* 2 DAY NATIONAL RECORDS MANAGEMENT FORUM   * NEW SESSIONS   * GREAT VALUE & DISCOUNTS*

MAXIMISING PRODUCTIVITY & COMPLIANCE OF RECORDS MANAGEMENT SYSTEMS

Addressing the impact of technology, policy and legal framework on the efficiency and compliance of records management systems

19th & 20th May 2009, Marque Hotel, Canberra

Key issues to be addressed include:

❖ How to implement an EDRMS system from scratch
❖ Assessing what does and what does not work in EDRM implementation
❖ Dynamics and requirements for an effective EDRM strategy and implementation
❖ Risk management framework in electronic records management
❖ How to know if records are effective control of risks
❖ What are the threats to records and how those threats can be managed
❖ Improving compliance in record keeping while improving the user experience
❖ The link between good record management and litigation readiness
❖ New court requirements requiring production of records electronically
❖ The impact of Web 2.0 on records management and its benefits
❖ How records might be managed in the future and its impact on recordkeeping profession
❖ Integrating records management systems with intranet and other business applications
❖ Key considerations, challenges and strategies in managing legacy records
❖ Strategies to create a robust knowledge management plan to enhance recordkeeping
❖ New developments in 'FOI' and its impact in record keeping
❖ Establishing performance measurement and which KPI's are appropriate
❖ Tips and traps in retrieving large volumes of documents for litigation/inquiries
❖ How do we tackle the change management angle?

Who Should Attend: Directors, Senior Managers, Project Managers and Officers responsible for:
Records Management, Document Management, Information Management, Archives & Knowledge Management

Supported by

R·M·AA
Records Management
Association of Australasia

IM
INSTITUTE FOR
INFORMATION MANAGEMENT LTD

OVERVIEW OF THE CONFERENCE

Efficient recordkeeping is vital part of any organisation and a corner stone for compliance. Maximising the productivity of records management systems and keeping it compliant are amongst the key priorities for organisations.

Learning Network Solutions is proud to present this national conference that will discuss the impact of technology, policy and legal framework on the productivity and compliance of records management systems. Backed up by an excellent and diverse speaking panel, the conference will address the key strategies and solutions to enhance the performance and efficiency of records keeping.

Keeping in view the budgetary constraints that most of us are facing, the investment for the conference has being kept within reasonable limits coupled by generous discounts to assist you in coming along this forum. Please see the registration page for our generous discounts and prices.

Program Agenda, Day 1, Tuesday, 19 May

8.30 – 9.20: REGISTRATION & MORNING TEA

9.20 – 9.30: OPENING REMARKS BY THE CHAIR

Andrew Warland, Senior Consultant
CONVERGA

9.30 – 10.20: SESSION1

HOW TO IMPLEMENT AN EDRMS SYSTEM FROM SCRATCH

- ❖ Getting management on side and building a business case
- ❖ Understanding the people, process, information management and ICT angles
- ❖ How do we tackle the change management challenge?
- ❖ What does success look like?

Howard Quenault, Consultant
PUBLIC RECORD OFFICE, VICTORIA

10.20 – 10.40: NETWORKING TEA BREAK

10.40 – 11.35: SESSION2

RECORDS MANAGEMENT & LITIGATION READINESS

This session will explain:

- ❖ the link between good record management and litigation readiness
- ❖ penalties & sanctions for destruction or unavailability documents for litigation/readiness
- ❖ new court requirements requiring production of documents electronically
- ❖ the importance of litigation hold policies and litigation discovery plans as part of good records management systems
- ❖ tips & traps in retrieving large volumes of documents for litigation/inquiries

Susan Bennett, Partner
SPARKE HELMORE

11.35 – 12.30: SESSION3

THE IMPACT OF WEB 2.0 ON RECORDS MANAGEMENT

- ❖ The world is embracing Web 2.0 applications at a rapid rate and storing more and more in the cloud
- ❖ Traditional records management theories and practices are under challenge as users create and store records using these applications
- ❖ Some of the base technology that supports Web 2.0 now has strong but not obvious links with recordkeeping concepts
- ❖ How might records be managed in the future? What will be the impact for organisations and the recordkeeping profession

Andrew Warland, Senior Consultant
CONVERGA

12.30 – 1.30: NETWORKING LUNCH BREAK

1.30 - 2.25: SESSION 4

CREATING A ROBUST KNOWLEDGE MANAGEMENT PLAN TO ENHANCE RECORDKEEPING

This session will discuss a case study which will address the importance and impact of a knowledge management implementation plan for improving the operations of a records management centre.

- ❖ How to create a practical and pragmatic knowledge management approach to enhance information sharing
- ❖ Key parameters and objectives of the framework and its impact on record keeping
- ❖ Key challenges and benefits in integrating knowledge and records management
- ❖ Key findings, challenges, risks and strategies used in this project

Lars Rutz, Records Manager
ACT HEALTH

Program Agenda, Day 1 (continued)

2.25 – 3.20: SESSION 5

NEW DEVELOPMENTS IN 'FOI' AND ITS IMPACT ON RECORD KEEPING

- ❖ Amendments of Freedom of Information Act 1982 (Cth)
- ❖ Next generation FOI legislation
- ❖ Role of Information Commissioner
- ❖ Implications of FOI reform for information and records management

