

Index of Contents

<i>From the Editor</i>	Page 1
<i>Feature: Britain's Archives Shame</i>	Page 1
<i>The ECM Group Expands</i>	Page 2
<i>Business Rule Lessons in Naming</i>	Page 2
<i>Highlights from the Committee Meeting</i>	Page 3
<i>PROV News</i>	Page 4

From the Editor



We are already 1/3 of the way through the year, and what a fast pace it is travelling.

There is so much we could report but we have decided to select just a few of the things we think may interest you.

In the news, we have heard that Victoria was once the leader in FOI and are now lagging behind. We know part of the reason why that is so, from our extensive research and workshop work we have undertaken for our ECM Step Program and Digitisation and Storage Project.

FOI's have proven to be the straw that breaks the camels back when it comes to discovery and the records just don't stack up.

On the other side of the world, we heard about Britain's Archive shame. Alley Kearny draws our attention to the news The Guardian broke on the government cover-up and the human cost.

Tim Newbegin was elected our ECM Step Program Chairperson at our last meeting, to my great relief. I will continue in the capacity of secretary and Newsletter Editor. Ally Kearny has graciously accepted to provide back up support for Tim as Acting Chairperson when Tim is unavailable.

David Platt has rejoined us for some future directions workshoping. You would have by now received your invitation to the ECM Conference in June. We are really excited about the calibre of speakers we have attracted to this international event. Please go all out to encourage your Directors, CEO, Information Managers to attend. It is sure to prove to be of immense value.

Ruth Edge

Britain's Archive Shame

Recently The Guardian Newspaper's Ian Cobain (19th April 2012) reported that 1000's of documents "detailing some of the most shameful acts and crimes committed during the final years of the British Empire were systematically destroyed to prevent them falling into the hands of post-independence governments".

Some papers survived the purge and were flown discreetly to Britain where they were hidden for 50 years in a secret Foreign Office archive. This was in clear breach of legal obligations for them to be transferred into the public domain.

The secret archive came to light last year when a group of Kenyans detained and allegedly tortured during the Mau Mau rebellion won the right to sue the British government. The Foreign Office promised to release the 8800 files from 37 former colonies held at the highly secure government communications centre at Hanslope Park in Buckinghamshire.

The historian appointed to oversee the review and transfer, Tony Badger, master of Clare College, Cambridge, says the discovery of the archive put

the Foreign Office in an "embarrassing, scandalous" position. "These documents should have been in the public archives in the 1980s," he said. "It's long overdue." The first of them are now available to the public at the National Archive.

Among the documents is evidence that show that many of the most sensitive papers from Britain's late colonial era were destroyed.

The documents that were not destroyed appear to have been kept secret not only to protect the UK's reputation, but to shield the government from litigation. If the Mau Mau detainees are successful in their legal action, thousands more veterans are expected to follow.

The documents show colonial officials were instructed to separate those papers to be left in place after independence from those that were to be selected for destruction or removal to the UK.

Officials were warned that they would be prosecuted if they took any paperwork home. More at: <http://www.theage.com.au/world/secret-archive-shames-britain-20120418-x7j9.html#ixzz1tTvdDsPT>

THE ECM STEP PROGRAM GROUP EXPANDS

Tim Newbegin Chairperson – Cardinia Council
 Ally Kearney Vice Chair – Knox Council
 Ruth Edge Secretary/Editor – Yarra Ranges
 Lance De Blaquiére – Darebin City Council
 Carol Jager – City of Greater Geelong Council
 Richard Feagan – Nillumbik Council
 Alison Woollard – Mount Alexander Shire
 Alison McNulty – Public Record Office Victoria
 Joan Murray – Wodonga City Council
 Joy Painter – Wyndham City Council
 Jane Xu – City of Whitehorse Council



David Platt – MAV
 John Hennessy - MAV
 Leanne Wegrzyn - Murrindindi Shire
 Have you considered participation?

Participation in meetings is open to Council's who have signed onto the program with Grace Records Management. To date **40%** of council's who entered agreement with the MAV has formalised arrangements with Grace Records Management. Nineteen (**19**) councils have signed with Grace and 2 have minor arrangements with Grace for service provision. In regards to the ECM Step Program, **53** Councils are participants, which is more than **66%** of the sector now benefiting from the program.

