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CASE STUDIES

DEPARTMENT OF BROADBAND AND THE DIGITAL ECONOMY
SINCLAIR KNIGHT MERZ
DIGITISING HANSARD

How the
Document Ecosystem
Benefits Business

The dream of the paperless office first appeared in the mid-1970s, with some predicting that most record handling would be electronic by 1990. What has evolved instead is an ecosystem of sorts, made up of paper and electronic documents that include the Portable Document Format (PDF) and the Open XML Paper Specification Format (XPS).

Modern organisations should be looking for a way to accommodate and assimilate the various parts of this ecosystem so they can formulate document workflows efficiently and effectively.

Nuance is a document imaging champion, with more than 21 million registered imaging application users. The company led the way in bringing document imaging to the masses by facilitating the use of sophisticated scanning technology on desktops and multi-function peripheral (MFP) devices. Nuance is also a leader in PDF-related technology, and was an early collaborator on XPS.

Microsoft is the most important technology provider in the corporate environment. Microsoft Office applications (Microsoft Word, Excel and PowerPoint in particular) are de facto desktop software and corporate file format standards. Through a joint effort with Microsoft,

Nuance created the PDF conversion category in 2003 to enable manipulation of fixed-format documents in Microsoft Office. With the release of Microsoft Office 2010, Nuance and Microsoft are working together more closely to offer customers increased cross-platform capability within the document ecosystem.

Organisations need to be cognizant of ways their most important constituencies – customers, suppliers, business partners, even the government – want to interact with them. This is especially true of document platforms and formats.
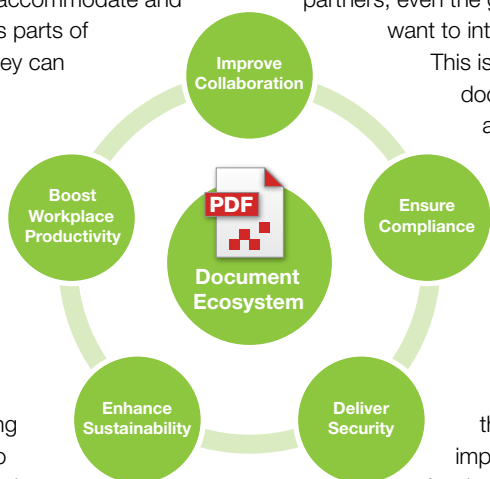
The most effective document strategy, then, is one that accommodates, incorporates and integrates the most important platforms for document-based interaction: paper, electronic documents and the Microsoft Office platform. Organisations that can effectively respond to that challenge will successfully negotiate the emerging competitive landscape.

Fortunately, Nuance and Microsoft are working hard to make effective navigation and optimisation of the document ecosystem a reality. CIOs should look closely at the advantages the integration of Nuance and Microsoft technologies bring.

Improve Collaboration

Boost Workplace Productivity

PDF

Document Ecosystem

Ensure Compliance

Enhance Sustainability

Deliver Security

Top 5 Reasons why Nuance is the Better PDF

1. Convert any non-fillable form into PDF forms that you can complete, save, and email.

2. Create or convert PDF directly with the fastest shortcuts inside Microsoft Office & Microsoft Windows.

3. Scan paper to PDF with superior one-click scanning.

4. Make changes to PDF files – correct typos or edit and annotate both text and graphics directly.

5. Collaborate more effectively with annotation tools that let you add notes, stamps, call-outs and more to PDF documents.

Nuance PDF could save you up to 63% over Adobe Acrobat*

PDF CONVERTER Enterprise 7

Create, convert and collaborate with Better PDF for Business™
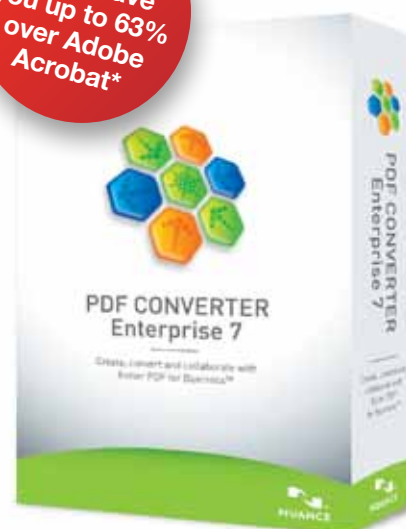
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Inside this edition

FEATURES

SHAREPOINT & COLLABORATION

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$A3.5M takes NSW archives into the digital era

State Records NSW has been given the go-ahead for a $A3.5 million program to implement a digital archives solution for the NSW state government.

Over the next three years it will hire a project team of six staff to upgrade its processes and systems to allow digital records to be accepted from NSW government departments and state authorities.

NSW is looking to travel the open source route, unlike the Public Records Office of Victoria (PROV), which adopted a commercial content management system, EMC Documentum.

Cassie Findlay, Senior Project Officer, Government Recordkeeping at State Records NSW, said, "Our proposal follows the National Archives model which has a very non-proprietary ethos. There are a range of storage management tools that are used in the research data field, such as Fedora, that we will be looking into."

Fedora (Flexible Extensible Digital Object Repository Architecture) is an open source platform originally developed by researchers at Cornell University.

"This has been a project that has been a top priority for us for some time," said Findlay.

"We are the state's archive as well as the records regulator, but to date we've only had the capacity to accept physical records, hard copy."

"Government is now creating a lot of born digital records, whether its email, documents or Web sites."

"This will provide a whole of government solution to accept those digital records that agencies identify as requiring permanent preservation, once they have gone out of business use. That's only a small percentage of the records they create, probably around 5%

NSW Auditor-General Peter Achterstraat warned in 2010 that the authority must establish "a government digital archiving solution" so that all public records provided to it are accessible.

"The 2009-11 memorandum on record-keeping acknowledged the increasing reliance upon digital records by NSW agencies," he said in his annual report to NSW Parliament on technology.

"Currently, the authority declines digital records that an agency wants to transfer for archiving because it does not have the infrastructure to access information in the record."

State Records is exploring options for digital infrastructure to manage and preserve the archive. It is looking to utilise the Xena open source software developed by the National Archives of Australia, which converts proprietary files into open formats.

A new dedicated server room will house the master records, while a remote off-site backup facility will also be used to provide for Web access to records that are open for public access.

"When you are talking about establishing a permanent archive as we are, keeping things forever, it is important to ensure you limit the potential for proprietary control," said Findlay.

"With digital preservation you have to adopt a range of approaches and be flexible, so we will also be storing all the records in bitstream as ones and zeroes so we have the opportunity to evolve our preservation techniques over time.

Defence attacks eHealth future

A new initiative for electronic health records has been announced for the Australian Defence forces, the Defence Joint eHealth Data and Information (JeHDI) System.

Designed to improve the quality of healthcare to all Australian Defence Force (ADF) members, JeHDI will link health data from recruitment to discharge and allow for treating health practitioner to access patients complete health record.

A web based system which can be accessed wherever internet is available, while still maintaining confidentiality and data integrity, JeHDI will simplify record management and provide immediate access to patients' medical records and other healthcare information.

"Defence must continue to provide high-quality healthcare in a timely and affordable fashion that supports both operational capability requirements and efficient and effective health support to non-deployed members within Australia," Vice Chief of Defence Force, Lieutenant General David Hurley said.

"To this end, the ADF is reforming healthcare delivery options to better achieve greater efficiency and patient satisfaction."

The ADF has consulted extensively with other agencies including the Department of Health and Ageing, the Department of Veterans' Affairs and the National eHealth Transition Authority. JeHDI accords with the National eHealth Strategy and the 'Whole of Government' information and communications technology paradigm. JeHDI is also being developed with Defence, Oakton and CSC Australia.

The JeHDI system will be developed through a staged process including a pilot. It is aimed that the project will be completed by 31 December 2013.

ALGA call for electronic DAs

The Australian Local Government Association (ALGA) wants the federal government to foot the bill for a national rollout of platforms to support electronic development applications.

ALGA is asking for $A200 million over four years to be allocated in the 2011/12 federal budget.

According to a statement, it wants " Commonwealth investment to assist councils to re-engineer their 'back of office' systems to accommodate e-business processing [to] further enable councils to deliver more efficient and less costly services to their communities, such as application lodgement, referrals, online tracking of matters and notifications

"More interactive business systems that allow citizens and small businesses to monitor and track progress of their matter through the council decision-making process is consistent with the global drive to promote more citizen-centric service delivery at all levels of government."

ALGA believes that eDAs can "make a significant contribution to microeconomic reform by: providing immediate access to all information and documents associated with a development application; facilitating good governance because citizens and applicants will have enhanced opportunity to accurately assess the efficiency of the assessment process and implement ongoing process improvements; improving document management and enabling standardisation of processes; significantly reducing communication time between stakeholders and planning officers more specifically; and reducing paper volumes."

Expand the Value of Microsoft **SharePoint** with **Kofax Enterprise Capture**

With its improved capabilities for document management, records management and workflow, Microsoft SharePoint® 2010 is creating a growing demand for solutions that can automatically capture, transform and deliver documents and data into SharePoint.

Kofax offers the broadest suite of SharePoint enabled capture products on the market, supporting business processes and archives from the enterprise level all the way down to the individual desktop.

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KOFAX

Capture Pro takes a shine to SharePoint

Kodak has made integration with SharePoint 2007 and 2010 easier with Version 3.0 of its Capture Pro Software, which includes a SharePoint Server set-up wizard,

It allows for import of existing SharePoint Server library column definitions directly into Capture Pro, promising reduced set-up errors and enabling better data integrity.

Support for third-party content management software enables Capture Pro Software to also serve as a front-end capture platform for SharePoint Server and other digital environments.

Capture Pro Software, v3.0 also introduces Kodak's Intelligent Quality Control (QC) capability, an image quality control and enhancement tool, which can automatically identify images with challenging noise characteristics that may need additional adjustments.

The post-scanning quality control tool makes it easy to re-process those images, even when the original source document is not available, providing more consistent results across a range of input sources.

Capture Pro 3.0 also prepares scanned images for use in business processes related to storage, organisation and preservation.

Typical scenarios include accounts receivable departments for small-to-medium sized businesses (SMBs), claims processing departments in insurance companies, or back-file conversion for service bureau providers.

"We're committed to helping our customers implement easy-to-use, accurate, and cost-effective ways to transform documents and information for immediate use into collaborative, digital environments such as SharePoint Server 2007 and 2010," said Tony Barbeau, General Manager, Document Imaging, Kodak's Business Solutions and Services Group.

"As more businesses, from small to medium to large, incorporate SharePoint Server for information management processes, whether as part of a larger ECM deployment or as a standalone, all are looking for convenience and straightforwardness to shorten complex information capture processes."

Kodak has also announced the launch of KODAK Capture Pro Software Network Edition, for enterprise applications where where there is a need to centrally manage and monitor multiple capture and indexing stations.

OpenText makes BPM move

Open Text has acquired Business Process Management (BPM) software provider Metastorm for US$182 million cash.

"Metastorm will add complementary technology and expertise that enhances our ECM solutions portfolio," said John Shackleton, President and Chief Executive Officer of OpenText. "We look forward to welcoming its employees and customers to OpenText."

"We are excited by the opportunity to join the OpenText team," said Robert Farrell, Chairman and Chief Executive Officer of Metastorm. "Combined with OpenText, Metastorm will be able to provide a broader and deeper range of offerings to our customers, while leveraging the strength and stability that comes with being part of a larger global organisation."

Content Server adds PDF smarts

DocsCorp has announced the availability of new integration between its pdfDocs Desktop product and Open Text Content Server (formerly known as Livelink).

David Woolstencroft, DocsCorp President of Sales, Marketing and Strategy, said "We see PDF management as an integral component of enterprise content management. With pdfDocs Desktop, we are able to offer Open Text customers a solution that integrates seamlessly with Open Text Content Server and eDOCS, which will provide better access to information, enhance business processes and systems, increase productivity and secure documents distributed outside the company firewall."

Out-of-the-box integration with Open Text Content Server will enable users to distribute business-critical documents outside of the ECM environment more efficiently, more securely. For example, users will be able to combine multiple document types into a single, unified PDF document with headers/footers, stationery and watermarks, which can be saved as a new document, new version, new rendition or new generation. Users can also email as PDF directly from Content Server.

Documents and document content can be secured through encryption, metadata cleansing and redaction. Users can restrict printing, copying, or altering; cleanse documents of metadata to prevent data leakage of sensitive information: digitally sign PDFs to validate document authenticity and integrity; redact documents to permanently remove private or confidential information.

Open Text Content Server users will comply with ISO standards for creating PDF documents, including PDF/A for archiving. PDF/A is a standard format that ensures that documents will be accessible in the future. pdfDocs Desktop enables users to create PDF/A compliant documents directly from OpenText Content Server.

DCA wins NT messaging tender

The Northern Territory department of Health and Families has awarded DCA the tender to provide a territory-wide infrastructure to support secure exchange of health records based on the NEHTA Secure Message Delivery (SMD) specification.

The infrastructure will enable existing software products residing in hospital, community health and aboriginal medical centres to send and receive secure messages amongst each other using a common protocol. The project is a collaboration between DCA, NTDHF, NEHTA, and the major existing software vendors Ascribe and Communicare.

DCA's Connectingcare product will facilitate exchange of messages to and from remote locations, and the Human Services Directory (HSD) will provide a common directory of services and providers. As part of the project, DCA will develop a "plug in" component to enable vendors to link into the network using NEHTA standards.

"We are pleased to be part of a project that promotes interoperability between software solutions in health", said Peter Young, DCA general manager of health and community services.

Bizagi BPM flows into Australia

Business process automation specialist IMSX has joined Bizagi's Partner Program and will market and support the company's BPM suite in Australia. IMSX provides consulting services for business process and technology solutions. Both companies will collaborate in marketing and implementing BPM solutions in Australia.

IMSX director Clive Hubbard, said, "We are excited at the opportunity; Bizagi's technology is unique in that it can achieve a rapid delivery, with quality, scalability and a rich set of functionality without having to write single line of code!"

Bank turns to BPO for paperless loan processing

One of Australia's major banks has eliminated paper-handling in the processing of loan applications by implementing a customised solution from business process outsourcer, Computershare Communication Services (Computershare).

According to the bank's 2010 Annual Report, "investment in our back-office processing has yielded significant improvements in processing times, productivity levels and customer service rates."

In addition to enabling a paperless workflow, the solution has improved labour productivity by 200% and delivered a reduction of 20 days in the average loan settlement time.

"Computershare was chosen to develop the loan processing platform after the bank investigated a range of different market solutions, however it could not get the required accuracy and had a large exception queue," said Mark MacLeod, National Solutions Manager, Computershare Communication Services.

"We tried to buy a software package to fulfil our client's needs and could not find one that provided the necessary accuracy for the 65% of 'unstructured' loan documents. Computershare's solution provides throughput of images with over 80% automated recognition for all document types."

"Computershare's solution solved the bank's existing problem, and we are now receiving and defining large volumes of documents via fax and e-mail, swiftly capturing data, classifying and indexing documents on behalf of the Bank using a seamless automated process – saving time, reducing error rates and costs."

The output must conform to an interface specification to allow for automatic upload via dedicated links into the Bank's workflow platform. All steps had to be performed in a highly secure environment within a 30 minute SLA from fax sending to output delivery. This allowed the Bank to provide loan approval within a 60 minute time frame, potentially removing a customer from the loan market at the point of sale.

Data capture

Computershare's existing data capture solution comprises both automated and manual processing components. To deliver on the massive volumes that were processed by the bank's system every day, Computershare had to review and re-architect many areas and review the solution from ground up.

Computershare has two locations in Melbourne both hosting a scalable infrastructure environment to ensure business continuity. Load is shared between two sites and exceptions are distributed to operators located in production centres in NSW and Victoria.

Email is routed via a secure network link to Computershare's redundant email gateway machines where the emails are scanned and delivered. Encryption is used throughout the processing stages to ensure that emails are encrypted at rest while residing on the email gateway machines.

Scanning of loan applications and supporting documents is managed by individual branches and brokers using existing Multi-Function Devices (MFDs), and then submitted to Computershare's Capture Ingestion Service.

Computershare has integrated 'best-of-breed' OCR software and utilised its in-house development team to develop the auto-classification engine and production control system.

"Computershare has developed its own loan process automation solution to enable unstructured content to be accessed and processed for classification and data extraction with minimal exceptions, and therefore operator intervention" said MacLeod.

The solution is preconfigured to handle over 130 loan document categories and is able to automatically generate business rules based on learning sets.

It is currently processing over 120,000 document images per day for the Bank, at a throughput of 1400 images per FTE (Full Time Employee) hour.

Computershare's automated processing includes the following steps:

Document Normalisation – converts incoming files of various file formats into single-page image files that are suitable for further processing;

• Pre-process – image cleanup including despeckle, deskew, and automatic rotation;

• OCR – Optical Character Recognition to extract the textual content of images;

• Classification – Using the text content of an image, rules are executed against that text to classify the content to one of a pre-defined set of classifications;

• Extraction – Rules are executed on images of specific classifications to capture or extract values from the text content;

• Document Separation – Documents are received as a stream of images. Rules are executed against the text content of the images to determine document boundaries to identify the distinct documents within that stream of images;

• Page Numbering – A specialisation of the extraction function, specific rules to extract page numbers so that the images can be numbered and sequenced correctly; and

• Masking – edit or destroy specific areas of an image containing sensitive information, such as TFN numbers.

• Exceptions and quarantine - Operator intervention where there are exceptions or certain steps are "quarantined" against automated processing.

Computershare developed the corporate imaging solution in a generic form so it can later support other business processes and divisions of the Bank as well as mortgage processing and is now marketing the platform in Australia and globally to organisations seeking an automated loan processing solution.

"Removing paper from the loan process is incredibly complex. This client had to deal with large volumes of unstructured content and there were major change management issues to deal with" – Mark MacLeod, National Solutions Manager, Computershare Communication Services..

ESTA rolls out RecFind 6

The Emergency Services Telecommunications Authority (ESTA) of Victoria has rolled out RecFind 6 as its enterprise Electronic Document and Records Management Solution (EDRMS). ESTA is Victoria's pre-eminent provider of emergency services telecommunications with over 600 staff, providing services to some five million Victorians. This includes the emergency Triple Zero call and the dispatch of police, fire, ambulance and state emergency services.

