

Western Australia Branch

Date: June 2011

Special Interest Articles:

- **RIM New Grads in the Pub**
- **Web 2.0 breakfast**
- **IAM Perth event 13 May**
- **Who's where?**

Branch Council

President: Lisa Read White

Secretary: Megan Whittle

Treasurers: Julie Coxall & Dianne Harley

Branch Councillors:

Robyn Bryan
Pauline Joseph
Jane Larke
Leith Robinson
Michelle Rosenberg
Helen Walters

WA National Director
Trissa Dent

Contact Details

Postal address:
PO Box 276
St Helens TAS 7216

Web site:

www.rimpa.com.au

Email:

admin@rimpa.com.au

Freecall:

Australia: 1800 242 611
New Zealand: 0800 400 625

Freefax:

Australia: 1800 333 802
New Zealand: 0800 400 626

Newsletter editor:

Leith Robinson
ltkrobinson@bigpond.com

Deadline for September 2011 issue is 16 August 2011

Readership: 304 WA members

Branch President's report



Welcome to the June 2011 newsletter of the WA Branch of the RIM Professionals Australasia.

The most important news this month is to notify you that our General Meeting will be on Tuesday 12 July in the Great Southern Room at the State Library/SRO at 4.30pm. The GM is a great opportunity to catch up with your colleagues and hear about the branch's activities over the past year. As always we will feature a talk from the SRO and NAA where they will provide an overview of their respective programs and initiatives.

If you're interested in being on the council this year we are currently calling for nominations. We welcome all members to join us. Participation will give you professional development, networking and a chance to give something back to the information community.

Nominate on the day, or by using the nomination forms provided attached to the notification to the list serve, or via RIMPA website.

The branch will have a stall at the Skills and Career Expo at the Perth Convention and Exhibition Centre 19-21 August. Our friendly councillors will be on the stand ready to answer questions and give guidance to anyone interested in a career in our industry. If you're able to lend a hand we would love to hear from you.

Our next significant event is the talk by Judith Ellis on 12 August about recordkeeping compliance. Judith is a well respected speaker and will be very interesting I'm sure. I look forward to seeing you all there – registrations will open soon.

Lastly all memberships are now up for renewal. I take this opportunity to follow your membership renewal up if you haven't yet received a reminder. It is possible your contact details are not correct.

See you at the GM and don't be scared to nominate for council. It's a great way to get involved no matter your experience.

Lisa Read White FRIM

WA Branch President

And

Leith Robinson ARIM

WA Councillor and newsletter editor

Awards

Do you know a person, group or company that deserves recognition for their contribution to records and information management?

The J Eddis Linton Awards for excellence in records and information management are held in three categories: Student of the Year, Information Proficiency Most Outstanding Individual and Ezescan Most Outstanding Group, and the Jim Shepherd Award in recognition of corporate support of the industry are open for nomination. If you know an individual or a group who you think has demonstrated a passion for the RIM profession or has made a significant impact in your workplace or in the industry in general, nominate them!

Nominations close 1st August - see the website for more details and a nomination form.

RIM New Grads in the Pub: "Grads in the Greenhouse" and "Grads monkeying around"



Dr. Pauline Joseph
& Matthias Liffers

Hello members, a quick update on the ALIA & RIM NewGrads in the Pub initiative with lots of pictures to update and invite you to join us for networking at the WA Pubs.

To begin, on the left is Matthias Liffers and I, whom you will want to look out for if you are joining us at the Pub for the first time

The invitation is for early career information professionals, students and veteran professionals happy to welcome newcomers into our profession.

Note the details for the next venue for the RIM NewGrads in the Pub.

Date: **Tues, 28 June 2011**

Venue: **Wolf Lane, Perth, Lane access from Murray St (right of Pierucci)**
(<http://www.wolfelane.com.au/>)

Time: **5:30 pm**

Cost: **Nothing, buy your own drinks and nibbles**

RSVP: **Not required, just come along**

@ Greenhouse Café , 30 Mar '11



@ Brass Monkey, 1 Jun '11



We started networking with drinks & nibbles and as conversations got interesting some of us continued networking over dinner.