Libby Carroll, Senior Associate
BLAKE DAWSON

3.20 – 3.45 : AFTERNOON TEA

3.45 – 4.35: SESSION 6

KEY CONSIDERATIONS,CHALLENGES AND STRATEGIES IN MANAGING LEGACY RECORDS

Elizabeth Estbergs, Reference Archivist
TERRITIRY RECORDS OFFICE, ACT

4.35 – 4.45: SUMMING UP & CLOSE OF DAY 1

Program Agenda, Day 2, Wednesday , 20 May

8.30 – 9.20: REGISTRATION & MORNING TEA

9.20 – 9.30: OPENING REMARKS BY THE CHAIR

Roger Braid, Manager Information Policy, BIMSG
IP AUSTRALIA

9.30 – 10.25: SESSION 7

RISK MANAGEMENT FRAMEWORK IN ELECTRONIC RECORDS MANAGEMENT

- ❖ Two standards: ASNZ4360:2004 Risk Management and AS ISO 15489-2002
- ❖ Records Management - chalk and cheese yet complementary
- ❖ The risk management methodology and what is a risk
- ❖ Records are evidence of business activity so they are controls to manage business risks. How do we know records are effective controls?
- ❖ What are the threats to records and how can those threats be managed

Roger Braid, Manager Information Policy, BIMSG
IP AUSTRALIA

10.25 – 10.45 : NETWORKING TEA BREAK

10.45 - 11.40 : SESSION 8

INTEGRATING RECORDS MANAGEMENT SYSTEMS WITH YOUR INTRANET AND OTHER BUSINESS APPLICATIONS

- ❖ Does everyone in your organisation love filing or do most of them think records management is a waste of time?
- ❖ Do you want to improve your records management compliance while improving the user experience?
- ❖ Do you want to integrate your records management repository with business applications to allow automated filing of records based on what users do?

Suzette Bailey, Director
SENSORY 7

Program Agenda, Day 2 (continued)

QUESTION TIME

Although there will be some time after every session for Q& A, this session will provide additional opportunity for the audience to make comments and ask questions.

12.30 – 1.30: NETWORKING LUNCH BREAK

1.30 – 3.45 :   MASTER CLASS

ASSESSING WHAT DOES, AND WHAT DOES NOT WORK IN EDRM APPLICATIONS

Overview of the Master Class:

An open discussion workshop sharing experiences in assessing what does, and what does not work, in EDRM Implementations. Participants are invited to contribute learning's from their real-life experiences.

The Master Class will focus on the following topics :

- Define your EDRM strategy and implementation process
- Which KPI's are appropriate?
- Establish performance measurement
- Monitoring the results and measuring trends
- Identifying barriers to success
- Resolving outstanding implementation issues

Facilitated By

Colin Towns, MAIPM, ACT Regional Director
INSTITUTE FOR INFORMATION MANAGEMENT

3.00 - 3.25: AFTERNOON TEA BREAK

3.45 – 4.00: SUMMING UP AND CLOSE OF THE CONFERFENCE

PLEASE NOTE:

- The investment for the conference is kept reasonable and reduced to assist you in coming on board. The "team" discounts are also upgraded so that it can assist your other colleagues also to attend.
- Additional discounts apply to members of RMAA and IIM
- Please do not hesitate to contact us if we can be of any further assistance to get attend the program
- If you have any special dietary food requirements then please let us know before the conference
- We acknowledge and thank all those who assisted us with relevant information in putting this national program together.
- Generous discounts for all including 2 nights free accommodation at the venue for first ten registrations travelling from interstate

REGISTRATION FORM

Maximising Productivity & Compliance of Records Management Systems

19 & 20 May 2009, Marque Hotel, Canberra

Register by: Tel: 02-95852304,   Fax: 02-95852094,   Email: info@learningnetworks.com.au

INVESTMENT TOTAL ($)

☐   **Register for the full 2 day Conference before 20th April: $ 1399 +GST ($ 1538.9) - (only $ 699.5/day plus GST)**

☐   **Register for the full 2 day Conference after 20th April: $ 1599 +GST ($ 1758.9) - (only $ 799.5/day plus GST)**

☐   **Register for day 1 only : $899 + GST ($988.9)**

☐   **Interstate delegates: The first 10 registrations get 2 nights accommodation free at the venue (subject to availability)**

☐   **Please offer me an additional 10% discount as I am a member of RMAA**

1st Delegate

Name_____

Title_____

Email_____

2nd Delegate

Name_____

Title_____

Email_____

3rd Delegate

Name_____

Title_____

Email_____

For additional delegates please use a separate form or email us the details

Organisation_____

Address_____

Tel_____ _____

Fax_____

Sign_____

* Invoice shall be sent after receipt of the registration

* Please quote invoice numbers for eft payments

* Please make payment before the conference

Please debit my: Visa   Amex   Master card   Bankcard

Card Number:_____

Expiry Date:_____

Card Holders Name:_____

DISCOUNTS – Only 1 team discount applies

* Register 3 delegates for the 2 day conference and receive a free pass for the 4th delegate

* Register 4 delegates for the conference and get free passes for 5th and 6th delegates

* 2 nights accommodation free for first 10 registrations travelling from interstate

* Additional discounts to members of RMAA and IIM

SHARING OF REGISTRATION

Please note that you can share the registration between 2 delegates. Hence one can attend on a day and the other can attend on the other day.

VENUE

Marque Hotel, Canberra, 102 Northbourne Avenue, Canberra. Tel: 02- 62491411

PROGRAM CHANGES

We reserve the right to make changes in the program and the panel of speakers and the venue of the event.

CANCELLATION POLICY

Cancellations made 3 weeks prior to the event will receive a complete refund. For cancellations done within 3 weeks of the program you are liable to make full payment and no refund can be made. We will issue you a credit note that could be used to attend any of our future events of the same amount. If event is not held due to any reason, our liability is limited to the event fee only. In any event our liability is limited to the event fee only

ABN: 27107034453

Website www.learningnetworks.com.au

Code: S* LNS