According to Sue-Ann Sapurmas, ESTA's corporate Records Manager, "We chose RecFind 6 because of its ease-of-use, streamlined document capture capabilities and high degree of configurability. Knowledgeone Corporation also provided all of the assistance we needed to upgrade from our previous Knowledgeone product in a joint-managed project that met all of its objectives and deadlines."

EzeScan dines Alfresco

Outback Imaging has added the Alfresco open-source content-management system to the list of EDRMS platforms supported by EzeScan production scanning software.

Mike Kirkby, Managing Director of Outback Imaging, said, "Alfresco customers can now leverage the power of EzeScan's high-end document scanning and capture capabilities to streamline their document scanning workflows'.

'The ease of use of the Alfresco programming toolkit and expert assistance provided by Alfresco, enabled the integration to be developed by our local R&D team in a timely manner'.

For Alfresco customers seeking more efficient methods of handling paper-based forms and documents, EzeScan enables them to scan and process large volumes of paper-based forms and documents, which can then be stored in their central Alfresco repository.

Recall is Hyland's Diamond

US-based Hyland Software, developer of the OnBase ECM platform, has awarded Brambles subsidiary Recall its highest technical support award, giving it Diamond Partner status.

Recall has deployed the "ReView powered by OnBase" solution for approximately 150 organisations around the world, claiming to have improved efficiencies by upwards of 30-percent by converting their paper-driven processes to digital.

Recall's ReView document management solution can be integrated with legacy and enterprise resource planning (ERP) systems; offers parallel processing and data-matching enabling simultaneous access to up-to-date, accurate and verified information; and serves as a customisable governance, risk and compliance (GRC) framework to comply with corporate policies and industry regulations.

Converga takes on Prodagio

Accounts payable automation specialist Prodagio Software has appointed Australia's Converga as master distributor of its on premise software solutions.

The New Zealand Post subsidiary will also act as a business process outsourcing (BPO) partner for Australia, New Zealand, Singapore, Hong Kong and the Philippines.

Converga is looking to expand its reach in reach in Purchase to Pay and financials processes. It will utilise Prodagio's Business Application Platform to offer a one-stop solution offering either on premise or a BPO (hosted) environment.

Kofax clicks for global technology firm

A global technology firm will process four million documents annually with a new $US200,000 enterprise capture solution to be supplied by Kofax. The company, a manufacturer of safety, security and energy products and services, will implement Kofax Capture and Kofax Transformation Modules to scan and capture invoices and related accounts payable documents it receives annually.

In addition, Kofax Communication Server will deliver a Fax-over-IP (FoIP) system as part of its accounts payable infrastructure for routing documents to a repository for efficient, secure access by employees.

"Our solutions provide a compelling value for customers seeking to automate their financial processes," said Alan Kerr, Executive Vice President of Field Operations at Kofax.

"Automating invoice processing and accounts payable functions provides better cash flow management and improved financial operations across the enterprise, ultimately generating a rapid, measurable return on investment."

Healthy US sales for Intelledox

US health insurer Blue Cross and Blue Shield of Florida is acquiring a document generation platform from Australian software developer Intelledox too assist in the management of contracts.

BCBSF plans to use this document generation software to assist with the generation of contracts and management of core clauses, along with document presentation and accuracy of content.

Intelledox will facilitate the automated assembly of contracts between Blue Cross and Blue Shield of Florida and its healthcare service provider network. Intelledox will ensure the centralised management of core content, and deliver consistent document presentation and accuracy.

The Intelledox intelligent document creation platform was chosen after an extensive evaluation process, and will replace existing manual and technology driven processes.

"Specifically designed to improve efficiency and accuracy, we believe this solution will significantly reduce the time Blue Cross and Blue Shield of Florida spends creating contracts and result in increased productivity, and a considerable decrease in the risk of human error", said Michael Cliff Partner and Alliances Manager, Intelledox.

CVISION gives the right advice

CVISION Technologies has announced a $US400,000 contract to provide its document capture software to a global financial advisory and investment banking firm.

The firm will implement a digital mailroom solution as well as a solution for automated data extraction from tax-related documents. The financial advisory firm received hundreds of thousands of documents annually and required a solution to reduce document processing costs while digitising their mailroom.

By digitising all incoming mail, documents would be captured at the point of entry, facilitating automatic document routing, classification and data extraction.

The primary goal of the project is to reduce the costs associated with document processing, data entry, and analysis while improving overall efficiency. In 2010, the firm employed 70 analysts to manually process tax documents. Due to the variety of the documents and the complex rules associated with processing them, the documents were processed manually by highly paid, knowledgeable analysts.

The manual process was costly, inefficient, and relied heavily on these knowledgeable analysts. By automating the process, the firm was able to repurpose current employees while not having to hire additional personnel to handle the anticipated increase in document volumes. The financial advisory firm decided to select

GLOBAL REPORT

CVISION's Trapeze solution based on its ability to achieve the highest degree of document recognition and automation.

"A more automated mailroom and document processing solution naturally leads to a more rapid return on investment," said Ethan Agai, CVISION's VP for Professional Services.

UK win for MacroView DMF

UK legal firm Winckworth Sherwood is moving to replace its legacy document management system with a customised SharePoint solution created by using MacroView Document Management Framework (DMF), SharePoint add-on software developed by Sydney-based MacroView Business Technology.

The new SharePoint-based DMS stores, shares and manages the law firm's growing volume and variety of electronic document types including email, drawings, plans and PDF files.

A feature of the solution that is proving very popular with users is the tight and intuitive integration into Outlook that is provided by MacroView DMF. This enables drag-and-drop saving of emails and attachments as well as files from the file system. Team collaboration is also enhanced by the way DMF displays SharePoint Team Sites within Outlook.

While working in Outlook and in other parts of Microsoft Office users can now quickly find and retrieve documents, thanks to a customised interface to SharePoint search facilities that is also provided by MacroView DMF.

Christel Aguila, Head of IT at Winckworth Sherwood, comments: "The capabilities of our bespoke DMS, which we had been using for the past 12 years, were being stretched, especially when creating and sharing different file types; this was affecting the productivity of both fee earners and support staff. We required a more flexible DMS with strong email handling capabilities and the ability to manage different electronic file types."

"Using a SharePoint-based DMS has already started to reduce IT management and annual maintenance costs; had we selected an alternative legal-sector DMS product those costs would have been much higher," Aguila continues.

The implementation of the new SharePoint-based DM solution was handled by ClearPeople, MacroView's London-based Partner. ClearPeople worked in partnership with Winckworth Sherwood's IT team to deploy the new solution in the Private Client Department in mid-2010 before commencing a company-wide rollout in January 2011.

MacroView Managing Director, Noel Williams notes: "The Winckworth Sherwood deployment confirms that SharePoint is a viable platform for document management and that MacroView DMF extends the usability and functionality of SharePoint to the point where it a real alternative to a traditional document management system."

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Councils dealing with DISASTER

It began as a trickle and eventually become a veritable flood of disasters to strike Australia's northeast in early 2011. The devastating Queensland floods were followed in quick order by Cyclone Yasi, putting urban and regional councils under enormous pressure to support emergency and crisis management.

One of the regions to be hit by rapidly rising floodwaters was Toowoomba, where images of a destructive inland Tsunami carrying cars in its chaotic grip flashed across the globe courtesy of YouTube.

The huge influx of water into the valley's river systems resulted in a tragic loss of life and massive damage to council infrastructure such as roads, bridges and sewers.

The immediate impact for Toowoomba Regional Council's IT infrastructure was not dire, as the council's twin data centres were located at sufficient height to remain out of danger.

The main challenge arose during the tumultuous period after the floods struck without warning, as the council rushed to put together a call centre to handle interactions with a beleaguered public. Meanwhile the council web site and internal communications were hampered by an Optus Internet outage that struck during a peak period.

Paul Fendley, Branch Manager of Information Management at Toowoomba Regional Council, watched as the floodwaters rose.

Toowoomba Regional Council uses Open Text eDocs for document and records management, with a secondary data centre located across town which duplicates all systems and data. Neither were threatened

While Council records and data were safe, an outage for the Optus link meant many staff on Blackberries could not receive email.

"The Toowoomba flood was very severe and without warning but mostly in a fairly narrow corridor around our creeks. It was a different type of event to Lockyer Valley and then the slow flood with a few days warning in Ipswich and Brisbane," said Fendley.

As he struggled to email staff who were no longer responding, Fendley pushed on to establish a disaster coordination centre as quickly as possible. Ironically, plans were in train to construct a new customer contact centre in Toowoomba which will house a disaster coordination centre (DCC) , and is due to come online in March.

However without that in place, staff had to make do with an empty training room with phone and network connections that was prepared to house external emergency services.

"Calls to our Disaster and SES phone numbers were handled by a temporary 8-seat call centre we set up from scratch. We seconded dozens of staff from across the organisation to man it 24 hours per day for first five days then gradually reducing over the next fortnight.

"Fortunately we are able to utilise some new technology we had recently implemented with a view to supporting a disaster scenario."

As council staff dealt with the torrent of calls from concerned citizens, they were able to exploit a recent effort to provide integration between Toowoomba's customer system and GIS, that meant staff were able use the same customer and property system they were familiar with.

"Data came up in realtime on a large screen in our GIS application with cartography indicating the type of request and the status of that request in terms of being actioned," said Fendley.

"From an ICT perspective many things went really well. From a GIS point of view we were able to spatially represent most of our core organisational information. We were also able to fly some oblique aerial photography in the first days after the event and make that available to staff across our very large council region to undertake some cursory investigation into the extent of damage."

"Things that didn't go so well were the very small and the very large, the things you don't tend to think about. For instance, not having enough 12V mobile phone chargers around for people who were working 24 hours a day and perhaps had left their charger at home. So we had to quickly procure them.

"We couldn't locate an old school fax machine when our external

Internet access went down. The Optus trunk down to Brisbane went down for about four hours so we lost all Internet. This meant we lost our disaster management Web site that we were communicating to the public, and all ingoing and outbound email, which meant we lost ability to receive alerts from the bureau of meteorology and Main Roads, hence the need for a fax machine. While our internal email was functioning fine, almost 100 staff on Blackberrys weren't able to receive messages, because when your external access to the RIM service goes you lose them.

"It teaches you how dependent you are on Internet access and makes you look at steps you can take to mitigate it. If you do lose the Internet what impact will it have on you and what's the contingency. Within a few hours we'd been able to get our disaster management web site back up through a hosting agency, but email and blackberry email was a real pain."

Dean Wright, IT Services Manager, Charters Towers City Council, looked at the path of oncoming Cyclone Yasi on February 2 and made ready for what was flagged as potentially the worst to ever hit the region.

AS COUNCIL STAFF DEALT WITH THE TORRENT OF CALLS FROM CONCERNED CITIZENS, THEY WERE ABLE TO EXPLOIT A RECENT EFFORT TO PROVIDE INTEGRATION BETWEEN TOOWOOMBA'S CUSTOMER SYSTEM AND GIS, THAT MEANT STAFF WERE ABLE USE THE SAME CUSTOMER AND PROPERTY SYSTEM THEY WERE FAMILIAR WITH.

"Just after midnight on the Wednesday night we shut our servers down and left them off," said Wright.

As it turned out, there was not a lot of damage, apart from that caused by uprooted trees being flung about by the wind.

"The power did go off at 5am and we got it back on Wednesday afternoon about 6.00pm and restarted servers and everything is back to normal," said Wright.

All of Charters Towers' local government systems are backed up nightly and tapes are taken off site.

"We are in the process of having a SAN connected by fibre optic cable to another council building to replicate our servers.

"The tape magazines will be moved to new site and we will run our backups to tape across the fibre connection."

Cyclone Yasi was the largest and most powerful cyclone to hit Queensland in living memory.

The Dataworks optical filing system is used and any important documents are scanned in and housed in there. All mail is scanned as it arrives at council and hard copy records were safely stored.

Hinchinbrook Shire Council was another to decide to shut down all of IT services on Wednesday afternoon before Yasi was due,

A new $800,000 server room with 12" thick walls meant Colin Valinoti, Information Technology Manager slept easy in his bed.

"At 7.00am the Thursday morning after the cyclone the CEO called me and within three hours we all our sites with power up and running ready for the call centre to receive calls from the general public," said Valinoti.

"We backup every night, and all of our remote users use Citrix. We have off-site storage and our disaster recovery (DR) site replicates through the cluster and is located 3km away with fibre connection.

"We are looking to go outside our power grid with a DR and backup site located 100km away in the future. With the virtualisation on our server farm it makes it very easy to implement that type of scenario.

"Hinchinbrook Shire Council still has a lot of physical records situated in a dedicated records room at a disaster recovery site, while all new documents are scanned into the RecFind EDRMS platform from Knowledge One, which is currently being upgraded to RecFind 6.

"We scan everything in and it's all kept electronically. RecFind has plug in tools for Outlook Word and Excel. When an officer receives business correspondence via email they can "button" it into the relevant folders in RecFind," said Valinoti

Unlike other areas like Tully and Cardwell and Port Hinchinbrook, Ingham did not suffer such extreme damage, although some roofs did get removed and trees took down power lines, while water was down for a while but came back very quickly.

"A lot of people look to the council in times of flood and emergency," said Valinoti.

"There will be a debrief with CEO and other management, they were pleased with IT delivery, we are used to flooding, as we had a similar experience in 200. We have protocols and procedures in place and we can setup call centre in less than two hours, as we now have dedicated phones and headsets."

At Western Downs Regional Council, the damage to infrastructure will take years to rectify, with 7023kms out of our total road network of 9000kms flood affected and losses to the agricultural sector in the vicinity of $400 million.

During the floods there were temporary, but lengthy, outages to essential services such as water treatment plants and sewerage systems.

Western Downs Regional Council has real-time replication of data between its main site in Dalby and the office in Chinchilla for disaster and redundancy purposes. All data is kept on Netapp SANs (one in Dalby and one in Chinchilla). Intersite connectivity is maintained by a council-owned high bandwidth, low latency microwave radio link between all of Council's major sites.

Information Technology and Communications Manager, Peter Greet said while many houses and businesses in Dalby were flood affected, council data and operations remained out of harm's way.

"Our website was a critical communication method with media alerts posted several times a day during the event. However, this medium only reaches a certain percentage of the community and obviously is ineffective during power outages. Our Web site is hosted in Brisbane and consequently went offline for a number of hours when the CBD was shutdown," said Greet.

"3G services were interrupted but this is thought to have been from network congestion."

Growing role for Web 2.0

'One of the areas to come under new focus following the spate of disasters is the growing role of Web 2.0 technologies.

During the floods, the Queensland Police Service (QPS) used social media tools Facebook, Twitter and YouTube to get its message to the public directly.

After a large-scale disaster, Facebook can play an important role in communications efforts and emergency response.

Western Downs Regional Council does not have a Facebook page, but is now investigating setting one up in the wake of the flood events.

Council staff found Web 2.0 sites such as YouTube and Facebook were useful tools to keep up with the impact of the floods.

"'The importance of Web 2.0 technologies was highlighted during the disaster," said Greet, " It provides a very fast way of sending and receiving information, although he reliability of the information is questionable at times."

The floods put a big focus on Web 2.0 at Toowoomba City Council, according to IT manager Paul Fendley.

"We had been doing a minimum of activity with Twitter and Facebook prior to this, but during the event, access of these services by the public skyrocketed. Especially when our Disaster Web site went down for a few hours, we were able to get staff to access our Facebook page via other Internet accounts and provide updates allowing us to maintain a presence.

"One of the real learnings for us is in a disaster scenario it is one of the real value propositions of this collaborative Web stuff, and it also applies in the other direction. Particularly in the days after the floods, we got a lot of intelligence from the community via Facebook, either through our page or the various pages that popped up with people showing photographs and video that were taken during the midst of the event.

"There is a really rich source of data out there now that we could have never got by putting people on the ground. We don't have the resources to put people on bridges in the middle of storms and take photographs to show where the flooding is. But Facebook lets us know what really happened on a particular bridge or road; what was the level of inundation and what was the damage that occurred at specific times.

"We are still working through how to use that as a resource. At the moment to respect intellectual property we are putting links out to Facebook imagery from our GIS where it's relevant. We have assembled a couple of key spatial layers around infrastructure damage and road closures as were able to bring in aerial photos as well as photos taken by our own staff or useful photography or YouTube video that we were able to find from others in the public domain. So our professional staff were able to see from the comfort of their office some very rich information on remote sites, for instance where a bridge or a road had been damaged."

After the inferno

It is every IT manager's worst nightmare, a blazing fire that sweeps through a workplace and leaves it little more than a blackened shell.

In the early hours of Sunday morning, 15 August 2010, that nightmare became a reality for Barry Dinham at Sydney's Liverpool City Council. The Council's Administration Building and Chambers were almost entirely destroyed when a huge fire engulfed the building. Desktops were disintegrated, servers disintegrated and many important physical records destroyed.

A fireproof strongroom at the heart of the building did its job protecting vital legal documents and council minutes, but even these required an extensive cleanup to remove smoke and water damage.

When Monday morning came around, the tough inquisition began. What had been destroyed? What was able to be restored? And had the Council's Business Continuity Plan been sufficiently robust?

For Dinham and his colleagues, the charred ruins of their former workplace were a sobering sight. Crumpled desks and the twisted remnants of steel filing cabinets did not bode well.

While Dinham began to plan recovering the council's business systems and restore working data from daily backups, the remaining 650 staff began to ask themselves where they would be able to pick up again when a temporary home was found.

While most of council business systems were up and running within a week at a new location, many found they had lost much of value.

There is no greater test of an organisation's document and records management platform than a disaster scenario like this. While the council has an EDRMS, it discovered that many staff had left important working documents on their desk when they left for home that fateful Friday, and no amount off effort was going to bring them back.

Liverpool City Council scans all incoming correspondence and stores it in TRIM, while email is handled by the Exchange server and staff are asked to transfer any messages of ongoing value in TRIM.

"That's always a test of an organisation whether staff use the two systems separately or not," said Dinham. "We ask our staff to place emails of ongoing value into the EDRMS but it's fair to say we also interrogate the email system as well."