*Contributed by Dr. Pauline Joseph, MRIM,
RIM Professionals Australasia, WA, Mentoring Co-Coordinator*

Web 2.0, Gov't 2.0, Content 2.0: How do we do Records 2.0?

Contributed by Robyn Bryan

On April 19 2011 RIMPA members and friends enjoyed another educational and entertaining event. This time the venue was at Goodearth Hotel in the city and despite a chilly start to the morning the talk and hot breakfast was enjoyed by all.

Marcus Amann, Learning Products Manager at HP TRIM, spoke on the topic of the social media tools involved in creating corporate information, and how as practitioners this information can be monitored, captured and managed efficiently.

One example of this technology was Twitter which was explored when Marcus tweeted early in his presentation and revisited the tweet to monitor responses several times over a 30 minute period. Marcus explained that social media tools are a mechanism to monitor business markets in real-time. Twitter and Facebook are the fastest growing of these tools.



Event Chair Helen Walters with
speaker Marcus Amann – Picture
courtesy Pauline Joseph

But how do we cope with the overload of all this information? Of course, using tools like a URL shortener i.e. <http://bit.ly/> can be helpful. These allow you to track the click-through rate of your links and monitor them and analyse results.

Other topics mentioned were the use of RSS feeds and SharePoint to capture feeds, and the use of TRIM or other Records Management systems to integrate with SharePoint and seamlessly capture relevant information.

His presentation slides can be found on the RIMPA website.

Feedback from RIMPA members indicates that they were very pleased with this presentation and would like to workshop on this topic.

Business Intelligence breakfast

Contributed by Leith Robinson

On Friday 8 April 2011 (an unfamiliarly-cold morning after Perth's prolonged summer) a small but keen crowd gathered at the Melbourne Hotel for the first IIM event of the year.

The topic was "Business Intelligence Strategy" and it was presented by Vladimir Videnovic, a Solutions Architect at Oracle in Canberra. He has over twenty years experience in the IM field, including Web content Management and Business Process automation.

Business intelligence was explained as the process of increasing competitive advantage via smart use of available data in decision-making.

It has relevance to all sectors, as borne out by the diverse backgrounds of those present, who were from industry, government, academia and consultancies.

Business Intelligence became a key aim of leaders during the past decade:

- 80% of executives recently surveyed stated a BI strategy would improve their company's ability to react quickly to changes and increase customer service.
- 50% of general staff agree, predicting revenue growth if it was employed.

Other advantages are support of company objectives, improved access, quality and efficiency.

Vladimir noted all organisations are at various stages on the BI maturity model, starting at unaware and finishing with pervasive. They move from using historical data to real-time predictive data, and from a fragmented view to a unified enterprise view.

“Business Intelligence is a journey”

A Business Intelligence Framework requires:

- BI Strategy, model (for instance, Morton's) and “road map”
- BI standards and practices (He endorsed Woolmer's ideas)
- IT components and structure
- Clear allocation of roles and responsibilities
- Regular monitoring and review

Vladimir said BI initiatives fail due to lack of structure or planning, and discrepancies between expectations and reality – it is not a “silver bullet”. He suggested an incremental rather than a “big bang” rollout, and to nominate BI champions. Customised solutions or off-the-shelf packages are available.

Vladimir gave examples of BI use, such as a Queensland hospital predicting ER admittance so they could manage elective surgery schedules, Amazon offering customers selections they might like (based on past purchases), and New York city council coalescing information from its 44 agencies to best serve ratepayers.

Unfortunately discussion time was cut short, though Vladimir offered to stay on to answer individual queries.

Vladimir and his associates hope to establish BI Communities of Practice in Perth.

IAM: Finding the tree in the digital forest – Perth seminar

Contributed by Leith Robinson

Information Awareness Month (IAM) is a nation-wide collaborative event between various bodies within the records, archives, library and information management community. The theme for 2011 is “Information Overload: Finding the tree in the digital forest”.