Tim Newbegin

Business Rule Lessons and Naming Conventions

Effective file naming is the cornerstone for building a successful paperless office. It is also essential for effective collaboration between individuals working on common business activities. The names you assign to your electronic documents constitute the foundation for the proper management of your documents.

A document that is given a well structured name based on a file naming convention is easy to search for, identify and retrieve. However, the key to successfully executing this strategy is that everyone must adhere to the file naming policy set in place. This insures consistency, precision and reliability and contributes to efficiency and increased productivity especially in collaborative work environments where file sharing takes place.

There are 79 councils across Victoria. Each council has unique environments, culture and tools at their disposal. When developing business rules all of these must be considered.

To ensure that your business rules are understood, relevant and appropriately applied it is good practice to consult with the users to develop a consistent set of standards on:

- what naming elements are to be used and their order
- the use of a consistent separator
- the use of abbreviations
- what constitutes a new version number
- how wide to apply the application of these standards – ie – network drives, email, EDRMS / ECM system, other business systems, internet/intranet. etc

Some of our councils do not have an EDMS / ECM system and have to rely on their network drives to manage their records. In this case it is important to name the folders and documents with as much information as possible for discovery and for when you are able to import into a record keeping system where the naming will provide a useful precise for discovery and context linking to folders for document lifecycle management.

In a network environment the folder structure can carry some of the burden of the document name. For example, a business area has a project folder to which only certain people have access privileges. Inside that folder there is another folder for meetings and inside that is a folder for minutes. All drafts and accepted versions of minutes of each meeting are kept here.

Continued page 5

Check the MAV ECM Website for more information on business rules and naming conventions www.mavecmstep.com

Highlights from the Project Executive Committee Meeting

23rd March 2012

The Project Executive Committee meeting was hosted by the PROV and held at the Conference Room in Sheil Street, North Melbourne.

In Attendance:

Sandra Bower – Grace Records Management
 Kristy Searle – Grace Records Management
 John Hennessy – MAV (apology)
 Alison McNulty – PROV
 Richard Feagan – Nillumbik Shire Council
 Ruth Edge – Yarra Ranges Shire Council
 Toulou Varvarigos – e-Assure (Guest)
 Tim Newbigin – Cardinia Council

Lance De Blaquiére – Darebin City Council
 Carol Jager – City of Greater Geelong Council
 Joy Painter – Wyndham Council
 Joan Murray – Wodonga City Council
 David Platt – MAV
 Ally Kearney Vice Chair – Knox Council
 Leanne Wegrzyn - Murrindindi Shire
 Jane Xu – City of Whitehorse Council (Apology)
 Alison Woollard – Mount Alexander Shire Council (Apology)

At the meeting we reviewed previous commitments from our initial strategic directions meeting of June 2011, and put some actions in place. As a refresher note the 2011 Commitments and the Committee's decision upon review:-

2011 - The Committee to:-

1. Actively promote records management across professions and highlight the intersects with other functional areas of the organisation, and other professional groups
2. Promote a collaborative approach across the sector and professional groups
3. Engage all Victorian Councils actively in the project within 5 years
4. Initiate, support and promote innovation
5. Build alliances across boundaries for innovation, funding and common purpose
6. Develop and deliver process solutions to assist the sector meet compliance and effective project management

2011 - The Sector to:-

1. Active involvement of all councils by year 5
2. Establish cost benefits to support business plans
3. Sector support to scan records
4. Improve knowledge & confidence in scanning
5. Increase business efficiencies
6. Reduce risk
7. Support digital as preferred business engagement
8. Reduce carbon footprint

KPI Targets will continue to be measured:-

Our 23rd March 2012 Meeting:-

1. Representatives from the GIS and IT sector joined our meeting. MAV to host a annual conference to promote knowledge management, ECM and collaboration.
2. More collaboration with PROV, RIMPA, exploring opportunities with GIS who share common interests
3. We want the whole sector on board to leverage in the strength of numbers
4. The annual conference will assist this goal and Grace are committed to exploring opportunities for continuous improvement of services, tools and deliverables
5. We have recommitted to this goal
6. We have recommitted to this goal