The main problem with physical documents was experienced by council planning staff. While all development applications have been lodged electronically since 2004, standard practice is to print off large A0 plans so they can be read and annotated during the planning process. Once a file is closed, the planning documents and all the notations were stored in a large compactus. This was unfortunately located upstairs where the fire burned fiercest.

"Planning staff use working papers which is over and above what's in your EDRMS, and that is the potential gap, where people may have made a notation for instance, that is not in the EDRMS," said Dinham.

> "ANYBODY THAT USED THE EDRMS PRIOR TO THE FIRE WAS VERY PLEASED THAT THEY DID." - BARRY DINHAM, IT MNAAGER, LIVERPOOL CITY COUNCIL.

"The finished working files are stored on-site and off-site depending on type of document, we are in a transition to scanning the final working file."

"The fire has emphasised the importance of recording electronic notations no matter what position you are in council. If there is any

Steamatic was engaged to freeze dry vital pre-2004 physical records aafter the authorised destruction of 800 cartons. That still left 7000 boxes to be restored and returned.

After the lessons learned from the 2010 fire, Liverpool Council is set to pursue a clean desk policy for staff and look to scan more physical files.

notation made on correspondence on people's desk, we can restore the document but no action will be recorded as having been taken.

"These are issues for any organisation, you don't need a fire to have that issue but it certainly highlights those issues."

Liverpool Council is in the midst of a virtualisation project that has halved the number of physical servers from 40 to 20. It uses a combination of tape backup that goes off-site on a daily basis, as well as some tape to disk backup.

At the time of the fire a program to duplicate data at an alternate site was not yet completed. Once this is accomplished, data will be fully duplicated at other sites with some corporate systems available at the flick of a switch.

Unfortunately, the backup tape for the Friday before the fire was not taken off-site, so one full day's worth of data was irretrievable.

Another unfortunate discovery was that the key for the off-site storage safe had been kept in the main administration building.

"In hindsight, one thing we could have done better was to share with everybody exactly what we were backing up. We are all human beings and some people weren't saving information to corporate systems in the correct manner, they were bypassing systems and got found out after the fire, saving to hard drives that weren't being backed up," said Dinham.

A compactus that had contained planning applications

"For new PCs we have been rolling out over the last 18 months we have been increasing security and only providing a small amount of storage available for people to manipulate data. Even if they don't put it in TRIM we have been encouraging them to save it to network drives where it is at least backed up nightly.

"Anybody that used the EDRMS prior to the fire was very pleased that they did."

There was also an issue with some data lost on external hard drives and USB keys.

"There's a balance being big brother and banning them versus letting them use these tools," admits Dinham. "The new generation is used to this technology and once you restrict that you restrict their ability to do work.

Archivist Keith Smithers picked through the rubble to find there had been damage to vital

physical records inside an internal strongroom. Legal documents were covered in black soot and there was mould & water damage to the archives area.

"Scanning of vital records is an ongoing project," said Smithers. "This incident has reinforced the value of electronic records and reinforced the importance of backing them up. It has also reinforced the value of fire rated rooms for vital [physical] records."

The strong room contained vital records such as minute books, legal documents and certificates of title. A moisture probe was used to ascertain the level of penetration. Those records with 20% or more moisture were freeze dried in Melbourne, while those with less than 20% moisture were air dried.

"My recommendation to management is to scan in house or scan on demand using an external provider," said Smithers. "Cost is a big factor."

"Council also needs to make the decision whether to move to a fully electronic workflow. There is only a small percentage of files that get recalled, but those that do are needed again and again."

Historic Hansard brought to life in SEMA digitisation project

Sir Robert (Bob) Menzies, the 12th and longest serving Prime Minister of Australia, once said, "Never forget posterity when devising a policy. Never think of posterity when making a speech."

However Menzies' place in posterity has since been assured, and all of his many speeches to parliament will soon be just a click away to all Internet users at the completion of a massive project by The SEMA Group to digitise all pre-1980 Hansard documents.

This project will transform hard copy document collections, including original Hansard transcripts from Australia's federation in 1901, into digital images that will be accessible online.

The origins of today's Hansard can be traced back to the early years of nineteenth century London, when Hansard reporters were commissioned to produce an authentic and accurate account of parliamentary proceedings.
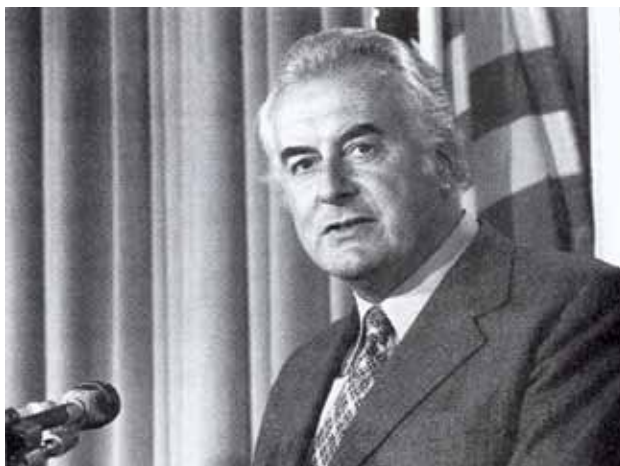
Since 1980 all Australian federal Parliament Hansard reports have been available in digital format,, but there is a huge archive of pre-1980 parliamentary material that has not been available for viewing online until now.

The SEMA Group, an Australian IT services organisation specialising in providing outsourced solutions for document-centric sensitive processes, developed a full end-to-end solution for the Australian Government Department of Parliamentary Services. The solution delivered both software and hardware to digitise the large paper-based archives held at Parliament House.

The images produced will be linked into the Parlinfo search engine. The search engine allows access to Australian Parliamentary resources including Hansards, Bills, Senate Journals, newspaper clippings, publications and much more. Parlinfo is accessible to anyone with an Internet connection and so the inclusion of the pre-1980 collection will give Australians a unique insight into historical events such as our federation at the touch of button.

One of the complexities of the project was the fact that prior to 1953 Hansards of the Senate and House of Representatives were physically integrated, day but day, in terms of numbering and sequence, however after 1953 there were two separate series.

These are as follows: House Of Representatives 1953 onwards (121 Volumes, 157,412 pages [x2 for images]), Senate 1953 onwards (88 Volumes 106678 pages [x2 for images]) and Pre 1953 (222 Volumes 346,444 pages [x2 for images])

The physical Hansard pages are extracted from the original volumes (after guillotining the spine of the book away), and the page size for scanning is approx. 150mm x 200mm.

Scanning is being undertaken using Kodak Model i780 and i1440 scanners with Hansard pages captured and processed as single page TIFFs.

SEMA is utilising dual OCR Interpret Engines from ABBYY and RecoStar to ensure the highest integrity of capture.

All TIFFs are batched into Hansard records grouped by Day, then these are converted to PDF/A files. These PDF files are transferred to the Department of Parliamentary Services (DPS) along with the associated XML data for the Hansard Batch {Multi-page PDF}.

After the DPS team performs QA on generated output,

"LADIES AND GENTLEMEN, WELL MAY WE SAY "GOD SAVE THE QUEEN", BECAUSE NOTHING WILL SAVE THE GOVERNOR-GENERAL." 1975, GOUGH WHITLAM.

"WE HAVE DECIDED – AND THIS HAS BEEN AFTER CLOSE CONSULTATION WITH THE GOVERNMENT OF THE UNITED STATES – TO PROVIDE AN INFANTRY BATTALION FOR SERVICE IN SOUTH VIETNAM." - 1965, SIR ROBERT MENZIES.

"WITHOUT THE EMPIRE WE SHOULD BE TOSSED LIKE A CORK IN THE CROSS CURRENT OF WORLD POLITICS. IT IS AT ONCE OUR SWORD AND OUR SHIELD," 1926, WILLIAM MORRIS HUGHES.
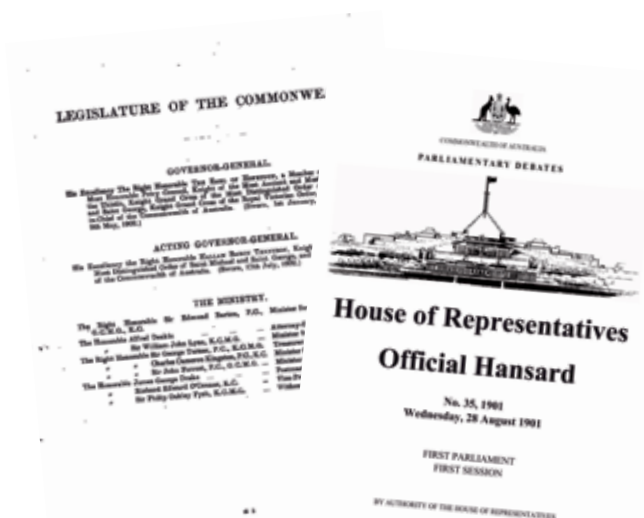
Hansard Digitsation Workflow
• Scan
• Validation
• Snippet and Indexing of Tables
• Capture and Count the Ayes, Noes and Pairs from Hansard pages
• QA Spell Checking
• QA Paragraphs are correctly captured
• Exception Queue Management
• Release
• Generate text searchable PDF
• Generate XML
• XML marked up for ingestion into ParlInfo web site
• Members speeches are correctly identified.
• Questions and debates correctly classified.

PDFs and XML data is loaded into the ParlInfo system and is made available to the public via the web.

Tony Smith, Software Product Manager at SEMA Group said there were huge challenges in dealing with the physical condition of Hansard volumes that dated back to 1901.

"The quality of paper from this period was variable, and some of the individual pages and even whole volumes had deteriorated over this time and had effectively gone a very rusty orange colour," said Smith.

"We were able to obtain the best possible image using software to clean and optimise these images, by understanding the raw characteristics the early Hansard documents. To achieve a successful result in imaging and OCR capture and Indexing, it effectively all starts with good images."

Additional challenges faced by SEMA included the variable print quality, typeface changes and differing format and layouts used over time.

"These all factored into further challenges for templating," said Smith.

A vast array of business rules had to be applied to control the indexing/tagging of the OCR Hansard information found upon each page, in order to ensure that the data was correctly tagged and mapped into the associated XML file structure.

This required the building very large reference libraries with distinct keywords [Hansard defined tags] that needed to be captured and tagged with information [metadata] found in that location.

"With such a large set of business rules for image treatment and metadata tagging, there was an equally large amount of effort expended in the testing to ensure the integrity of the output meet the requirements of the DPS. All business rules were successfully implemented," said Smith.

Wesfarmers I&S on the right planet for AP automation

Wesfarmers Industrial & Safety, a division of the major Australian listed conglomerate, has engaged Fuji Xerox Australia to solve the document management challenges in its accounts payable department.

Previously, Wesfarmers Industrial and Safety sent outbound accounts payable documents such as invoices and remittances by email and through the post. They also engaged third party vendors to send these documents to clients by fax. These methods were not ideal, and did not allow Wesfarmers Industrial & Safety to track invoices in order to ensure that they were not only received, but received in a timely manner.

Manish Gaur, e-Business Delivery Manager at Wesfarmers Industrial and Safety, commented on the time it took to receive information that was vital to their business operation.

"Our previous provider experienced delays in sending us reports on what was sent and what did not get through. By the time these reports arrived, we were potentially faced with delays on payments because we weren't aware that the appropriate paperwork wasn't received by our customers," he said.

"It was sub optimal and costly. We needed to automate our processes to become more responsive to customer needs as well as being cost effective. I was confident that we could do this with the technology that's out there," he added.

There was also a requirement for additional document management improvements to achieve Delivery In-Full On-Time (DIFOT), which is a measurement of delivery performance from a customer's point of view. It emphasises the ability to deliver on time, as per a customers' requirements.

"It is important in our industry, so boosting DIFOT is a key priority for us, something that Fuji Xerox Australia understood right from the word go," Gaur commented.

Wesfarmers Industrial and Safety initially considered engaging another outsource faxing solution to meet their communication needs.

After discussions with Fuji Xerox Australia, they realised that the process could be digitised and automated, providing further efficiencies and savings.

"Fuji Xerox Australia's solution replaced outsourced communication vendors, which we had been using for a while. Other divisions in Wesfarmers already had a relationship with Fuji Xerox Australia and we understood that the discussions involved more than just printing.

We decided to work with Fuji Xerox Australia on implementing a data management and fax solution," commented Gaur.

Wesfarmers Industrial and Safety installed Planet Press and Right Fax, which automated the process of compiling information and sending documents to clients. The solution also automated the supplier-ordering process, removing the need to send emails and faxes manually.

Planet Press is a variable data management solution that tracks information within specific data streams and then automatically sends the document out in a predefined format to a client, removing the need to print the document in order to send it.

Right Fax sends the fax and creates an audit trail, providing instantaneous feedback via email on whether the document has been successfully sent. If it did not go through, the technology identifies the issue, allowing the sender to make any necessary changes immediately.

"We no longer need to print all the purchase orders, quotes, and remittance advices, which has led to a significant reduction in the amount of paper that we're using. We aim to go completely paperless as soon as possible," commented Gaur.

The previous system's delay in feedback meant that it took too long to amend incorrect data and resend it to the client. As staff

were unaware of these exceptions for some time after they had been sent, there were delays, or worse, no feedback at all, and errors went unchecked. Fuji Xerox Australia's solution provides purchasing officers complete visibility with real-time information about whether an invoice or order has been sent, and if it has not, ensures that the appropriate changes are made in a timely fashion.

"Since the solution was automated and allowed the system to work efficiently, we have identified the percentage of outgoing communications that were not previously sent," said Gaur.

Fuji Xerox Australia is continuing to help Wesfarmers Industrial & Safety identify and implement flexible document solutions to meet their needs including solutions for incoming purchase order automation.

Wesfarmers Industrial & Safety is also looking at implementing the same platform to further reduce costs and increase efficiencies in other business streams, including opportunities with end of year client statements and management reports that were previously printed and distributed.

"The solution has worked so well in the Industrial and Safety division that we are looking at implementing similar solutions in other trading streams and reaping the efficiencies and cost savings that we have seen here," Gaur said.

"We look forward to continuing and extending our relationship with Fuji Xerox Australia," he concluded.

Fujiitsu adds scanning smarts

A new production-level scanner from Fujitsu, the fi-6800, promises to boost automation, productivity and efficiency throughout the entire scanning process. Its small footprint also allows it take its places as a scanner in front-office environments.

The Fujitsu fi-6800 (A$19,990 ex. GST) offers scanning speeds of 130 ppm/260 ipm at 200 or 300 dpi (colour, grayscale or monochrome) and quiet operation for use in the front-office environment. Its paper-feed mechanism is evolved from the company's top-of-the-line Fujitsu fi-5950 scanner, offering advanced paper and multi-feed protection functions.

An Intelligent Multi-Feed Function (iMFF) allows for instant detection of a multi-feed or multilayer document, such as taped-on receipts or sticky notes added to a document. This function transports the document that has caused the alert to the exit path of the scanner, and presents the physical document as well as the scanned front and back images to the user so they can decide whether rescanning is required.

For uninterrupted processing of document batches, an Automatic Image Quality Checker (aIQC) virtually marks images with potential missing data, such as folded corners, and those that might show multi-feed incidences, allowing the user to then check through these earmarked images and either validate or re-scan to the same position in the image order.

The fi-6800 can be adapted to preferred processes and preferences. Scanner status and settings are presented and changed on an easy to navigate LCD panel, which can be programmed in seven different languages. The scanner's small footprint (30x4645cm) allows fodesktop placement in front-office environments.

The fi-6800 comes factory-equipped with Kofax VRS 4.5 Professional with enhanced bar code recognition, ScandAll PRO 1.8 with Connect to Microsoft SharePoint to enable document sharing and collaboration, Adobe Acrobat 9.0 Standard, and TWAIN and ISIS drivers.

For more sophisticated capture requirements, the fi-6800 integrates into Enterprise Content Management and Document Management solutions.

In addition to the Kofax VRS Professional software included with the new scanner, the fi-6800 comes equipped with the Kofax VRS 4.5 Color Graphics Adapter (CGA) board, providing image processing functionality and performance.

The new ultra-bright LED lamp technology incorporated into the fi-6800 design helps significantly decrease its power consumption, and the scanner uses less than 4W while in sleep mode. Upon power-on, the scanner is ready to start operating within seconds, making it ideal when small batches of documents need to be scanned at frequent intervals throughout the day, while also keeping demands on energy as low as possible. Additionally, the start-up time from sleep mode to scan is less than six seconds.

http://au.fujitsu.com/scanners

Workshare's Point solution

Tighter integration between SharePoint and Office is promised by document collaboration vendor Workshare, with its new Point software which enables users to retrieve and file content to SharePoint without leaving Microsoft Office applications. The Workshare Point solution aims to provide easy access to SharePoint from within the familiar Office and Outlook navigation interfaces.

Workshare Point utilises the new content management and collaboration capabilities of Microsoft SharePoint 2010 to deliver a solution for managing documents and emails. The company estimates it can help organisations reduce end-user training and increase adoption of SharePoint by providing easier access to SharePoint repositories.

The Workshare software helps transform SharePoint into a central document management system with its easy email management and project content filing. This solution allows users to access, file and manage their documents and emails with the Office tools they are accustomed to while storing their documents on SharePoint. Also, Workshare Point's customisable interface enables the solution to become industry or department specific. For example, a legal team may choose to label their document library "Matter Files" for a legal-ready solution.

Key features of Workshare Point which simplify and enhance the SharePoint user experience include:
• Content management and project content filing to SharePoint from Outlook
• Drag and drop functionality to file attachments or emails so important attachments don't get buried;
• Suggestive filing on inbound emails to make inbox management more efficient and important email retrieval faster and easier.

www.workshare.com Tel: (02) 8220 8090

SHAREPOINT & COLLABORATION

A perfect match

SharePoint has successfully forged a role as one of the more important tools for sharing information across the enterprise.

Its live collaboration capabilities and document management tools are becoming a de facto standard for Microsoft-based enterprises looking to increase productivity for workgroups and ad-hoc teams within and outside the firewall.

According to Association for Information and Image Management (AIIM) one in two corporations are now using SharePoint Server and in 22% of the companies, every employee uses this popular Microsoft collaboration tool.

While a product like Microsoft Office SharePoint Server contains rich document management functionality, sometimes those capabilities need to be enhanced for specific industries that have highly defined requirements.