More than 60 people attended the Perth IAM breakfast seminar on Friday 13 May 2011. The event was held at the Kings Perth Hotel in the city, and sponsored by Objective Corporation. Their representative Dan Bushby noted how current EDRMS packages tackle information overload, but he warned without an effective governance framework, there can be hundreds of silos of information.

WA's IM community were privileged to have two speakers, both discussing the software SharePoint 2010.

First speaker Domenic Chiera, a Solutions Specialist from Microsoft's local office, described SharePoint 2010's functionality. He had a relaxed and humourous style – he said:

“I'm Italian – I won't use the microphone in my speech, as I need to use my hands”

Domenic said the future of productivity is the 4-way use of PC, phone, browser and tablet. He promoted SharePoint 2010's features of Windows Explorer integration, the enabling of collaborative co-authoring, metadata editing and video streaming. Domenic also discussed hierarchical taxonomy and BCS, how unique IDs can be automatically or user-inputted, blogs and wikis, and that one search tool can span everything

The second speaker was Andrew Warland, an IM consultant from Sydney. He presented the case study of City of Sydney's use of SharePoint 2010.

Andrew illustrated the “fit” of SharePoint with the city, because the council is a “born digital” environment. In their EDRMS they have 2 million digital records, 500 000 files, and:

“Nearly everyone uses it – from the CEO to the garbo”

He explained the key elements of a Records Centre and a Content hub, sites and libraries. Andrew compared SharePoint 2007 to SharePoint 2010, and noted the significant advantage of the later version’s feature “My sites” which gives end user appeal via social networking.

Both Domenic and Andrew acknowledged the flaws in SharePoint 2010, especially that it is only 88% compliant with the International Council of Archivists EDRMS standard. This is because SharePoint 2010 cannot

- Integrate with Microsoft outlook
- Assign security classification like TOP SECRET and CONFIDENTIAL
- Manage physical records like paper files and CD-ROMs

However, if third party products are used in tandem with SharePoint 2010 this 12% gap can be overcome. Examples of these add-ons include Trim, EMC Documentum and Autonomy. (note that SharePoint 2007 was only 63% compliant)

The ubiquity of SharePoint 2010 was shown by the diverse background of the audience: Mining, Legal and accountancy firms sent their staff, as did government departments, educational institutions, councils and health organisations.

Current and potential SharePoint 2010 users are keen to discuss their experiences and to learn more. (Members of RIM Professionals Australasia might also have seen the high number of list-serv postings on this topic). They asked about issues such as audit events and trails, applying Retention & Disposal schedules and how do the document types differ from those in Trim?

The speakers generously made themselves available for more questions once the event officially concluded.



Attendees enjoy breakfast and networking prior to the speeches



Chair Pauline Joseph and sponsor Dan Bushby



Audience members continued questioning the speakers afterwards (Domenic Chiera is second from the left; Andrew Warland is furthest right)

Post script: This year Perth had the highest number of attendees (nearly 70) at an IAM event!

Judith Ellis to speak in Perth – breakfast event in August

Renowned Records professional Judith Ellis is travelling to Perth! She will present “Using the recordkeeping compliance handbook”. This will be held at the Kings Perth Hotel on Friday 12 August at 7am. Register now for an enlightening presentation, networking and the chance to increase your professional development, all over a fully cooked breakfast!

Curtin University's Student Prize Winners 2011

Contributed by Dr. Pauline Joseph, Lecturer, Curtin University, MRIM



A full listing of the prize winners is available at the [Curtin website](#).

The Department of Information Studies' annual prize giving celebration was held on 22 February 2011 at the campus' new Scholar's Café.

The prize giving event highlights the academic, social and practicum achievements of the library and information management studies student cohort in 2010.

The two categories of prize winners of interest to RIM Professionals are reported here.



[Information Enterprises Australia Pty Ltd \(IEA\)](#) sponsored the **IEA Records Management Practicum Prize**, for the student with most promising potential in a records management practicum undertaken in the current academic year.

Luke Burns, an undergraduate student enrolled in the Bachelor of Arts (Humanities) program won the prize. Gail Murphy, IEA's Senior Consultant, presented the prize.

