  
A tax invoice will be sent to all registrants

## REGISTRATION



Name: \_\_\_\_\_  
Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
Email: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Dietary Req: \_\_\_\_\_ Association & Member No.: \_\_\_\_\_  
I wish to pay by VISA/MC/On Receipt of Invoice (please circle)  
Card Number: \_\_\_\_\_ Expiry: \_\_\_\_\_  
Cardholder Name: \_\_\_\_\_ Signature: \_\_\_\_\_



## Registration Terms & Conditions

All registrations for RIM Professionals Australasia events are made subject to the terms and conditions of RIM Professionals Australasia as set out below:

### Payment Terms

Payment is required within 30 days of the registration being received. Invoices will be sent electronically upon registration being received.

### Methods of Payment

Payments are accepted in Australian dollars and include 10% GST. New Zealand based events are payable in New Zealand dollars and attract the New Zealand GST of 12.5%.

Cheques should be made payable to RIM Professionals Australasia and sent to RIM Professionals Australasia, PO Box 276, St Helens, TAS Australia 7216

Bank transfers in AUD\$ should be deposited into CBA Account 'Records and Information Management Professionals Australasia', BSB: 064-000, Account Number: 1077 6171. Notification of payments made in this way should be via a remittance advice to [david.webb@rimpa.com.au](mailto:david.webb@rimpa.com.au)

Bank transfers in NZ\$ should be deposited into ANZ Account 'Records and Information Management Professionals Australasia' Account 010102-0597629-00. Notification of payments made in this way should be via a remittance advice to [finance@rimpa.com.au](mailto:finance@rimpa.com.au)

Payments can also be made by credit card (Visa/Mastercard).

Payment "at the door" is not accepted.

### Registration Fee

The registration fee covers attendance at all sessions, refreshments, any event documentation on the day, enrolment fee and Statement of Attainment Certificates.

### Cancellations

Cancellations received in writing at least 10 days prior to the first day of the event will be refunded in full less an administration charge of 20%

Notice of cancellation must be received in writing and submitted by either emailing [admin@rimpa.com.au](mailto:admin@rimpa.com.au) or by writing to RIM Professionals Australasia, PO Box 276, St Helens, TAS Australia 7216.

We recommend using a method of recorded delivery to ensure notice of cancellation is received.

Should you need to cancel your registration less than 10 days before the first day of the event, the registration fee remains payable in its entirety although a substitution will be accepted.

Failure to attend an event does not negate your commitment to pay for attendance. If there are extenuating circumstances, please contact [wendy.daw@rimpa.com.au](mailto:wendy.daw@rimpa.com.au) and the cancellation request will be assessed on its merit.

### Substitutions and Name Changes

Substitutions are acceptable at any time. If you have registered as a corporate member, you can substitute with a non-member for a local event only. To inform us of a name change, please email [admin@rimpa.com.au](mailto:admin@rimpa.com.au). We regret that we are not able to transfer places between conferences or events.

### Indemnity

It may be necessary for reasons beyond the control of the organisers to alter the venue, content or the timing of the programme. We will endeavour to keep you abreast of such changes but any reasonable change to the event format will not constitute a reason to refund the event fee. Should the event be postponed, we will endeavour to reschedule the event. If, for reasons beyond the control of RIM Professionals Australasia, an event is cancelled, a full refund will be made. We are not liable to pay any incurred costs resulting from any postponement or cancellation.

### Security

RIM Professionals Australasia is committed to ensuring that the submission of sensitive information, such as credit card details, is safe and secure. We employ reputable and reliable service providers to ensure such information is protected. All information we hold is kept secure with access limited to personnel charged with the processing of such data. All personal data is gathered and processed in line with the Data Protection Act and RIM Professionals Australasia's privacy policy

**FAX TO: 1800-333-802 OR EMAIL [wendy.daw@rimpa.com.au](mailto:wendy.daw@rimpa.com.au)**