Microsoft's Jerry Smith told the first Share2010 business-user conference in Sydney that SharePoint 2010's Social Power is about connecting the right people and the right content at the right time

"This is about increasing business productivity, not about trolling and web surfing at work. This is about business collaboration."

Australia's Pearson Australia Group (PAG) is replacing 15 static intranets with a SharePoint solution for its 900 employees in 10 offices across Australia and New Zealand.

Lynn Warneke, Head of Digital Technologies, said the SharePoint solution was planned to remove entrenched cultural differences between businesses and regions (and occasionally offices).

"Our organisation has 180 discrete business units, divisions and departments, where there is huge complexity and process specialisation, with minimal standardisation and commonalities."

PAG sought to move from an intranet platform with no search capability that left staff over-relying on email and forced to undergo a high duplication of content and effort.

"There was a limited awareness of who's who and who does what, and minimal collaboration (outside immediate work teams)," said Warneke.

After delivering the SharePoint intranet in 8 months, on time and under budget, Pearson has found a rapid and widespread take-up of new communication channels by staff.

"There is a strong appetite for exploring process improvement online," said Warneke," as well as improved knowledge across whole company of who does what – improving connectedness."

SharePoint is now used by anything from 60 to 70 per cent of organisations, whether IT knows about it or not, according to Ovum analyst Mike Davis.

"Workspace collaboration is taken to a whole new level in SharePoint 2010 with the integration of SharePoint 2010, OCS and Office web applications", said Andy Neumann, General Manager OBS.

"We can now have multiple individuals working on the same document simultaneously, editing and seeing all the changes while they discuss the project with instant messaging. "

"The ribbon editing tool within SharePoint 2010 allows all authorised users to update wikis, blogs and web pages meaning that more users are actively using SharePoint as a tool and therefore promoting collaboration amongst colleagues.

Better time and cost efficiencies as well as better project outcomes are some of the results that organisations are seeing.

"The feedback that we are getting from our customers is that the SharePoint platform is definitely proving itself as a significant tool in driving collaboration within their organisations", said Neumann.

New Zealand's DB Breweries migrated 500+ users from Docushare to SharePoint 18 months ago.

Mike Rawson, Team Leader Knowledge Management at DB Breweries Limited points out that SharePoint should note be treated as a file server.

"This is like buying a Ferrari, storing it in your garage and filling it with paper!"

"Ensure that as part of your architecture you still retain a simple network file share facility. This keeps archiving away from the "active" part of the business.

"We have found that large Excel files greater than 30MB that are in SharePoint perform poorly when referenced by other Excel files that are in users "My Documents" (or not in SharePoint).

"Don't forget you can always post a link to the network file share where required.

"Remember the core use of SharePoint is in fact Knowledge Management – this means enabling actions based on timely information. Copying 100GB of files into SharePoint creates no new value to the organisation.

"Remember everything in SharePoint goes into a SQL database.

Collaboration will lead the way for Australian enterprise software sales in 2011, expected to top $A5.5 billion according to analysts Gartner, who also list content management, social software, business intelligence (BI) and supply chain management.

Worldwide enterprise software revenue is forecast to surpass $US253.7 billion in 2011, a 7.5 percent increase from 2010 revenue of $US235.9 billion. In Australia, enterprise software revenue is expected to grow 10.9 percent to reach $A5.5 billion* ($US5.1 billion) in 2011, with the web conferencing and team collaboration segment expected to show the fastest growth, followed by enterprise content management software.

"The focus in the enterprise software industry is on upgrading of build-run-manage technologies to improve agility, establishing cloud-computing infrastructure services and results-reporting transparency," said Tom Eid, research vice president at Gartner.

"REMEMBER THE CORE USE OF SHAREPOINT IS IN FACT KNOWLEDGE MANAGEMENT – THIS MEANS ENABLING ACTIONS BASED ON TIMELY INFORMATION. COPYING 100GB OF FILES INTO SHAREPOINT CREATES NO NEW VALUE TO THE ORGANISATION. - MIKE RAWSON, TEAM LEADER KNOWLEDGE MANAGEMENT AT DB BREWERIES

"For 2011 to 2015, the highest instances of software market growth will align to the business requirements of attracting and retaining customers, enhancing business processes, improving collaboration and social networking, managing content of all types, reporting of performance and results transparency, and workforce effectiveness and flexibility," Mr. Eid said.

The market-disrupting influences of SaaS, cloud-based services, open-source software, consumerisation and Web 2.0 technologies will expand, while developing countries, including Brazil, Russia, India and China (BRIC), will prove themselves to be pivotal innovation and growth engines.

"This is a journey with no true end," Mr. Eid said. "It is the next wave of software technology — the shift toward service-oriented architecture (SOA)-based composite processes built on existing IT systems and infrastructure, and application software using rich-client and mobile access."

Gartner analysts see use of social media and networking continues to gain traction. In the trend of socialisation, which includes personalisation, collaboration and content in the context of user-defined activities, Gartner predicts that unified communications and collaboration will see increased adoption in 2012, and context-aware and presence-based computing will gain more traction in 2013.
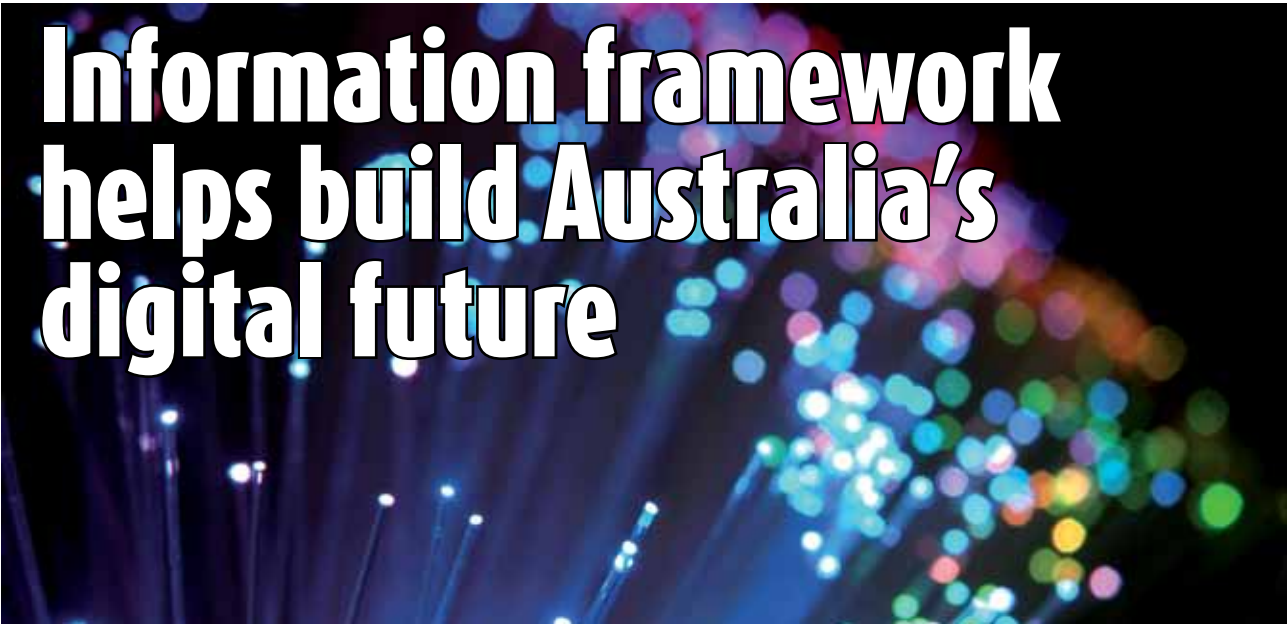
Information framework helps build Australia's digital future

A three-year project to put SharePoint 2007 and TRIM at the heart of an integrated records and information system for over 750 staff at The Department of Broadband, Communications and Digital Economy is nearing completion .

One of the most critical portfolios in the Australian federal public service, the DBCDE oversees high profile projects such as the National Broadband network and the switchover to digital television.

Manager Information Management, Henry Tabisz, was brought onboard to oversee the project in 2008. He quickly came face to face with some major challenges.

The most obvious of these was user resistance to change, and the need for an information management framework, and policies and systems to support that.

"We spent a lot of time concentrating on how to provide better value for users, said Tabisz. "This project was one of the hardest I have ever done because nobody wanted it except management - it was hard to convince users of the benefits."

In August 2007, the Department Secretary had committed to delivering a simple and reliable information and records management system with better capability to track electronic business intelligence. Implementation of the new solution had to improve information management and record-keeping.

The proposed solution had delivered easy to use interfaces with additional Web 2.0 functionality for improved user collaboration.

The requirements list included a major push to increase compliance with statutory obligations and deliver improved knowledge sharing.

TRIM had been implemented in the 1990s for managing archiving of paper records, but the move to using it for storing electronic documents and email had not been popular.

"It had been implemented as an IT solution without proper business rules, which meant that for most staff TRIM just became a four letter word."

To improve collaboration and provide a friendly user interface, the decision was made to hide TRIM 6.2 behind a SharePoint 2007 interface developed in Silverlight. TRIM has also been moved from an Oracle platform to Microsoft SQL Server 2005, while the standard operating environment at DBCD is migrating from Windows XP to Windows 7.

Compliance is a tough concept to sell to business users in today's employment environment, where most workers expect to have moved on from their current job within two to three years, and are happy to leave behind what will no longer concern them.

After spending 12 years working in the Federal public service, either developing applications or overseeing the task as a project manager, Tabisz found the new role came with some unique challenges.

"When I was in application development I got a lot of satisfaction delivering functionality people wanted and helping people do their jobs better. Now I had the task of delivering something people did not want and actually slowed them down in a lot of things they were doing."

The task of creating an information management framework and policy from the ground up was arduous and time consuming. After naively assuming it could be knocked off in a couple of weeks, the real time frame stretched over six months, including extensive consultation with management throughout the department.

THE PROPOSED SOLUTION HAD DELIVERED EASY TO USE INTERFACES WITH ADDITIONAL WEB 2.0 FUNCTIONALITY FOR IMPROVED USER COLLABORATION.

At the end of this process, the department settled on a list of "Ten Commandments" (see list at right).

"The new FOI Act strengthens the business case for this initiative because there is this enormous cost of publishing constantly and proactively a lot of information. Management can now see the benefits of the system in saving time and money chasing information across network drives and in email," said Tabisz.

A pilot SharePoint project was deployed in 2009 for around 70 staff at Australian Broadband Guarantee, a division of the Department of Broadband, Communications and the Digital Economy.

Moving to the SharePoint 2007 platform showed up benefits in helping staff find information and collaborate with others in the organisation. There was also the challenge of migrating users of shared drives with confusing folder structures, where documents can exist in dozens of different places in different versions.

A survey of the pilot participants found that the number of emails registered in the system rose from 1450 in August 2009 to 5221 in

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"What we have now is a fully collaborative system that is simple and easy to use." said Tabisz, Manager Information Management, DBCDE. Our next challenge is to implement business process automation and hid information management behind the workflow, which will reap real benefits."

October 2009, while new hard copy folder creation fell from 46 in May/June 2009 to 1 in November 2009.

In December 2009 the greenlight was given for a full rollout to the whole department, branch by branch.

Email management remained a big challenge. All Outlook users are now prompted for a folder where official mail must be saved after it is sent. Initially this applied to all mail, however staff have now been spared the need to click a category listing for any mail they choose to designate as "unofficial".

Other tasks that have been completed as part of the information architecture makeover include a new business classification scheme. This has been kept intentionally simple, instead of coming up with many thousands of categories and becoming bogged down in complexity, it has been kept to well under 100 entries.

"Keeping the number of categories down will also simplify the disposal authority," said Tabisz.

"We had to teach people about business classification, and training of at least three hours duration has been made compulsory. It has taken a lot of work from my team."

Ensuring that metadata creation begins at a document's origins has required ensuring that staff approach their job differently. Instead of creating a document in Word or Excel, they are directed to navigate to the destination folder displayed in SharePoint and begin with an existing template that automatically inherits the metadata.

The new information architecture has reduced the creation of paper files considerably, apart from some exceptions such as personnel and security records that may need to follow staff onto other government departments if they move on. Otherwise all paper arriving in the mailroom including invoices is scanned and the originals archived.

While the department has achieved much in the past three years, it is looking ahead to the challenge of migrating to TRIM 7 and SharePoint 2010, with a trial expected to take place in March 2011.

One of the features offered by the new versions that Tabisz is looking forward to is the ability for all collaborative sites to be automatically saved to the appropriate folders without any manual intervention.

Meanwhile staff are enjoying the ability to search multiple data stores from a single interface and achieve access to the full range of departmental resources from a single sign on. The Department is acquiring an enterprise search platform that will also provide access to email archives.

THE 10 "IMS" COMMANDMENTS

1 All business-related information created/modified within the Department, or received from outside the Department, will be considered a 'record' that must be stored appropriately in the IMS. Personal documents, including emails, will be maintained in the same manner but stored in a personal space in the IMS.

2 The staff member that first receives information from outside the Department (eg an email) or the staff member that creates or modifies a document (including emails) will be responsible for saving/filing this document in the information management system (IMS).

3 The G:\ drive will be made 'read-only' once the relevant documents have been moved into the IMS.

4 Each branch will uphold its folder structure with guidelines from Information Management team according to National Archives of Australia principles.

5 To ensure information currency and version control, staff are strongly encouraged to send links to documents in the IMS rather than attachments when composing internal emails.

6 Hard copy files should only be created in very limited circumstances.

7 All documents should be created according to departmentally agreed naming conventions.

8 The Information Management team will manage the IMS to ensure compliance with the internal and external policies that govern information management.

9 Access to documents made available on the intranet will increasingly use links to the IMS document.

10 Other departmental records systems (e.g. PCMS) will be formally reviewed and integrated with the IMS where possible.

Sinclair Knight Merz constructs virtual teams around the globe

In 2009 Sinclair Knight Merz (SKM) embarked on a global rollout of Microsoft SharePoint to host its corporate intranet, performance dialogue system and other key business applications. The company needed to replace multiple legacy systems and, following an evaluation of a number of products, it identified SharePoint as its core platform for collaboration and KM for the future.

"The first stage of our SharePoint deployment is as a new document management system, which is the real hub of our business. We create a lot of intellectual property (IP) and that translates into documents such as feasibility studies and project designs that we deliver to clients," said Tony Yortis, group manager information systems, Sinclair Knight Merz.

"SharePoint enables us to search IP content and provides a much more effective and efficient platform for managing documents, both those we use internally and those we deliver to external clients."

Other projected benefits of the new platform include enhanced risk management when providing technical advice to clients as it enables the company to track precisely what correspondence has taken place between different parties.

It will also reduce the overall cost of managing documents. Rather than people having to chase information or reports they may have given a client in the past, SKM will have a central repository of its documents categorised, archived and duplicated across multiple different data centres. This further mitigates risk, provides strong governance across the company's workflows and enables people to be more accountable for what they do, according to Yortis.

It will also facilitate 'virtual teaming' and the development of centres of capability, which will establish how SKM services its clients in the future.

"We can't afford to have one specialised resource in every different region. So we will try and utilise our people and assets as best we can, and move work around to where the right people are rather than flying them around the globe," Yortis says.

Selected pilot sites

SKM initially deployed SharePoint at selected pilot sites throughout the world and for the first time the company is already starting to create a central repository of global projects that many different people can see at any one time says Yortis.

Following a global rollout in 2010 everyone in the company will have access to the system. However, SKM wants to iron out all the change management and cultural issues inherent in such a project before it starts mandating a new system and processes to the organisation. To this end, it is looking to make local managers accountable for selling the system to their teams rather than head office.

"Trying to drive common, harmonised processes on a global basis is always challenging. This project is definitely more about process and change management than technology. So we are spending quite some time to make sure we get the communication right and explain how and why the new system will change the way people work and what that will involve.

"Like many other organisations we are made up of multiple different business units. People have allegiance to their local operations and unit as opposed to naturally warming to the big corporate goal. That is pretty normal human behaviour. Hence with the pilot sites we have found that once we have taken the time to take the end users through the new processes, show them the benefits and explain the big picture, people are on board," Yortis says.

Future stages of the project include adding extranet capability and the ability to exchange documents with subcontractors and clients as well as integrating SharePoint with other systems such as SKM's engineering and computer aided design (CAD) packages.

Arvind Sampath, Applications Manager - Knowledge Management and Collaboration at Sinclair Knight Merz (SKM), said it was "really critical we deliver the right platform."

With its global reach, the company needed to ensure distributed project teams were looking at same repository of information.

"We need knowledge accessible anywhere at anytime," said Sampath.

In 2007 SKM made some early attempts with SharePoint 2007, however the results were disappointing. Beginning with a "build it and they will come" approach, the initial implementation on a single server was never going to satisfy the demand for SharePoint in the organisation.

"We hadn't engaged key stakeholders, and we didn't have SharePoint literacy," notes Sampath.

"We had lots of solutions, but we were creating silos that were difficult to manage and so we needed to consolidate."

"Knowledge management and collaboration must be viewed strategically and the platform needs to be viewed strategically too."

Subsequently a renewed effort was made to tightly define the business requirements in 2009.

SharePoint 2007 was harnessed to provide communities of practice, using Team Sites. A new intranet was also rolled out.

The SKM team delivered a repository for technical documents and a project collaboration space able to handle as many as 500 simultaneous projects underway at any one time. A performance management system was also built on Infopath and Workflow, as well as phase 1 of a document management solution.

Migration of intranet content from a Web CMS is being

undertaken manually as a way to cull and classify content.

"Where staff have invested a lot of effort into folder structure and fileshares, we let them migrate it into SharePoint if they want which at least gives them a collaboration platform, we don't worry about reclassifying it in order to make that process easier for them," said Sampath.

SKM's longer term SharePoint strategy will be to provide greater integration with enterprise applications. This will enable line of business data to populate documents, and also give non-core users access to financial data, for instance, without going into the financial system. SKM is currently upgrading to SharePoint 2010 as it believes that this platform will enable it to deliver on this strategy.

The SharePoint team at Sinclair Knight Merz has worked with many stakeholders in the business to help define the strategy.

SKM also established partnerships with outside vendors to assist with implementation, after taking individual projects to tender.