Luke completed his practicum at Edith Cowan University's Records Section. Luke's practicum supervisors were impressed with his professionalism and enthusiasm for RIM and have employed him on a casual basis.

Luke Burns & Gail Murphy (*left*)
Luke with proud Mum & Gail (*below*)



The **Iris Consulting Prize** sponsored by the [Iris Consulting Group](#) was awarded to the **records management** student who demonstrated cooperation and collaboration graduating in 2011.

The winners of this prize were post-graduate students **Catherine Lang** and **Zlatko Frank Srnec**, graduating from the *Masters of Information Management* program's records management and archives stream.

The prize was awarded by Gaynor Deal, Principal Consultant from Iris Consulting.

Catherine Lang, a dental practitioner is making a career change to RIM.



Catherine Lang with her daughter & Gaynor Deal



Catherine Lang with her family & Gaynor Deal

Understandably, Frank Srnec residing at the Gold Coast could not be present, but a happy Frank winning the prize is pictured below with his proud Mum, Erika.



Councillor Profile: Trissa Dent, MRIM

Trissa studied the Bachelor Applied Science (Records Management) course at Curtin University in and whilst completing her degree she worked in the UWA Guild Archives and also at Gold Corp. After her graduation in 1996, Trissa was employed by Western Mining Corporation, Kwinana Nickel Refinery, where she developed a passion for electronic document management practices. Trissa transferred these skills into her new role as Records Coordinator at the City of Wanneroo. The City implemented an EDRMS and its associated Retention and Disposal Schedule was the first approved for electronic records in WA. The City was later divided into two; the City of Wanneroo and Joondalup; providing a new challenge in the division of hardcopy and electronic records, resources and staff, establishing and running 2 separate entities.

Moving from local to state government Trissa implemented an EDRMS at the Anti-Corruption Commission. This role reinforced best practice security principles and included evidence management. Following the closure of the agency she commenced as the Information Coordinator at the Water Corporation where she project managed the state-wide deployment of an EDRMS. The project team was the winner of the J Eddis Linton Award for Outstanding Group for the success of the deployment and associated policies, procedures and practices.

As a Corporate Member of the RMAA, Trissa attended her first conference in 1997 at Observation City Perth. In 2005 as a Professional Member she became active along with others to "Re-ignite the Flame" and activate the WA Branch Council. She was elected WA Branch Council President in 2005. Trissa has been the WA National Director since 2006.

As WA National Director, Trissa worked with other National Board members in establishing the broad policies and objectives of the Association, including the most recent amendments to the constitution. She has also presented and participated in the National Conventions and delivered training in Fiji and Malaysia.

Trissa reports that in recent years the National Board has been strategically steering the Association to embrace the broader aspects of Records Management, resulting in members voting to change the name of the Association to Records and Information Management Professional Australasia. Trissa believes the future challenge for the National Board and the membership will be to build on the existing framework for records management whilst developing a theoretical base of knowledge for the broader aspects of information management.



NAA news

Contributed by Marjorie Bly, Assistant Director, Access & Communications, Perth

Accessing Archives Online seminar and tour of the National Archives, Perth office

This free and informative seminar will introduce you to the wide range of records held by the National Archives and show you how to find, view and request items via the NAA online database, RecordSearch. The Archives' records are a wonderful resource for family historians and professional researchers. The tour will include the repository and an opportunity to view a display of original and facsimile records

Date and time: Thursday 4 August 2011, 10.30am – 12.00noon

Location: Seminar Room, National Archives of Australia, Perth
384 Berwick Street, East Victoria Park WA 6101 – free parking at front door.

Bookings are essential as places are strictly limited. Phone (08) 9470 7500

Who's where: David Povey

Fresh from the cool, dark basement of St Patrick's cathedral in Parramatta NSW, David Povey joined the Shire of Halls Creek in the Kimberley as the Records Manager. "I'd been working for the Catholic Diocese of Parramatta as the Diocesan Archivist for a number of years, and after completing a post-graduate diploma in history in 2010 was looking for another challenge. The job at Halls Creek was advertised on the RIMPA listserv late last year, and applying for the position was a spur of the moment decision. I haven't looked back and I'm finding Halls Creek is a great place to work, good people to work with, and very good IM systems in place.