Our 23rd March 2012 Meeting:-

1. E-assure will continue to assist us with document tools and training
2. We have recommitted to this goal
3. We are currently testing and developing product to identify and report cost benefit
4. Development of processes and communication of learning will be ongoing
5. We have recommitted to this goal
6. Efficiencies, risk and other learning will be shared through the website, workshops and presentations
7. We have recommitted to this goal
8. We have recommitted to this goal

- Grace to PROV transfers

- Number of councils participating
- Uptake service and type of service
- Number Of councils dropping out
- Volume of records managed
- SLA Report on missed services (% not met)
- Sustainability reporting
- Percentage of records in program
- Digitisation and volume of hard copy records which have been relinquished post scanning (secure destruction or transferred to PROV), and
- Type of records being digitized

Following on from this foundation which we collaboratively built together in June 2011, the committee recognised that we needed a facilitator who can help source and drive continuous improvement opportunities and build some of the big picture items into tangible realities.

David Platt was asked to rejoin the team to assist in this process.

Working with David at this meeting we identified that many council's have trouble reaching executive and getting their buy in. This greatly compromises progress in record keeping and opportunities for uptake of innovative solutions.

We agreed that an effective way of reaching the CEO's, Directors and IT would be a quality

international conference hosted by the MAV.

This could also bring in much needed funds to support some future innovations.

The MAV has sent out invitations to the upcoming conference and already there is growing and positive interest. Be sure to encourage your CEO, Director, IT Manager and any other interested parties to come to this highly valuable event. We have some great international, interstate and local speakers.

For more information on the matters discussed at our 23rd March 2012 meeting check out the Powerpoint presentation from the day on the MAV ECM website.

Ruth Edge

VISION STATEMENT FOR THE SECTOR

The vision is that over the next 10 years Councils businesses are transformed to become largely digital environments.

STRATEGIC INTERVENTION

Victorian councils are diverse and each one is starting this journey from a different starting point. While the vision for the future is common the immediate problems and starting points are quite diverse.

PROV News

PROV has established a Standards and Policy Stakeholder Committee, consisting of representatives from different government sectors including local government to review products and prioritise their development. A two year program to redevelop the Transfer Service is well underway and a major review of PROV's disposal approach and processes is commencing - if you are interested in being involved in a Disposal Review Advisory Group please contact alison.mcnulty@prov.vic.gov.au.

Key developments which support the MAV project and Step Program are:-

Products in development on digital storage, preservation, classification, security, capture and control. Check the MAV ECM website for details.

The Sir Rupert Hamer Awards are being held on 17 May from 4.30-7pm at Queens Hall Parliament House Melbourne. Please RSVP your responses to andrea.rae@prov.vic.gov.au if you would like to attend. A major program of work involving the refresh and implementation of VERS across government is also being undertaken. Issues Papers on Cloud Computing and Social Media have been developed, with feedback being sought. See PROV's website for more details - www.prov.vic.gov.au

Alison McNulty

Business Rule Lessons and Naming Conventions

Continued from page 2

In this case, the naming convention may consist of:

Folder 1 – Function

Folder 2 – Activity

Folder 3 – Transaction

Example:

23.0 Information Management

23.24 Archives Relocation Project Meetings

23.24.01 Minutes & Agendas

Document names must also apply controlled and standardised business rules for easy retrieval and lifecycle management.

For example the minutes may be recorded as:

- Meeting Date_Version_Author.doc
- 2012-02-15_V01_redge.doc
- 2012-02-15_V02_jpainter.doc
- 2012-02-15_V02_cjager.doc
- 2012-02-15_Approved_tnewbegin.doc

In this case, the folder structure (e.g. Information Management/Archives Relocation Project Meetings/Minutes & Agendas) carries a significant amount of information. The title of the document is the meeting date. However, should the document be moved to another folder, the context would be lost. While it is more lengthy, the document name could also reflect the type of meeting:-

- Archives Relocation Minutes 2012-02-15 V01 redge.doc

This could later prove to be more useful.

Once the file naming and storage policies are documented and endorsed, they should be made available to all users to follow. Everyone should be made aware of the importance of consistently applying the naming conventions and that deviating or compromising in them could have costly consequences to the organisation. Ongoing compliance monitoring and reporting is a must because there is always a natural tendency for users to stray away.

Ruth Edge

A Word from Grace...