"Vendor partnerships were critical," said Sampath, "and helped create a competitive environment with internal IT."

SKM IS AN AUSTRALIAN ENGINEERING, SCIENCES AND PROJECT DELIVERY FIRM WITH 48 OFFICES AND 6,500 EMPLOYEES WORLDWIDE.

CSC Australia won a role as prime systems integrator to implement Cadac Organice, a SharePoint based solution for engineering document management and document control.

SKM is using Organice Explorer to manage its project documents including CAD drawings, Office documents and e-mail, and Organice Transmit to distribute documents to external recipients using transmittals.

SKM will deploy Organice as a standard desktop application to almost all SKM people across the world. SKM also plans to use its document management environment in its joint ventures with project partners.

"We learnt early is that SharePoint is not a document control system," said Sampath, "it doesn't have any document control principles in it. Cadac Organice gives us some of the control functionality, and we have got that vendor to customise their solution to provide document numbering

"It gives us a really powerful transmittal engine and CAD integration capabilities that sits on top of SharePoint and the next version of the product will provide some additional document management capabilities.

Sampath now heads a team of 12 SharePoint specialists at Sinclair Knight Merz.

"We let the business understand what SharePoint can do out of the box, but when they want a site we go and ask them why, and get it down on paper. We need to understand all the processes, information flows and systems in order to give everyone in the organisation a 360 degree view of entities in organisation."

According to Yortis, KM is hard work and involves a learning process, which SKM is currently going through. And despite the projected benefits of SKM's SharePoint deployment, Yortis thinks it is always difficult to make the business case for KM given the intangibles it involves.

"How do you justify staff efficiency, productivity and risk management in terms of a return on investment? You can make some assumptions but it's always debatable."

Rather, Yortis prefers to take the perspective of how the company could be exposed to loss of reputation and possible litigation without solid quality controls in place, the business opportunities that would be lost without a KM system, and how being able to share and reuse knowledge ultimately improves the organisation's profitability.

"With SharePoint we are creating Communities of Practice

where, for example, the electrical engineers, the mechanical engineers and the hydrologists submit their papers and their know how.

As standards change within our industry – and they do change quite rapidly – we are able to share and pass on that knowledge to our other practitioners. So the next time we have a particular problem to resolve or a new project we don't have to keep reinventing the wheel," he says.

This article was originally published in Delivering Successful KM Projects: A Best-Practice Guide, by Keith Power, Ark Group Australia. It includes additional content presented at the Share2010 Conference in Sydney in December 2010.

ECM success begins with true enterprise discovery

With so many options and considerations for successful collaboration, why do many people start with the software (say SharePoint) and then work backwards to force it into shape? A successful deployment should begin with a "discovery" phase. Choosing the right software platform should come only when this critical phase has been completed.

A true "discovery" project for an ECM investment should begin with interviews with key staff in all processes

Every person actually engaged in every critical process and who need easy access to all necessary content should be interviewed. Unless this is done by someone outside the organisation, the most you will get is a recitation of the company procedure manual and quality processes. Have a consultant do it behind closed doors and staff can be entirely honest and open without fear of recrimination nor negative consequences. You ask them simply, how do you know there is work for you to do? What do you hate and what do you like, what, who, which department slows you down and what makes your life hard?

Instead of hearing "Well, I receive an electronic notification or order from X-department, you actually hear the reality. That is usually, "well I arrive at my desk and a document or note is on my keyboard", "something appears on my desk", or "a colleague grabbed me coming out of the lift or a customer complained that they didn't get their goods".

Dig deep enough and you will find there are plenty of heroes on your staff; those who are making a big effort just to fill in the gaps in your current processes. Next step is to examine the systems you currently have on board. Interview super users and the system owners of your current raft of software. These existing systems did work once and sometimes are just not configured nor being used to their best advantage.

If you discover that this is the case, instead of dumping them, make sure can be better utilised. Perhaps its just a need for better training. Over time it is likely you have created an ocean of documents and multiple databases. Your ECM solution can link to any current database or content repository that already exists and is working for you. Finding where the information is, how it is working for you, and the state it is in is again critical to full discovery.

Finally, review the various legislations and compliance required by any external regulators with respect to your business processes and documentation.

Of course, there is much more to it, but this is the real nuts and bolts of a good discovery project. The goal is to bridge the gaps that may currently exist in your organization and allow smart and efficient access to the information to only those that have the permissions to use it. You will now have all the information needed to make a smart and informed decision on your ECM system.

The Discovery process done properly is the real key to defining an appropriate ECM strategy.

Jill Nehrybecki is managing director of Innov8, a specialist consultant in enterprise document management, CAD drawing management and business process.

WorkVentures chosen for Community Challenge

Non-profit organisation WorkVentures was selected to receive a brand new SharePoint intranet as part off the inaugural Community Challenge at the 2011 Australian SharePoint Conference.

SharePoint Community Leaders from Australia and New Zealand are contributing both prior to the event and during the conference to deliver the solution. All time and outputs from the challenge will be donated free of charge to the organisation, with the goal of delivering a functioning solution that the organisation can use and benefit from.

Lawrence Luk, Financial Controller, said "WorkVentures is delighted to be the Community Challenge partner for the 2011 Australian SharePoint Conference."

As a non-profit organisation, WorkVentures works in communities and with partner organisations around the country. Staff are in seven different locations around Sydney and Melbourne, and come from a wide range of backgrounds with around 23 nationalities from a wide range of business and service disciplines.

According to CEO Arsenio Alegre, "It's vital that our staff and volunteers are kept up to date with news about the organisation and can access all of our policies, procedures and forms quickly and easily. At the moment everything is paper based or emailed and we desperately need to have everything consolidated in one easy to use location."

WorkVentures works with people at risk of social and economic exclusion who are seeking to improve their lives. Its aim is to improve the employability of the people it works with, by providing them with the necessary skills, attitudes, behaviours and resources. WorkVentures runs several social enterprises including a very successful technology repair business called SIRC, selling

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refurbished PCs to low income earners, and traineeships for young people. WorkVentures also offers skills training to disadvantaged groups including indigenous youth and residents of public housing estates.

Currently WorkVentures don't have an Intranet; staff updates are done via email and newsletters. The aim is improve the communication amongst their very diverse workforce, encourage all employees to use the central policies and procedures and work to improve some business processes – one being timesheet completion and time off requests.

All delegates can come and join the Community Challenge at the event to work through the various life cycle phases to build an intranet for Workventures. The Challenge will be progressed over three sessions.

Session One: 'Define and Design' is a Business session which will work through the high level requirements that WorkVentures has for an intranet, their aims for what they hope it will achieve, what they want to see included, and will also involve audience participation in helping to sketch out the information requirements and site architecture for the Intranet.

Visio will be used to map out the Business Process for the Timesheet Process and identify the key areas for development of this solution. There will also be a mini interview from a Hardware/Systems perspective, and whiteboard session to look at capacity planning and other operational considerations.

Session Two: 'Develop' will be a hands on session where the room will break into four main groups and begin to build the solution. Each group will focus on one of the following deliverables which a community leader guiding the process.

·   Home Page and Content
·   Custom page layouts for divisional pages
·   SharePoint Designer Workflow and InfoPath Form Design for the Timesheet process
·   Policies library creation using Managed Metadata and other metadata, content types and relevant views.

Session Three – 'Deploy' will cover the operational aspects for deploying the solution into the WorkVentures environment and best practice considerations in all SharePoint Deployments. It will also look at support and maintenance and planning for training and resourcing of the SharePoint Solution.
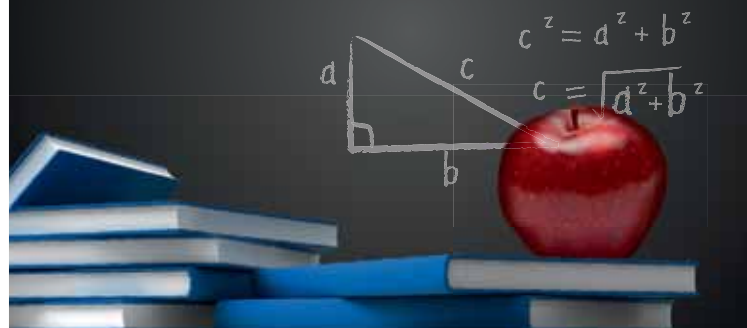
The final solution will be shown at the Closing Session on day two. Full details will be posted on the Community Challenge Page at www.sharepointconference.com.au/AU2011/SolutionPages/CommChall.aspx as they come to hand.

Winning the Web 2.0 race

By Jenepher Surbey

Using technology to drive organisational change and performance improvement is not a novel idea. Large scale ERP, CRM and specific workflow systems have been developed over many decades and have delivered significant performance improvements.

But these technical implementations have been developed in a world-culture of 'command and control'.

Web 2.0, the social web, has suddenly provided an enormous amount of data and insight which organisations are struggling to analyse. It has also driven change within markets and goods and services at an unprecedented rate and there is no reason to expect that this will slow in the near future.

Existing business systems and traditional approaches to delivering new business systems are failing to meet these changed market realities.
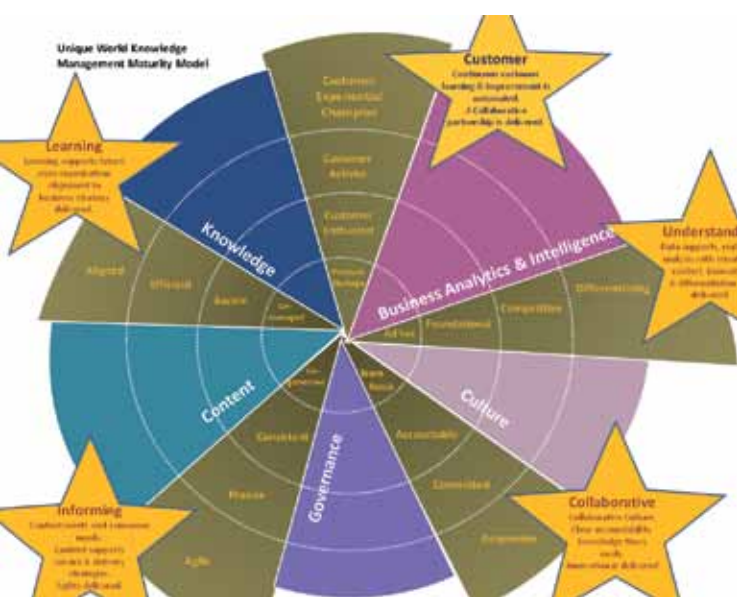
Unique World ranks an organisation's maturity in five areas: Understanding (which addresses data management); Culture and Governance; Informing (content management, accessibility and appropriateness); Learning (the ability of the organisation to grow its capability through effective knowledge delivery); and Sharing.

One ASX-listed company in sales and service delivery is confronting the problem of an existing business system with structured workflow. The system, now over 10 years old, delivers activities and reminders at half the required rate and three times as slowly as competitor's systems. The structured workflow is holding back productivity improvements.

However, from the CIO's perspective, the different needs of individual customer groups means that investment in the same type of system, although technically viable, will never deliver a guaranteed ROI as the market moves too fast.

Even the homely CRM system needs to be more agile as organisations seek to constantly refine their understanding of the existing customer base and its needs as well as responding to emerging customers and new products and services.

For virtually all organisations their market will not allow them to wait for the development of a new CRM or a new full workflow solution or a data warehouse that may be five years in delivery. They need improvements and insights now.

SharePoint has the capacity to deliver these incremental improvements not necessarily as a replacement to existing business systems, although it can, but just as often as an adjunct or overlay. For the organisation with the old workflow system it is possible to

modify part of the workflow using SharePoint while retaining the rest of the system.

SharePoint analytics can be used to deliver insight direct from business systems that currently exist plus data from new sources without the dependency of the delivery of a full data warehouse. And once in place the SharePoint solution has the flexibility to be modified further as needs change or business requirements becomes clearer.

However, without a doubt it is SharePoint's ability to deliver shared insight by providing staff with the facility to access the organisation's information and knowledge through self service that really delivers improvements in an organisation. The traditional method of seeking the right person by searching an often out-of-date people search function, putting a request in by email and hoping that the holder of the information hasn't just gone on five weeks leave is a thing of the past with SharePoint.

For most organisations, it's a game of catch up at the moment. An enormous amount of change is needed (and rapidly) while expectations and the scope is rarely clear.

Senior managers are often unfamiliar with the technologies available and although they are aware of the barriers existing within their organisation they are reliant on their experts to craft the strategy.

Web 2.0 is changing enterprise behaviour and organisations need to plan for Web 3.0 now.

However, quick wins with iterative improvements can be delivered through SharePoint 2010.

Unique World undertakes a tailored and unique approach to diagnosing the key barriers to change and prioritising solutions that can be implemented incrementally. The Unique World Knowledge Management Maturity Model or (KM3) delivers a holistic approach to implementing a Knowledge Management Strategy. To ensure business relevance these knowledge areas are also mapped against the organisation's core business driver.

To achieve this, Unique World uses pre-existing maturity models, such as the Capability Maturity Model Integration (CMMI), a framework for business process improvement, and relates the knowledge management objectives against this business driver.

The resultant analysis and strategy with roadmap delivers an approach which can drive managed and aligned change across multiple parts of the business from learning and development to records and intranet and business analytics simultaneously.

For the CEO, the report delivers the insights that speak to all areas of the business in terms of the action required. For the CIO charged with the requirement to deliver transformative change the report delivers a staged roadmap for technical implementation, a clearly identified set of business owners and most importantly the basis for a business case. It is this approach to Knowledge Management that is successfully enabling that ASX listed company to dramatically improve its productivity without the development of the new CRM or the new full workflow solution or the data warehouse that may be 5 years in delivery – and ultimately to re-invigorate its organisation in real time.

Jenepher Surbey is Principle Consultant at Unique World.

SharePoint grips the enterprise

Global 360, a provider of process and case management solutions, has unveiled the results of the How are Businesses using Microsoft SharePoint in the Enterprise? Market Survey 2011.

The survey was conducted to determine the breadth and depth of Microsoft SharePoint usage in the market today, understand how companies are driving value out of their implementations, and identify challenges related to their investment.

More than SharePoint analysts, developers, end users, IT professionals and business managers across multiple industries worldwide participated in the survey.

It found that SharePoint 2010 Deployment Upgrades have increased Five-fold in the past six months, and over half of respondents have deployed SharePoint "enterprise-wide" or "regionally by specific offices" pointing to its acceptance by business users.

Thirty-three percent of respondents stated that over half of the documents stored in SharePoint support mission-critical processes. At the same time, 58% of survey participants revealed that their organisations plan to or have already extended its use to manage business processes.

Both of these results are evidence that SharePoint 2010 is becoming more viable as an enterprise class application platform. The value of SharePoint is shifting away from its historical position of storing content toward one where content-based applications support mission-critical business processes.

Despite its widening acceptance as a powerful application development platform, 19% of survey respondents identified the biggest challenge with SharePoint deployments as being the "development time and effort required to build business applications".

The difficulty in development time also affects the second largest challenge of "end user adoption and training" (17%). If strong applications do not exist for end users, adoption rates will lag expectations, pointing to the growing importance of third-party developers in the Microsoft community to help deliver business applications on top of the SharePoint platform.

DocuLex releases Archive Studio V4 for Exchange 2010

Document management vendor DocuLex has enhanced its WebSearch component from Archive Studio Software Suite V4 with the capability of pulling all inbound, outbound and intercompany email from Microsoft Exchange 2010.

This automated, behind-the-scenes process eliminates user involvement or intervention, ensuring thorough capture and retention of all email. WebSearch is a secure, browser-based document management software that enhances internal and external collaboration, business process workflow, email archiving, corporate compliance and records retention management scheduling.

WebSearch can be installed locally or accessed in the cloud as a managed document service. Email is secured by WebSearch, maintaining private access rights by sender or recipient.

However, email deletion is unavailable by users, access logs are maintained and retention is managed by the WebSearch records management module. Incoming, outgoing and internal emails are captured instantly by the archive server using a journaling function inherent to the clients' mail server. Any email and attachments sent or delivered will be archived and processed.

In addition to archived email, WebSearch can leverage the Microsoft Exchange 2010 integration technology for actively capturing incoming accounts payable invoices and delivering outgoing receivable invoices with other supporting documents, thus reducing printing and scanning costs associated with paper-centric business process workflow.

WebSearch pushes notifications for a task to staff including; invoice approvals, purchase orders, release of payment or customer emails with bill of lading, invoices and other supporting documents. WebSearch utilizes existing data from Microsoft Dynamics GP, Quicken and other popular accounting packages.

The program was developed for use throughout a business's operations to regulate and streamline the flow of documentation and secure content access.

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AvePoint is a global technology company and software innovator. Since 2001, AvePoint has been a leading provider of enterprise-strength infrastructure management solutions for all Microsoft SharePoint Products and Technologies. AvePoint's award-winning DocAve Software Platform delivers comprehensive and flexible infrastructure support for backup and recovery, replication, migration, administration, archiving, deployment management, storage optimisation and compliance, while piloting the products of OEM partners such as NetApp and IBM. With headquarters in New Jersey in US, and wholly owned engineering centres and sales offices worldwide, AvePoint serves more than 5000 enterprise customers. AvePoint is a Managed Gold Certified Microsoft Partner and GSA Certified Provider.

DLA Phillips Fox eases SharePoint 2010 content migration with DocAve

A long term SharePoint user, law firm DLA Phillips Fox found success with AvePoint's DocAve when it sought a solution for swift, automated movement of custom SharePoint content.

DLA Phillips Fox is one of the largest legal firms in Australasia, with offices in Auckland, Brisbane, Canberra, Melbourne, Perth, Sydney, and Wellington. A full service commercial firm, it services a broad cross-section of clients and industries. DLA Phillips Fox is a member of DLA Piper Group, an alliance of independent legal practices.

It has used various platform releases for internal document workflow, forms management, document templates, and overall document management. Since May 2010 the firm has been utilising Microsoft SharePoint Server 2010 as a company-wide intranet, encouraging greater collaboration and knowledge sharing among its distributed workforce.

The SharePoint Server 2010 environment is highly customised, with approximately 240 subsites, 10 master pages, and more than 1,000 web pages. Very quickly administrators at DLA Phillips Fox realised there was no seamless way to migrate news items, lists, announcements, web parts, documents, and other content from its User Acceptance Test (UAT) farm to its production farm.