The Shire is well on the way to a paperless environment, with all incoming correspondence scanned to the InfoXpert EDRM system - InfoXpert also permits direct saving from Word and

Outlook. Of course there is always a need to encourage staff, train them and so on, but a good system and strong support from senior management makes a huge difference in delivering contemporary IM. The change in environments has been a big challenge - soon after I arrived in Halls Creek, the biggest "wet" in years started, and in no time at all the roads were closed, the Internet and phone systems were down, the post office (the only bank in town) had run out of money, and food and water was fast running out. Having the Reception responsibilities for the Shire at my desk meant I was dealing with everyone's concerns, especially after the State of Emergency was declared. Anyone who thinks that records management lacks challenges should seriously think again. It's a pleasure to be part of the WA RIM profession and I'm looking forward to finding out who's who and where. Any RIMPA's travelling north are welcome to call in at the Shire offices and say Hi."

David's contact details are:

David Povey
Records Manager
Shire of Halls Creek
PO Box 21, Halls Creek WA 6770
Tel: 0891689108
records@hcshire.wa.gov.au

Announcement: winner of competition

The WA branch recently conducted an online survey asking members for suggestions for event topics. The winner of a free ticket to an event was Trish Fallen. Thank you to all who participated. The results showed the most sought after themes are "change management", "information privacy", "new information roles" and "information security". "Legal issues" and "metadata" were also popular.

SRO Update of Activities

Contributed by Lena Stekl, Recordkeeping Consultant, SRO of WA
State Records Commission Award 2011 – Congratulations to Western Australia Police

Since 2006, the State Records Commission (the Commission) has sponsored a special awards category within the Institute of Public Administration Australia (IPAA) WA's W. S. Lonnie Awards. The Lonnie Awards were established to recognise excellence in annual reporting by State government, with the State Records Commission Award rewarding excellence in reporting against the requirements of SRC Standard 2, Principle Six.

At the IPAA's Lonnie Awards ceremony on 7 April 2011, Cathrin Cassarchis, State Archivist and Executive Director State Records, named the **Western Australia Police** as the 2011 recipient of the State Records Commission Award.

The WA Police 2010 annual report provided a detailed overview of its program to improve recordkeeping practices. The report described initiatives to review and improve existing recordkeeping processes and systems, and a comprehensive training program which is tailored for specific occupational groups such as cadets and frontline customer service staff. The WA Police provided a solid account of the organization's commitment to good business practices through improved recordkeeping and is a worthy recipient of this Award.

The Commission also extended a high commendation to **Main Roads Western Australia** for its report of its program to review and improve recordkeeping practices across the entire organization of some 1, 000 staff. The program encompassed the review and update of major recordkeeping tools; codes of practice; and the provision of training and awareness mechanisms to improve recordkeeping.

The State Records Commission and State Records Office (SRO) extend congratulations to both organizations for their impressive entries.



Cathrin Cassarchis, State Archivist and Executive Director State Records (left), presents the 2011 State Records Commission Award to Mick de Mamiel, Director of Finance, WA Police. (Photograph courtesy of IPAA WA)

IPAA Presentation – Creating Complete and Accurate Records

The SRO also teamed up with IPAA WA to present at the “Oh My Goodness Is That FOIable?” seminar on 10 May 2011. Cathrin Cassarchis, State Archivist and Executive Director State Records, spoke on the topic of “*Creating Complete and Accurate Records - Why Bother?*” as part of the IPAA seminar program, which also included speakers from the Office of the Information Commissioner, WA Police and the Department of Health.

Cathrin’s presentation focused on the reasons for government organizations to create complete and accurate records of business activity, with an emphasis on the requirements of the *State Records Act 2000*. Through the records it keeps, an organization can account for its actions, demonstrate that it adheres to essential government law and policy, and ultimately contribute to the historical account of how government develops and functions through time. As well as being a good business practice that is essential to governance, the quality of recordkeeping in agencies can affect the quality of Freedom of Information searches. Cathrin also used examples from the State Archives collection to illustrate the ways in which government information can be interpreted and used over time.