"Grace is proud to announce its major sponsorship of the "Transitioning to Digital

- ⊕ 6.01 Policy & Legislation
- ⊕ 6.02 Administration
- ⊕ 6.03 Reporting, Surveys and Statistics
- ⊕ 6.04 Program Partnerships and Networks
- ⊕ 6.05 Research and Development
- ⊕ 6.06 Resources & Information
- ⊕ 6.07 Occupational Health & Safety
- ⊕ 6.08 Risk Management
- ⊕ 6.09 Emergency Management
- ⊕ 6.10 Community Relations
- ⊕ 6.11 Corporate Strategic Planning
- ⊕ 6.12 Financial Management
- ⊕ 6.13 Grants & Subsidies
- ⊕ 6.14 Contracts & Tenders
- ⊕ 6.15 Council Governance & Administration
- ⊖ 6.16 Government Relations
 - ⊕ 6.16.01 Department of Health Auditing
 - ⊕ 6.16.02 Department of Health Funding Arrangements
 - ⊕ 6.16.03 Department of Health Reporting
 - ⊕ 6.16.04 LGPRO
 - ⊕ 6.16.05 Registered Bus Operator Transport Safety Victoria
- ⊖ 6.17 Information Technology
 - ⊕ 6.17.01 EReferral
 - ⊕ 6.17.02 Xpedite User Group Meetings
 - ⊕ 6.17.03 Xpedite Client Management
 - ⊕ 6.17.04 Xpedite Staff Rostering
 - ⊕ 6.17.05 Xpedite Volunteer Management
 - ⊕ 6.17.06 Xpedite User Manuals
 - ⊕ 6.17.07 Xpedite Enhancement requests
 - ⊕ 6.17.08 Xpedite Batching Reports
 - ⊕ 6.17.09 Xpedite Updates
 - ⊕ 6.17.10 Xpedite Internal Procedures 2012
 - ⊕ 6.17.11 S25
 - ⊕ 6.17.12 S25 Authorised Users
 - ⊕ 6.17.13 DataWorks ECM Management
 - ⊕ Xpedite
- ⊕ 6.18 Personnel Management
- ⊕ 6.19 Program Planning & Funding
- ⊕ 6.20 Program & Service Delivery
- ⊕ 6.21 Volunteer Engagement Management - Personnel
- ⊕ 6.22 Staff Index - Confidential ECM
- ⊕ 6.23 Information Management











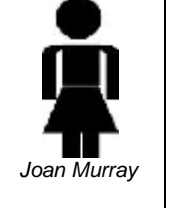



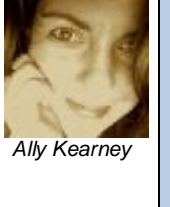

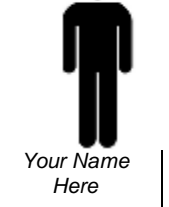

Record Keeping conference" being held on the 18th and 19th of September in Canberra.

This conference has been designed to assist Commonwealth and State Government agencies with the challenges associated to transitioning to digital record keeping through a series of presentations from lead agencies and those organisations (Commonwealth, State, Local and private sector) making progress in this space. Below is a summary of how Grace will be involved.

Sponsorship, marketing, presentation workgroup facilitation.

Ruth Edge will also present at this compelling and informative event. For more details check the MAV ECM Website.

Kristy Searle

 Alison Woollard		 Alison McNulty		 Carol Jager		 John Hennessy
	 Ruth Edge		 Lance DeBlaquiere		 Richard Feagan	
 Tim Newbegin		 Sandra Bower		 Kristy Searle		 Joan Murray
	 Jan Xu		 Joy Painter		 David Platt	
 Ally Kearney		 Leanne Wegrzyn		 Your Name Here		 Your Name Here

Committee Governance

The following are Committee office bearers:

- John Hennessy – MAV
Phone 9667 5555
- Tim Newbegin – Cardinia Council
Phone
- Ally Kearney – Knox City Council
Phone
- Ruth Edge – Yarra Ranges Council
Phone 9294 6799

Chairperson – Tim Newbegin – coordinate and facilitate meetings

Vice Chairperson – Ally Kearney

Communication - John Hennessy – distribute newsletter and communication to participating councils

Secretary – Ruth Edge - Minutes support/ Newsletter / website administration