Success Highlights
• Saved approximately 75 to 100 days' worth of manual content migration
• Improved employee morale and saved the organisation from hiring an additional full-time employee
• Swiftly migrated content among 240 subsites and more than 1,000 web pages across multiple SharePoint Server 2010 farms

Natively, SharePoint Server 2010 offers a backup-and-restore option that can back up the entire UAT farm and then deploy to production.

However, administrators could not guarantee that the metadata and security settings for the content backed up in the UAT farm would be maintained once deployed to the production farm. The team would have to then recreate all the security properties manually, which is both time and resource-intensive.

As SharePoint does not natively provide the ability to efficiently synchronise content across farms in real time with full fidelity DLA Phillips Fox began the search for a third-party content management solution.

After researching several third-party solutions, DLA Phillips Fox purchased DocAve Content Manager for SharePoint.

"DocAve is an extremely intelligent platform for content management in SharePoint Server 2010", said Sasank Namburi, Applications Development Manager at DLA Phillips Fox. "A major contributor to us in finally deciding to use AvePoint, though, was the quality of support provided."

Swift Intra-deployment Migration
DLA Phillips Fox immediately utilised DocAve Content Manager's two-URL tree system to copy live documents, web parts, and other customisations from its UAT farm to the production farm. With DocAve, Namburi was able to set up an automated synchronisation schedule in order to keep tabs on content across multiple farms that needed to be updated. Graphical domain and user mapping available with DocAve ensured complete data integrity, meaning all security settings, versioning, and other requisite metadata is maintained during the migration.

The ability to restructure content – including shifting subsites and top-level sites – ensures administrators can optimise the hierarchy of its SharePoint Server 2010 farms according to evolving business needs. "Any content can be updated across our multiple SharePoint farms within milliseconds with DocAve", Sasank said. "That's extremely beneficial for not only my IT department, but also for other stakeholders throughout the firm."

AvePoint's sales and support teams consistently delivered high-quality service throughout the entire purchase and implementation process, which greatly helped Sasank and his team infuse DocAve throughout the SharePoint Server 2010 deployment. Due to the highly customised nature of the organisation's SharePoint environment it was vital that DocAve could be configured to meet those stringent needs.

Critical Needs
• Swift, automated movement of custom SharePoint content from one farm to another within its deployment
• Retention of all metadata associated with webparts and other content migrated intra-deployment
• Passionate support team willing to work hand-in-hand with administrators to customise the product to fit specific business requirements

"The AvePoint support team is a hardworking group that clearly addresses client issues quickly", Sasank said. "They were able to help us ensure DocAve Content Manager met my specific business requirements for the SharePoint deployment. They have been extremely helpful."

The Bottom Line
Using DocAve Content Manager, DLA Phillips Fox can now quickly copy and migrate customised SharePoint content from its UAT farm directly to the live production environment "within milliseconds". Sasank said that DocAve has already saved his team approximately 75 to 100 days' worth of work – and also improved his team's morale. Furthermore, its automated, schedulable nature has enabled Sasank to not have to hire an additional, full-time employee to only take care of manual migrations of content throughout the deployment.

His superior experience with AvePoint's support team led him to recommend AvePoint to DLA Piper, one of the world's largest legal firm. Additionally, he is considering AvePoint's DocAve Deployment Manager solution for automating deployment of customisations and solutions from UAT farms through to production.

"DocAve successfully addressed the largest challenge we faced with our SharePoint Server 2010 deployment – content migration", Sasank concluded. "Consequently, as we continue to evolve in our use of SharePoint, DocAve will play an instrumental role."

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Data Quality must deliver for the e-health revolution

The move towards activity-based funding as part of national health reform in Australia will put a spotlight on data quality, as hospitals receive funding based on the number and type of cases they treat. A similar regime is also on the horizon in Canada, where the Canadian Institute for Health Information (CIHI) is charged with ensuring the quality of health care data. We asked CIHI Consultant Heather Richards, to highlight the data quality issues to be faced.

IDM: Can you describe what you do and the objectives of the CIHI?

HR: CIHI coordinates, develops and maintains health information in Canada. Our mandate is to remain neutral and objective and to deliver quality, unbiased information. We are not policy-makers, yet we play an integral role in providing relevant and reliable data and analyses to those who manage health care and formulate health policy. Our data helps others with the effective management of Canada's health care system and with raising public awareness about factors affecting good health.

Most of my time at CIHI has been with the Data Quality department; however, last August I accepted a two-year secondment outside the department to work on an Activity-Based Funding (ABF) project. I was drawn to this work by the recent surge of concerns surrounding increases in health care spending. As Canada moves along the path to ABF, my role is to ensure that 1) our data is of sufficient quality for this use, 2) we develop a case mix system that is appropriate for this use, and 3) the changes we observe in the health care system are ones that are favourable

rather than unfavourable. For example, my colleagues and I are currently working on a framework to monitor changes in hospital behaviours - including changes in coding quality.

Outside CIHI, I am currently serving a two-year term as Director of Publicity with the International Association for Information and Data Quality. This work, and the exposure it provides me to data quality initiatives in other sectors and in other countries, keeps me firmly grounded and aware that there is still much for me to learn in the information and data quality field.

IDM: There is a wide range of electronic data connected with a patient, whether it is the electronic patient record, medical images or associated admin files. What is the scope of your initiative?

HR: CIHI maintains mostly administrative data files, and most of my experience in understanding data quality with health information is in this context. CIHI currently houses 27 databases

that collect very different types of data - including data on health services, health spending, prescription drug use, and health human resources.

However, CIHI's scope also includes work on the electronic medical record (EMR). CIHI led the development of Primary Health Care EMR content standards in collaboration with jurisdictions across Canada, as well as Canada Health Infoway. This standard includes specifications of key concepts and value sets that describe a subset of important data routinely captured in EMRs, albeit much of the current collection is free text. The draft standard includes 106 data elements for concepts such as age, diagnosis and procedure.

This project excites me. Increased adoption and uptake of EMR content standards by primary health care providers and jurisdictions will support better patient care and improved primary health care in Canada by making available more complete and comparable data.

> "INCREASED ADOPTION AND UPTAKE OF EMR CONTENT STANDARDS BY PRIMARY HEALTH CARE PROVIDERS AND JURISDICTIONS WILL SUPPORT BETTER PATIENT CARE AND IMPROVED PRIMARY HEALTH CARE"

IDM: What are some of the challenges CIHI has ensuring data quality within the Canadian health care system?

HR: CIHI is a secondary data collector and this position creates our main challenge. The provincial ministries of health, regional health authorities, and hospital administrators — not CIHI — determine the work environment and resources available to the primary data collectors. As a result, factors which influence the quality of the data, such as its data capture, are outside CIHI's jurisdiction. This poses a data quality challenge as we cannot directly affect how data is captured and collected.

To counteract this limitation, we establish data quality activities that strengthen our data providers' awareness and understanding of the importance of data quality. We assist them with implementing practices that promote the most accurate data, such as data submission manuals, vendor specifications for data entry, and educational workshops on how to code and abstract data to meet the national standards.

IDM: You are working to understand how reliable and complete the data are in Canada's health information databases, which leads to understanding how much this information can be trusted to make informed decisions in health policy and patient care. Can you give us an indication of the scale of this task and how far you are along the way?

HR: To start, I should point out that we have many partners in Canada who work with us in the health information arena, and each partner has a specific use for our data in terms of making informed decisions in health policy. We have national organizations such as Statistics Canada, provincial organizations such as our ministries of health, professional associations that could be either national or provincial. Also, on a regional or municipal level, there are health authorities, health facilities and private sector organisations. And then there are other groups such as researchers and advocates.

Our partners sometimes provide the data and sometimes they use the data - sometimes they do both. The data challenges are many. We must accommodate data providers with different coding standards at provincial and territorial levels versus the CIHI national level. At the same time we need to be aware how differing coding standards can affect the needs of our various stakeholders.

It's really a balancing act in terms of allowing some flexibility to address local interests and limitations, while keeping other aspects of data collection standardized across the country to address provincial and national interests. It is important for decision makers to understand this distinction so that they are not misled when developing health policy.

Many health policy decisions are based on information collected in more than one CIHI database. Hence, we need to ensure that our data is usable across a variety of health sectors. As such, we need to continuously structure our date to allow tracking of patient care across health sectors.

Given that we have many databases it can be difficult to integrate the information. We have overcome many challenges and have made significant strides in making our data more usable. For example, we have a corporate data dictionary that standardizes how similar data is captured across databases. We also have a database that enables analysts to identify where data is available for each patient across databases and over time. Right now analysing data across health sectors is done by CIHI staff and is not yet integrated into applications available to our external clients, such as the CIHI Portal.

To answer your question about "how far we are along the way," all I can say is that we are somewhere past the start line. The health care sector is a changing environment, and CIHI will always need to put effort into making our data more usable and understandable by the decision makers who have the ability to effect positive changes in the health care system and the health of Canadians.

IDM: The Australian government has announced an intention to create a personally controlled electronic health record (PCEHR) for every individual. Is any thing similar underway in Canada? How important is data quality to such initiatives?

"DATA STANDARDS ARE FUNDAMENTAL FOR ANY DATA COLLECTION ENVIRONMENT WITH MULTIPLE DATA PROVIDERS AND DATA COLLECTORS." - HEATHER RICHARDS, CANADIAN INSTITUTE FOR HEALTH INFORMATION (CIHI)

HR: Canada Health Infoway (not CIHI) is initiating some work on consumer portals and several jurisdictions have announced plans to begin work in this area. Sunnybrook Hospital in Toronto recently announced their patient portal, giving patients access to their test results and health record. So this movement to create a personally-controlled EMR is happening in Canada also and is relatively new.

When collecting any data, its quality is paramount in terms of laying the foundation for good decisions. So, data quality remains important in a personally-controlled EMR and the same principles of data quality should be applied to it. That is, the quality of the information it contains should suit the needs of its stakeholders – whether these be the patient, his or her doctor, or a governing body.

IDM: How advanced is data sharing between medical facilities in Canada, which presumably use a range of different applications, databases, etc?

HR: Your question correctly presumes that there is a range of different applications and databases used by the medical facilities across Canada. It is not CIHI's role to stipulate which vendor package a hospital uses to collect data, but for most of our data holdings we do specify: the minimum data set to submit, the format

in which the data is to be submitted, the edit and consistency checks that this data must pass to be accepted by CIHI, and the deadlines by which the data must be received. Having said that, we work closely with data providers and vendor software companies to create collection processes that are efficient and support quality data collection.

To enable data sharing between facilities, CIHI has developed a tool called the CIHI Portal. The Portal reflects a new way of using and accessing health information. It is a dynamic, web-based environment which allows registered users from Canada's data-submitting health care organizations - such as hospitals, regional health authorities and ministries of health - to access interactive reports on the delivery of health services at the facility, regional, provincial and national level. A dynamic bundle of content, functionality and features, offer users improved evaluation, stronger decision support and broader knowledge transfer.

IDM: What are some of the initiatives aimed at prevention, early detection and resolution of data quality issues?

HR: Each data holding has a process for preventing, detecting, and resolving data quality issues. While the details may differ, the main components that drive these processes are the same. With respect to prevention, I mentioned earlier that CIHI has submission guidelines that must be adhered to by our data providers. Guidelines include data submission deadlines, data formats and edit and consistency checks. All CIHI data holdings have submission guidelines..

When data is received by CIHI, further checks are applied to detect possible data quality issues. This can include record-level

CIHI'S STANDARDS FRAMEWORK EXTENDS BEYOND CODING TO INCLUDE DATA TRANSMISSION STANDARDS, DATA STANDARDS, INFORMATION STANDARDS, AND OUTSIDE OF THE DATA QUALITY REALM. IT ALSO INCLUDES PRIVACY AND SECURITY STANDARDS.

edit checks for more sophisticated coding rules, such as those that would ensure adherence to the Canadian Coding Standards for ICD-10-CA (International Classification for Diseases and Health Related Problems, 10th Revision, Canada) and CCI (Canadian Classification for Health Interventions). This can also include aggregate-level checks, such as identifying unusual changes in record volumes submitted over time or checking for unexplained changes in the mix of patients treated by a hospital. Each data holding has its own system for detecting data quality issues. Whenever possible each holding lets the data providers know about any issues so that errors can be remedied and the 'cleaned' data can be resubmitted to CIHI.

Resolution of data quality issues involves a feedback loop between CIHI and the data providers. This feedback loop can be a formal meeting, such as the National Clinical Administrative Database bi-annual meetings in which provincial and territorial representatives and CIHI staff meet to collaborate on changes needed to improve data usability and data quality. The feedback loop can also be less formal. For example, each program area has Client Services Representatives (CSR). Data providers can contact the CSR if there are data quality issues. CIHI also offers services such as the eQuery tool. Using eQuery, hospital coders can solicit personalized instruction on how to capture data for a specific patient episode.

Some data quality issues are managed outside data provider feedback loops. Earlier, I briefly touched on the fact that the provinces often have individual collection needs. As a result, data collected at a provincial level may deviate from CIHI's national standards. When this happens, we process the data in a way that allows comparisons between provinces. As an example, the Canada-wide roll out of ICD-10-CA and CCI was implemented province by province rather than all at once. During this time CIHI offered tools that allowed analysts and researchers to map the new ICD-10-CA and CCI codes to the older classification systems – enabling analysts to monitor disease prevalence over time or among provinces. However, while we do create tools like this, CIHI's primary data quality focus remains on working with our data providers to promote consistent data submission.

IDM: What is the role that can be played by standards for data collection, recording and measurement? How prevalent are they in hospitals and general practise?

HR: Data standards are fundamental for any data collection environment with multiple data providers and data collectors. I have mentioned the ICD-10-CA and CCI classifications maintained by CIHI. These standards play an important role for hospitals submitting clinical data. The classification rules maintained in the Canadian Coding Standards provide the framework by which coders understand how to report the clinical data. These standards allow the data abstracted by thousands of coders across the country to be comparableand for measurements on health system performance and the health of Canadians to have the foundation it needs for comparable statistics across the country.

While I've just highlighted coding standards and their roles, it should be noted that CIHI's Standards Framework extends beyond coding to include data transmission standards, data standards, information standards, and outside of the data quality realm. It also includes privacy and security standards.

The prevalence of these standards in hospitals varies depending on the standard in question. Compliance is high for data standards, such as data providers submitting the minimum data set. Compliance to transmission standards is also high, as most providers adhere to CIHI's data submission standards. We have seen inconsistencies within the national coding standards.

With respect to ICD-10-CA coding in the inpatient setting, reabstraction studies have found differences in the specificity of some health conditions reported to CIHI (e.g. unspecified stroke vs. ischemic stroke).

We have also found inconsistencies in diagnosis typing for certain conditions; diagnosis typing, indicating if a health condition affected the patient's stay (e.g. did the diabetes make the treatment of the patient more resource intensive?). The detailed findings from these studies are available in public reports on our web site.

The coding quality we are observing in Canada's inpatient data is consistent with what is seen in other developed countries that have done similar types of studies. '

The root causes for our coding inconsistencies range from the quality of the physician chart documentation at the hospital, to the education and training of the coders, to the resources and educational offerings provided from CIHI. Unsurprisingly, these are areas in which we continue to focus on developing and promoting.

Heather Richards is a keynote speaker at the Data Quality Asia Pacific Congress 2011 being held on March 28-29 at the Citigate Central Sydney. www.dqasiapacific.com

Staying afloat in a sea of data: managing your information risk

By Bob Tennant, CEO of Recommind

Corporations are drowning in data. Twenty-five years ago, individual computer storage was measured in thousands of bytes; 15 years ago, in millions; 5 years ago, in billions; today, in trillions. IDC recently estimated that 1.2 million petabytes of digital information would be produced in 2010, the equivalent of 1.2 zettabytes of data.

The numbers are getting to the point where they're actually hard to fathom. Despite the enormous amount of data created every day, the average employee gives no thought to managing it. Individuals have little incentive to classify or file information. It's a time-consuming, tedious chore, so most of the time, it doesn't get done—and without technological assistance, never will.

It seems so much easier to save everything, in case it's needed later. Unfortunately, the 'save everything' approach results in enormous costs that are ultimately borne by the organization, not the individual. These fall into two main categories: the cost of storing the information and the cost of information risk from keeping information that should have been deleted in a timely manner.

The 1.2 zettabytes of data produced in 2010 are now being stored on top of all of the information created, stored and not deleted from previous years. The cost of retaining data is often mistakenly identified with the cost of disk space, which leads some to the mistaken conclusion that information storage is cheap.

That might be true for your home desktop, but for a corporation, the real costs of storage are not in disk space. They're in increased network complexity and network management, the energy costs associated with energy- hungry disk arrays, the additional IT staff required to support unnecessary systems, and many other costs that are very real but don't fit under the "disk space" line item on a budget. In fact, despite the enormous rise in total storage costs, the most expensive, unpredictable, and threatening cost to an organization is information risk.

In 2010, the US Department of Justice collected almost $US2.5 billion in fines in bribery prosecutions, and the SEC collected more than $US500 million on top of that. The FSA (the financial regulator in the UK) assessed fines in 2010 that were triple what it assessed in 2009.

Every corporation is engaged at any given time in a number of lawsuits, and for every fine paid to the government or lawsuit taken to court, many more investigations and suits were initiated and either subsequently dropped or settled.

In the context of these investigations or litigations, all pertinent data (what in legal parlance is known as "responsive") requested is required to be produced, regardless of where it is stored and even whether you know it is there, sometimes (especially in the case of government investigations) on extremely tight deadlines. This is difficult even for companies with excellent document destruction policies.

For companies without a real document lifecycle management policy—one which is both implemented and enforced—this means every production will cost many times what it needs to. For example, a typical business presentation might go through 10 drafts before the final version. With poor preservation policies, a company might need to produce all 11 documents in an investigation instead of just one copy of the final product.

Data duplication at a document level increases the cost of identifying, collecting, analysing and producing documents manyfold, in addition to increasing overall storage costs. To make matters worse, the most expensive part of the production process has nothing to do with IT. It's the cost of lawyer or paralegal time to review documents before they get produced.