Cathrin concluded with the point that responsible governments will have a philosophy of openness and that such a philosophy underpins WA’s Freedom of Information legislation. Effective recordkeeping can not only enable transparency and accountability throughout government, but also provide a means for future generations to understand WA’s history through its State archives.

General Disposal Authorities (GDAs)

The SRO’s program to develop disposal authorities for State government sectors is progressing, with the GDA for Regional Development Commissions expected to be finalized in the latter half of 2010. The SRO is also researching and developing a GDA for Redevelopment Authorities in WA.

The review of the GDA for Human Resource Management Records is currently underway and review of the GDAs for Administrative Records and Financial and Accounting Records will commence this year.

SRO Lunchtime Seminars for 2011

The SRO's 2011 Lunchtime Seminar series continued with the latest talk from Dr Penelope Hetherington on 18 May, covering "*Paupers, Poor Relief and Poor Houses in Western Australia 1829 -1910*".

Dr Hetherington referenced archives from the State Archives collection in her book *Paupers, Poor Relief and Poor Houses in Western Australia 1829 -1910*, which received a special commendation for the 2010 Margaret Medcalf Award and also won a 2010 Premier's Book Award in the WA history category. The book described the conditions and treatment of people who found themselves destitute and vulnerable in Western Australia in the 19th century and explored the little known history of poor houses, orphanages, asylums and relief provided by both government and religious organisations to the poor. Dr Hetherington discussed the archival sources used to inform the book and how they revealed the attitudes of the times.

The next Seminar is scheduled for 7 July 2011 and will feature Tom Reynolds, Archives Research Officer at the SRO. To commemorate NAIDOC Week, Tom will speak on the topic of "*Records about Indigenous people in the State Archives collection*." The full Lunchtime Seminar program for this year can be viewed on the SRO's website at <http://www.sro.wa.gov.au/community/community.asp>

Information Management In The News - Did You See These Stories?

Compiled by Leith Robinson – If you would like a copy of this article please
<mailto:ltkrobinson@bigpond.com>

"Suing doctor made easier, *The Sunday Times*, 12/06/2011, p.23.

New rules that came into force this week means patients will have greater access to medical records to sue doctors for negligence.

"Good mates live longer", *The Sunday Times*, 15/05/2011, p.26.

Health records show people with higher life expectancies reported they had friendly and helpful work colleagues, according to a Tel Aviv University study.

"Obama on hit list", *The Sunday Times*, 15/05/2011, p.65.

Among the 200 million pages of data seized from bin Laden's hideout in Pakistan are plans to assassinate the US President during the 2010 election campaign.

"Office secrets out", *The Sunday Times*, 15/05/2011, p.66.

Almost two-thirds of Australian office workers are privy to sensitive corporate information including confidential financial information, pending staff changes and personal details of their colleagues.

"Hacking cost \$2m", *The Sunday Times*, 15/05/2011, p.66.

A report by security firm Symantec into breaches of Australian organisation information in 2010 found the average data breach costs \$128 per compromised record.

"Judges' 3-year battle for pay rise exposed", *The Sunday Times*, 27/03/2011, p.10.

A correspondence file obtained by the newspaper under FOI laws shows the efforts of Commonwealth judges to lift their salaries, after it was frozen during the GFC. Federal Court Judges now earn \$20 000 a year more than the Prime Minister, and The Chief Justice of the High Court earns \$131 000 more than Ms Gillard (He gets \$486k.)



Calendar

BSB51707 Diploma in Recordkeeping

30 May to 3 June session 1
27 June to 30 June session 2

RIM New Grads in the Pub

28 June 2011, Wolfe Lane CBD, 5.30pm onwards

WA Branch GM

Tuesday 12 July 2011, 4.30pm, State Library/SRO, Great southern Room

Judith Ellis breakfast “Using the recordkeeping compliance handbook”

Friday 12 August 2011, 7am to 9am, Kings Perth Hotel.

NAA Training

Accessing Archives Online
4 August 2011, 10.30, NAA East Vic Park