Review makes up 70 percent of the total cost of e-discovery, but it comes out of the legal department's operating budget, so is often unaccounted for in IT planning. Because these costs are spread across departments, they are not easily classified-- but at least they are predictable.

In some instances, poor information management can result in unexpected, sometimes catastrophic, penalties from courts and governments. In the recent Alcatel- Lucent settlement, for example, Alcatel's initial failure to cooperate increased its penalty, according to one calculation, by $US23 million. Incomplete disclosures can give the impression of concealment, ruining all prior efforts at cooperation.

These consequences can be avoided with a greater focus on information governance. Proper information governance includes consideration of the type of data to be stored, the role of the employees who create it and how it is accessed and used.

When documents are classified by type, for example, a company can apply rules to it, including the date of its destruction. But because employees' tend to take a 'save everything' approach, with little thought to classification or destruction, implementing a people-oriented process around this risk is unlikely to succeed.

Older technological methods, like keyword searching, can help, but are limited and not as reliable as purpose-built applications employing more sophisticated technology. Such applications are software solutions that learn and improve categorization over time as they encounter new data.

Rules-based categorization or machine learning can automatically set the shelf life of information based on best practices for different types of content. Companies are using this same advanced technology to improve storage lifecycle management and to implement information governance policies.

The reason? Technology succeeds where behavioural control fails.

Once companies have implemented better technological controls, they can add better financial controls by charging business units for overall storage costs. The better the business unit's document control policies, the less they are charged.

Sophisticated tools such as predictive information management enable companies to take a cost-effective approach to data management while reducing their exposure to information risk.

In summary, companies that do not seriously assess their storage lifecycle management processes leave themselves vulnerable to increased costs and risk. Implementing a comprehensive storage strategy that includes an automated information lifecycle management process is one smart business decision that can act as both a shield and a sword in protecting a company in the age of the zettabyte.

Federal Court sets limits to accessing digital evidence

So you've caught a bunch of employees apparently red-handed in the act of sabotaging your company on behalf of a competitor who they subsequently join. How much help will the courts give you in investigating the breach? Can you expect to get an inside view of what has gone on inside your competitor's network?

By David McGrath

The court's willingness to open the door only goes so far, as a WA company found out in a recent judgment in the Federal Court of Australia.

Justice Neil McKerracher allowed WA importer Alanco to enter the business of a competitor to search their computer systems, commonly known as an "Anton Piller" order. However they were not permitted by the court to view first hand what was discovered.

Search and Seize

2010 was not a good year for Alanco. After losing its general manager, Mr. Golding in December, 2009, its sales manager, Mr. Higgins followed soon after in June 2010.

Following their respective departures, both men took up positions with a competitor, Dasco. Indeed, Mr. Golding was a shareholder. Despite being a relative newcomer, Dasco provided "unusually swift and ferocious" competition which had a "material effect" on Alanco's sales.

A new general manager, Mr. Bollen, held grave suspicions about the actions of Alanco's former staff.

First, apart from minor cosmetic changes, Dasco appeared to be using Alanco's 'distinctive' stock numbering systems.

Secondly, 190 pictures of Alanco's confidential stock and customer management programs had been found on Mr. Higgin's Alanco laptop in October, 2009. The photographs included top selling product lists, customer lists, product purchase histories, gross margins and product codes.

There had also been a very unusual product delivery to a customer, Abbot Auto Electric (AAE). According to Alanco, AAE's owner Mr. Abbot was friends with Mr. Higgins.

In a marked departure from normal procedure, Alanco had been asked by AAE to pack the delivery in unmarked cartons. AAE also used its own courier, not regularly used by Alanco, to pick up the goods. Alanco dispatched an employee to follow the courier who observed the goods being delivered to Dasco's warehouse not AAE's premises.

That sparked an investigation of AAE's sales history. The investigation revealed that AAE purchase volumes had increased from a few hundred dollars per month between 2004 and 2008 to a few thousand per month in 2009. The order in June 2010 was over $A16,000. Purchases stopped altogether in August 2010. It was also noted that the purchases included many products only available from Alanco which Dasco could not source from anywhere else. Alanco's margins on the products sold was also low.

On the basis of this evidence, Alanco said that

• Mr. Higgins had been assisting Dasco, a direct competitor, whilst still employed by Alanco. He did this without the knowledge or approval of management and had tried to cover up those activities.

• The court should infer that the 190 photographs were likely held by the defendants and that there was a "real possibility" the defendants might destroy this evidence if it became aware of Alanco's court actions.

Justice McKerracher agreed that such a risk existed and granted Alanco the right to conduct a search of Dasco's computer systems. The search order was executed on 16 September, 2010 and the defendant's computers were seized.

An independent computer expert made an exact copy of Dasco's business data and the computers were then returned to the defendant the next day to minimise disruption to its business. The entire operation was carried out under the watchful eye of an independent solicitor.

THE PHOTOGRAPHS INCLUDED TOP SELLING PRODUCT LISTS, CUSTOMER LISTS, PRODUCT PURCHASE HISTORIES, GROSS MARGINS AND PRODUCT CODES.

A Quick Peek?

Although the court granted Alanco secret orders to allow it to seize its competitor's business data, it didn't go so far as to allow it to be viewed.

The independent computer expert made searches for documents falling with the defined categories in the court order. Although responsive documents were handed onto the plaintiff's solicitors they had undertook to the court not to pass those documents onto their client.

There were good reasons for this. Whilst some of the information seized may have been relevant to Alanco's case it was very likely to also contain unrelated, commercially sensitive Dasco information. The point of the search order was to preserve information which could be used by Alanco in its action. The court was not about to allow that process to be abused by giving Alanco access to Dasco's sensitive trade secrets.

Alanco applied to the court again for access to some of the seized documents, particularly the alleged photographs of Alanco's systems. Alanco argued that without actually seeing those documents it was very difficult for them to give their solicitors proper instructions to proceed with the case.

In order to protect Dasco's business interests, they proposed a detailed and restrictive access regime which

David McGrath is a Sydney-based solicitor with extensive ediscovery experience

included the redaction of certain sensitive Dasco information such as price, from the documents before being provided to them. They also argued that having operated so long in the industry they were unlikely to discover any information of commercial significance.

The application was opposed by the defendants who argued that Alanco's case was much weaker than previously suggested. They said that the 'confidential stock numbering system' alleged to have been stolen by Dasco had in fact been designed by Mr. Higgins, and that Alanco had published it on its website for all the world to see. They also referred to statements by judges that once the documents are inspected by a trade rival the information cannot be forgotten and confidentiality is therefore destroyed forever.

Justice McKerracher had to balance the defendant's interest in maintaining confidentiality of its information against the plaintiff's right to pursue its case. Although he agreed that not seeing the documents could cause difficulties for Alanco they had failed to show that it was actually necessary.

He gave examples of other ways in which the instructions sought by the solicitors could be taken. He was also wary of permitting access to the trade rival's data at such an early stage of proceedings. The application was rejected.

Anton Piller orders

Although Alanco was unsuccessful in gaining access to Dasco's documents, it was successful in being allowed to search the defendant's computer systems in order to preserve that information in the first place.

This type of order, although now enshrined in the Federal Court rules, is still commonly referred to as an Anton Piller order following the 1975 English appeal case of Anton Piller v Manufacturing Processes Ltd, Wallace and Baker. The orders are most often sought in breach of confidence, trademark and copyright, or patent infringement matters.

The crux of the order is that the court can order a search to be made and evidence to be seized without giving prior notice to the subject of the search order. The person against whom the search order is made either complies with it or risks being held in contempt of court. The simple aim is to preserve evidence.

In order to obtain the order, an applicant has to show (a) a strong prima facie case; (b) that serious damage could flow if the order is not granted; and (c) clear evidence that the defendants both have the incriminating materials, and a real possibility they may destroy it.

In the modern electronic age, there is a new player in the Anton Piller order scene – the independent computer expert - typically a computer forensic investigator who can take copies of information without damaging its evidentiary value and with minimal disruption to the defendant.

The court recognises that the search order is a serious invasion of the defendant's rights. The granting of an Anton Piller order is regarded as being at the "extremity of a court's powers" and only to be made where there is no viable alternative. To ensure that the rights of all parties are observed, the court will often appoint an independent solicitor to oversee the process.

As we can see from this matter, the court takes seriously it role in balancing the competing interests of the parties.

Document history fully revealed
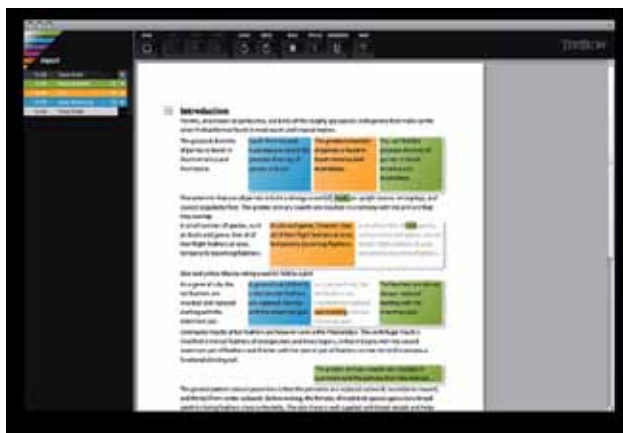
A new browser-based document management tool for the legal profession, TextFlow Redliner, is claimed to be the only redlining tool that can present a document's complete editing history

TextFlow Redliner promises to deliver a Microsoft Word or text-based PDF document's complete, step-by-step editing history. It offers lawyers, paralegals, administrators and other legal professionals a simple and effective means of managing the legal document review process by helping to visualise all parties' changes in an easy-to-read manner.

Developed by Sweden-based Nordic River, TextFlow Redliner is based on TextFlow document comparison software, which has more than 10,000 users worldwide. It requires no user installation since the software is web-based and is instantly accessible.

The software works on a variety of platforms including Windows and Macintosh computers and will soon be available as an iPad app. The company is also launching a toolkit for system integrators allowing them to easily integrate TextFlow Redliner with Sharepoint, Worksite and other cloud-based document management tools.

TextFlow Redliner allows users to drag and drop the latest document versions into their browser for immediate redlining and comparison. It also features a new user interface element which allows lawyers and document editors to easily view suggested changes by user; clicking on a reviewer's name displays the changes and comments by that individual and provides instantaneous visual comparisons. Nordic River's patented WeaveSync technology allows TextFlow Redliner to create a redlined document from up to seven versions.

"Our customers tell us that, despite the tools currently on the market, redlining and the document review process are still two key challenges for lawyers," said Tomer Shalit, CEO of Nordic River. "TextFlow Redliner gives legal professionals greater control over their documents while making it easier to share information and collaborate with their staffs and clients."

TextFlow Redliner is available at www.nordicriver.com. The introductory individual user licenses is $US25 per year; enterprise pricing available upon request.

Revealing network secrets

AccessData has announced the release of SilentRunner Mobile, a network forensics solution that collects network traffic at 100 megabits per second.

Designed for quick deployment with a flexible architecture, SilentRunner Mobile is aimed at law enforcement, government and corporate investigations, while allowing for distributed installation to facilitate ongoing cyber security monitoring and analysis.

Operating like a network surveillance camera, SilentRunner Mobile allows users to monitor, capture, analyse and graphically visualise network traffic to see exactly what a suspect or exploit is

doing during a an investigation. Captured network activity can be played back on demand. Furthermore, because it is easy to deploy, users can quickly access network traffic once surveillance is determined to be necessary.

"We're excited to be able to deliver these enhancements to our 100Mbps network forensics solution. We pride ourselves on providing a variety of solutions suited to address digital investigations of all sizes and complexities, and SilentRunner Mobile is an ideal option for investigations or network monitoring that does not require data capture at Gig speeds," stated Jason Mical, Director of Network Forensics at AccessData Group.

Enhancements to SilentRunner Mobile include the following:

* a Web-based network overview delivered via a new SilverLight interface that gives real-time visibility into all network communications.

* Web-based interface that delivers complete command and control over multiple collectors.

* Built-in chat query allows users to view AOL, Google Talk, MSN Messenger, Yahoo and more. Built-in webmail query to collect Gmail, Hotmail and Yahoo content. In addition, users can record all posts to Twitter and Facebook and query data for keywords, URLs, pictures and more.

Users can search for data within attachments and any fields within email communications, while real-time alert notifications are provided via email.

Captured VoIP calls can be played back in seconds.

Brava! 7 arrives on eDOCS

Informative Graphics Corporation (IGC) has launched Brava for OpenText eDOCS., providing improved document collaboration and security capabilities to eDOCS users.

Using Brava, legal customers can compare changes and manage the document review cycle, and redact sensitive information from their documents.

OpenText eDOCS users will gain Brava's core capabilities:

Viewing and Document Comparison -- Compare different versions of a document or drawing -- useful for comparing drawing and document revisions/versions, and faxed versus signed contracts;

Markup and Annotation -- Add annotations to documents, including coloured boxes, text and arrows to highlight issues or areas that may need to be changed or investigated;

Redaction -- Brava's redaction tools allow removal of sensitive information from documents, drawings and images, either automatically with intelligent pattern matching and text search, or manually with area selection tools; and

Secure Document Sharing -- Users can add document security controls, which include adding password protection; restricting print, copy, layer views, and more; adding watermarks and banners; and time-expiring the file.

Taking SharePoint snapshots

Nuix is providing native processing and review capabilities for SharePoint with Version 3.2 of its eDiscovery and electronic investigation software.

The new functionality will enable SharePoint collections to be viewed as complete, accurate representations of the look and feel of the site the day it was collected.

The new version also offers the ability to process all types of Lotus Notes databases (not just email) with increased depth and greater fidelity in a pure 64-bit environment, and allows direct ingestion of Access Data (AD01) images.

"Nuix 3.2 is about simplifying and enriching the user experience," said Nuix CEO Eddie Sheehy. "An end-to-end eDiscovery solution requires five areas of technology which must work together at scale. They are Collection, Processing, Search, Review and Export.

" Nuix 3.2 is about combining these powerful elements of our software into a simple to install and easy to use solution."

StoredIQ peers deep inside SharePoint collaboration

StoredIQ has extended its integration with SharePoint to include eDiscovery and information governance for two additional prominent features of SharePoint 2010, User Profiles and Versioning.

SharePoint presents complex and unusual challenges for eDiscovery because of its collaborative nature and its ability to support a myriad of data objects. Its rich feature set creates a complex environment with multiple owners, multiple users and viewers, multiple versions; all incorporated into a hierarchical nested structure.

The company claims most eDiscovery solutions are limited in their visibility and scope to just SharePoint Document Libraries and a subset of metadata. They also lack the intelligence to distinguish between multiple versions of documents, and may return very large and inflated data sets for content analysis. In contrast, the StoredIQ solution fully supports all core SharePoint object types and all associated metadata including: Blogs, Wikis, Comments, Discussion Boards, Calendars, Tasks, Contacts, Issue Trackers, Announcements, Surveys, Links, Project Tasks, Picture Libraries, Records Centre and Document Libraries.

Much like a profile on Facebook, SharePoint User Profiles allow the user to post information about who they are and their current status. StoredIQ's SharePoint solution provides a view of User Profiles, and also consolidates the user's document library, blog, note board, and colleagues into a single interface.

When a SharePoint user updates a wiki page, blog post, or other item SharePoint considers this a new version of the given object. StoredIQ now has the capability to search through this version history and show which items are responsive to a query and which are not. Users can also choose what data gets collected or exported by StoredIQ – just responsive versions or the complete version history for an object.

In increasing demand from customers to ensure that their eDiscovery and information governance capabilities keep pace with the growth of data in their SharePoint repositories and SharePoint's evolution as a collaborative environment," said Ursula Talley, vice president of marketing for StoredIQ.

"In response to several legal matters, one large financial services customer with over 10,000 SharePoint sites is using StoredIQ to gain control and insight of data across their enterprise including individual custodian SharePoint profiles, wikis, blogs and lists. StoredIQ provides the deep intelligence they need to ensure the timely and precise collection and preservation of business critical data scattered throughout their large and distributed SharePoint ecosystem."

Free kick at PCI DSS compliance

Digital forensics and incident response specialists Foregenix has released a free downloadable data discovery tool to help businesses identify and eliminate rogue cardholder data.

FScout Enterprise scans users' systems to identify unprotected and legacy data residing on servers, desktops or laptops. It allows retailers, card payment processors and acquiring banks to determine the scope for their PCI DSS compliance programmes and take action by encrypting or securely removing hidden or unprotected 'rogue' cardholder data.

The release of FScout Enterprise follows the recent announcement by the PCI Security Standards Council of PCI DSS version 2.0. The new version of the standard reinforces the need for businesses to have an accurate and regular methodology in place for finding and securing unprotected and legacy cardholder data to accurately define their PCI scope, and more importantly, to reduce their risk.

"Unprotected cardholder data is a significant risk to business", says Benj Hosack, director at Foregenix. "By introducing FScout Enterprise a business can quickly and accurately identify where they have unprotected cardholder data, enabling them to proactively mitigate the risk.

Ringtail 8 swings into action

FTI Consulting has delivered an update to the popular Ringtail e-discovery software, already used by over 40,000 legal professionals around the globe. The new version of this integrated processing, review, analysis and production platform, Ringtail 8, includes a new user interface, database enhancements for greater scalability and administration, as well as additional production features for better automation and speed.

"We have standardised our e-discovery on Ringtail because it's simply the most comprehensive and flexible software in the market," said Michelle Mahoney, director of applied legal technology with Mallesons Stephen Jacques.

"I know that Ringtail can handle our small matters quickly and effectively, and is able to support and analyse the big, dynamic cases as they change and grow. With Ringtail, there is no need for a plan B."

Ringtail 8, available on-premise, software as a service (SaaS) or in a hybrid model, offers new enhancements including: a new user interface that is promised to increase the speed and accuracy of reviewers, while also enabling a customised experience to support different case requirements.

The ability to automate features has been enhanced, and new "production rendition" features mean users can tie multiple produced versions of a document to the original, ensuring precise version control without compromising the ability to apply unique codes or permissions going forward.

Processing functionality is directly integrated with review, analysis and production, so Ringtail 8 users can do more of the e-discovery process on one tool, without worrying about data transfers.

Ringtail 8 includes support for PSTs, NSFs, and Concordance files, as well as a deduplication, embedded object identification, exception handling and language detection; and

Ringtail 8 also includes a number of additional improvements to existing features such as duplicate handling, reporting and easier searching across the entire data set.

Redaction and data capture for the SharePoint enterprise

Extract Systems, a US provider of redaction and data capture software, has launched what it claims is the "first enterprise class, fully automated redaction solution designed for SharePoint"

ID Shield Redaction for SharePoint is a fully automated redaction solution engineered to find and eliminate all sensitive data types within structured and unstructured records and documents.

Extract's Advanced Data Capture for SharePoint deploys custom technology applied to specific documents and workflow needs.

David Rasmussen, President of Extract Systems, said "Organisations can electronically redact private data from public/private records stored in repositories using a fully automated, verification-based or hybrid workflow. Over 250 customers rely on ID Shield to protect private data and now organisations can achieve the same secure results within SharePoint."

AccessData begins Australian push with Practice Note CM6

US firm AccessData is making a concerted push into the Australian ediscovery market, launching its new Sydney regional headquarters and announcing software support for the unique requirements of Australia's Courts and litigation support environment.

The latest version of its ediscovery software solution, AccessData eDiscovery 3.3, incorporates support for data formats specified by the Federal Court Practice Note CM 6, as well as the load file format used by the Ringtail Legal document review and production platform.

Issued in 2009, the Practice Note applies standards to the management of legal matters where there are 200 or more electronic documents.

AccessData's eDiscovery solution is able to gather data from laptops, desktops, shares, servers, email and structured data repositories such as SharePoint.

Following the purchase of CT Summation in 2010, AccessData is now aiming to provide an end-to end solution for ediscovery and document review. However while Ringtail remains the dominant platform for legal document review in Australia, as it is currently, AccessData is making the task of migrating data between the platforms easier with its latest release.

AccessData President and COO, Brian Karney said

President and COO, Brian Karney

it has taken a couple of months of development effort to incorporate support for the Australian Practice Note.

"In the US legal market its like the Wild West, there are more than 10 different formats for exporting data for legal document review, however in Australia the Federal Court has made a standard and you have very specific requirements.

"You have made a proactive step in defining a standard and we saw this as an opportunity to help customers solve problems."

While acknowledging the realities of the current market, Carney is critical of the problematic approach to ediscovery as it is practiced worldwide today.

This iterative process requires that native file formats for email and documents are not supported in the overall legal process, so everything that is assembled for a court case must be exported to PDF or TIFF, and compulsorily stripped of its descriptive metadata, which must be assembled in a separate "load" file.

The ediscovery process starts with an organisations's internal discovery, then goes through a number of stages before data is delivered for external legal processes.

"Its crazy. At each stage of the process data must be reprocessed, expense is incurred and information and time are lost," said Karney.

"We are developing an integrated platform for discovery and review that removes the need to create load files."

AccessData eDiscovery/AD Summation is an "end-to-end" eDiscovery software that addresses matter management, custodian management, litigation hold, identification, forensic collection, preservation, processing, culling, and ECA, Legal review, Case management and production of electronically stored information (ESI). Local sites include Forensic Digital Services (FDS) and e.law Australia. It is built on AccessData's Forensic Toolkit technology, computer forensics software used by many police forces, government agencies and forensic bureaus in Australia.

E-discovery app for smartphones

US litigation support services provider and consultancy BlueStar Case Solutions has launched EDD Toolkit, a free e-discovery application (app) for smartphones.

The app features a Cost Estimator, Time Estimator, Conversion Table and Glossary for common e-discovery questions with regards to ESI (electronically stored information) processing, document review and production.

The app is designed for lawyers, paralegals, in-house counsel and litigation support staff who quickly need answers about a particular e-discovery project.

The EDD Toolkit provides reference resources and quickly estimates how much e-discovery may cost and how long the process may take, along with a glossary of terms and a data-to-documents or pages conversion calculator.

The Time Estimator will estimate how long the ESI processing and review steps may take in litigation, and also has the ability to calculate how long it can take to scan paper documents into an electronic format.

The Conversion Table calculates how many documents or pages may be found in a user defined amount of data. Broken down by common email and document formats, the user can easily estimate how much data exists in a tangible measurement, by the number of documents or pages.

The EDD Toolkit is currently available for iPhone and Android, while BlackBerry and Windows 7 versions are scheduled for release later this month.

www.bluestarcs.com

Console adds audited workflows

Autonomy has unveiled the Autonomy Chaining Console, a dashboard that provides corporate legal departments with greater visibility and defensibility.

By eliminating the need for risky and inefficient data handoffs through each step of the eDiscovery process, the Chaining Console allows in-house and outside counsel to form a "virtual chain," so they can stay in lock-step on legal matters through all phases of the EDRM.

Managing litigation has traditionally been a highly complex and costly process. It can require a corporation to simultaneously manage dozens of cases and multiple law firms. Legal teams struggle to gain visibility into their overall case activity, risks, and potential costs.

Additionally, legacy tools create risk through each step in the process, requiring unnecessary import, export, and transfer of data, increasing the risk of spoliation and costly sanctions by the courts.

Autonomy's Chaining Console eliminates these complexities and risks by providing the legal team with insight into the overall litigation profile of the corporation, all from one dashboard. The general counsel obtains an immediate understanding of overall risk and exposure, litigation counsel gains insight into the case management process, and outside counsel has immediate access to the information needed to formulate and execute a winning legal strategy.

Corporate counsel and outside counsel can link together to work directly on cases in real-time, forming a chain between the various legal experts for a particular case. These dynamic virtual teams can use one common platform to manage the entire litigation process throughout the entire chain of custody. Since there are no risky handoffs or importing and exporting of data, the legal team can produce a defensible and auditable process.

"The Autonomy Chaining Console provides visibility into complex litigation through a single interface," said Mike Sullivan, CEO of Autonomy Protect. "By automating defensibility, our customers benefit from the use of a common end-to-end eDiscovery platform that maintains chain of custody while working with dozens of law firms across hundreds of simultaneous cases."

ISEAS DAM reveals images of Southeast Asia from a lost era

While many of her contemporaries were tuning, in turning on or dropping out, US architecture graduate Dorothy Pelzer spent the 1960s doing something a lot more constructive.

Between 1962 and 1970, she travelled in Brunei, Burma, Cambodia, Hong Kong, Indonesia, Laos, Malaya, Philippines, Sarawak, Singapore, Thailand, and Vietnam - photographing the unique buildings, habitats and lifestyles of south east Asia.

Pelzer took a huge number of anthropologically significant photographs, documenting traditional building forms, including houses, granaries, temples, boats, and graves. In 1968 and 1971, she received support for continuing her work from the J.D. Rockefeller III Foundation.

For many buildings, the photographs show facades, structural and decorative details, and, often, interior views. For some structures, the photographs also show surroundings. There are also a few aerial photographs of settlements, photographs of models of Southeast Asian houses, and illustrations from books on houses. A few photographs show the construction of buildings and the use of construction tools.

There are portraits, some of natives and some of friends. There are also views of village scenes, markets, street vendors, processions and ceremonies, carts, food processing and preparation, burden bearing, water wheels, oxen, musicians and musical instruments, and such crafts as bronze casting, spinning, weaving, and the preparation of lacquer.

The Dorothy Pelzer collection of over 15,000 colour slides, black and white negatives and photographs form the heart of Southeast Asian Cultural Collection (SEACC) at The Institute of South East Asian Studies (ISEAS).

ISEAS is a regional research centre located in Singapore and dedicated to the study of socio-political, security and economic trends and developments in Southeast Asia and its wider environment.

Supporting the Institute's aim to nurture a community of scholars interested in the region, the ISEAS library has turned to the Cumulus Digital Asset Management (DAM) platform to handle a growing multimedia collection.

ISEAS first purchased a Cumulus Single User to act as a digital asset management platform for over 50,000 scanned images of Southeast Asian cultural photographs (habitats, ethnic customs, daily life, etc).

Librarian Gandhimathy Durairaj said the institute was underway with a program to digitise all photographs, slides and negatives in the collection, where they are subsequently loaded into the Cumulus database for indexing.

Established in 1968, the ISEAS library boasts a large multimedia collection documenting the region's ethnic, anthropological and cultural norms. The task of digitising the collection is huge and so far only 3480 images have been indexed in the Cumulus database, with the accompanying application of descriptive metadata.

"We are using IPTC fields and created some basic fields like Author, Title, Photographer, Date taken, Location etc. under General," said Ms Gandhimathy.

"We are using Categories and sub-categories to sort the photographs according to the broader cultural subject. We are using notes filed for the description of the images for easy retrieval"

In March 2010, ISEAS purchased a Cumulus Workgroup Server via system integrator Digital Imaging Workflow. The ISEAS building is a showcase for Asian culture and is located within the University campus. Many organisations within the university use ISEAS as a focal point to hold discussion meetings and conferences. Access to the facility is also available for external organisations.

Public workstations are networked to the image library and are often in high demand as the contents are key to many research projects. ISEAS now has workstations in the general library area with Cumulus desktop application installed. These are accessing the library of images as well as electronic documents which use Cumulus's text retrieval feature.

To attend to this increasing need ISEAS is expanding the image library to be available via web browser so any networked computer can be used to access contents. As the service is expanded so will the collection be enlarged to match demand.

In order to make the collection available via the internet, ISEAS has now purchased Cumulus Sites (Web Publisher) and is planning to create databases for its private paper collection.

Consultant Kuet Ee Foo from Singapore's Digital Imaging Workflow said, "Cumulus gives a visual documentation as the interface, which is much more superior than just having text information for the collections

"Many organisations in the cultural heritage sector are still using MS Excel or Access to record the metadata, and would store the images, PDF documents or other digital assets separately in CDs/DVDs.

"This "traditional way" disjoints the information data from the digital asset itself, which is less than ideal and a shame, because our technology today is so capable of aggregating them for high functionality and utility.

"Unlike using folders, where an object can only fall squarely into one category, in Cumulus, more than one category can be tagged to one record. Therefore, the users have the ability to categorise the collections by more than one subject or in a multi-prong way."

Bring on the Exabyte backup

Oracle has announced the StorageTek T10000C tape drive, offering 5TB native capacity and 240MB/second native throughput.

Oracle claims that compared to disk-only solutions from EMC, the StorageTek solution scales to 30x the capacity, and 50x the performance, while requiring 99 percent less power and cooling.

Storage capacity can scale to an exabyte (1000 PB, with 2:1 compression) to handle large archive and long-term backup requirements.

The solutions include in-line encryption without any performance degradation.

For open systems archives, Oracle's Sun Storage Archive Manager software provides simple, policy-based management of data across disk and tape tiers.

For open systems backup, Oracle's StorageTek tape drives are qualified with Oracle Secure Backup software, as well as with industry-leading backup software as part of a disk-to-disk-to-tape (D-D-T) architecture.

"The release of the StorageTek T10000C tape drive reaffirms Oracle's undisputed leadership in tape technology," said James Cates, vice president, Hardware Development, Oracle. "The StorageTek T10000C sets the new standard in tape by storing over three times more data on a single cartridge than any other tape drive. Combining it with the StorageTek SL3000 and SL8500 libraries helps ensure that customers, regardless of size, can afford to retain critical data without concern for future scalability."

Laptop security microchip

US company Xelltec wants to give users of laptops and handhold devices the ability to remotely track and protect them with its new security microchip.

The patent-pending Xelltec Integrated Security System (XISSYS) microchip is an "embedded security" solution, designed to allow users to easily disable a stolen laptop, smart phone, or other mobile device.

"When a laptop or smartphone is stolen, the thief can easily gain access to sensitive data, including telephone numbers, bank account numbers, emails, text messages, passwords, privileged company information, and much more," explained Ken Willard, CEO. "However, any mobile device with our microchip can be immediately and completely disabled, preventing a potentially devastating security breach."

The microchip can wipe out data, or it can physically destroy the mobile device so that it is completely inoperable. And if the user needs the data that is on the mobile device, than the data can be copied remotely from the device to a server, before the data is destroyed.

"When the backup process is finished, a new process can be initiated inside the main boards which generates a high frequency voltage that zaps all of the hardware parts of device and destroys the device, so neither the device parts are usable any more. It is a powerful anti-theft deterrent," Willard said.

The microchip also acts as a tracking device, enabling the owner

to find the physical location of their stolen laptop or smartphone.

Xelltec is planning to form strategic alliances and corporate partnerships with popular main board and computer manufacturing companies in the United States and internationally.

SharePointBoost announces Outlook integration

SharePointBoost, a developer of SharePoint Web Parts and add-in for SharePoint, has launched SharePoint Outlook Integration.

This web-part allows Outlook users to setup a folder on the sidebar of Outlook that goes directly to SharePoint library or list and can have set permissions using SharePoint.

These accessible libraries or lists can be from either SharePoint's or Outlook's user interface. Using SharePoint's lists or libraries to host these emails, you are now allowed to share any email. Using the set permissions of separate lists or libraries, teams can have access to these emails from SharePoint. Attachments from any email can be shared from within Outlook. SharePoint Outlook Integration also allows for others to comment on emails.

www.sharepointboost.com

Redaction for SharePoint

Computing System Innovations (CSI), the US developer of intelligent redaction and data capture software, Intellidact, has been Microsoft certified for SharePoint 2010.

Intellidact for SharePoint can process documents either as they are being added to a SharePoint repository, or on demand for documents that already exist.

Intellidact provides load balanced grid processing with four advanced character recognition engines (ICR, OCR, MICR, and computerized vision) working in harmony to locate data eligible for automatic redaction, replacement, or data capture.

Intellidact does not alter original documents, instead, Intellidact creates a completely sanitized version of the document which along with the original is automatically indexed and saved within SharePoint. Intellidact provides high volume, high speed, high accuracy unstructured data recognition technology to rapidly locate and reliably redact or replace confidential information within any PDF, TIFF, Microsoft Office, JPEG or GIF image file, decreasing the amount of time needed to comply with information privacy compliance.

Elcom CommunityManager.NET V7.3

Elcom has release the latest version of CommunityManager.NET (Version7.3) – its flagship enterprise Web Content Management software. At the core of this latest release is the addition of A/B testing to Elcom's existing Online Marketing offering.

According to Elcom's Product Director, Anthony Milner, "This new feature was developed in response to industry trends and by really listening to what our clients wanted".

"It allows users to test a baseline control sample webpage and compare it to a variety of single-variable test samples, in order to better evaluate and improve response rates. This ultimately enables the execution of "smarter marketing" through testing, evaluation, better resource allocation and enhanced tracking ability – thereby significantly improving Return on Investment.

Another advancement to Version 7.3 is a strategic partnership between Elcom and Ephox, allowing Ehpox's EditLive to be integrated with CommunityManager.NET.

Milner stated "...users will be truly impressed with its functionality, and specifically the way it cleans and presents semantic HTML code even with cut/pastes from external sources, image cropping, track changes, commenting and accessibility checking as you type. This even extends to advanced table management, whereby it can handle splits, resizes, merged cells, define header rows Vs data rows and table summaries for accessibility – and it never skips a beat while doing all this magic".

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ABBY unveils OCR portal

An online portal that delivers free OCR and data capture services has been launched by Russia's ABBYY.

The FineReader Online service converts scanned or photographed images of documents (e.g. JPG, TIFF, DjVu and others) and PDF files into DOC, RTF, XLS, searchable PDF, and TXT formats.

It is free up to 20 pages per month, with additional page processing available on a pay-per-use basis.

FineReader Online provides an intuitive interface for converting images. The whole process takes three simple steps: uploading an image to the service, setting up recognition languages and an output format, and receiving the resulting document directly from the user account page.

An online version of ABBYY's dictionary software, Lingvo Online delivers updated and expanded dictionary databases with enhanced word look-up technology.

On the new ABBYY portal users can quickly submit text of any length — from one sentence to a whole document — for professional translation.

An online version of the ABBYY Aligner software tool designed for translators, language learners, and anyone who needs to compare an original text with its translation. This cloud-based service for aligning small parallel texts and creating Translation Memories finds matching segments in source and translated texts in 10 European languages: English, German, French, Italian, Polish, Portuguese, Russian, Spanish, Turkish, and Ukrainian.

www.abbyyonline.com

Kofax enhances high volume enterprise capture

Kofax is extending the high volume capture capabilities of its enterprise capture platform with improved handling of email and fax data.

Once documents are captured and converted into electronic images by Kofax Capture and Kofax Transformation Modules, text and data is accurately extracted from the images as well as from email, faxes and attachments.

The software system monitoring capability has also been enhanced to better manage and control a broader set of information types and enable accelerated document processing.

For Kofax VirtualReScan (VRS) Elite based scanners and Kofax Communication Server, Kofax Monitor will provide real time system monitoring and performance metrics on the operational health of Kofax Capture and Kofax Transformation Modules.

Opening up the social face of ECM

OpenText is opening up its Extended ECM product so that SAP users can access shared workspaces from their preferred user interface, in a bid to provide for more intuitive collaboration on content relating to SAP business transactions.

Also resold by SAP AG as the SAP Extended Enterprise Content Management (SAP Extended ECM) application by OpenText, the new version adds new social capabilities, including the ability to create user profiles and activity feeds, case management tools, increased security and tighter integration between ECM and SAP applications.

Business Workspaces have been introduced to relate content to SAP business processes. These workspaces are managed together with business objects in SAP solutions such as customers, vendors, products or materials.

The workspaces provide consistent access to business data and unstructured content for users working in different applications with different front-ends, such as SAP GUI, the Web-based Extended ECM UI, desktop applications (Microsoft Windows, Microsoft Office) and the SAP NetWeaver Portal, among others.

Workspaces also incorporate collaboration tools such as workflows, follow-ups, discussions and activity feeds.

"It's well proven that if you can remove obstacles that get in the way of people working together effectively, they actually do work better together," said Patrick Barnert, Vice President of SAP Solutions at OpenText.

"With this latest release of Extended ECM, a big part of our effort was around making it incredibly easy for users to access information from a comfortable environment tied to the SAP business context. Developing collaboration and social tools that help customers increase user productivity is a key area of focus for us."

MacroView DMF steps up

MacroView has launched an update to its document management framework (DMF) for SharePoint 2007 and 2010, MacroView DMF v7.2 and MacroView Message v7.2.

Designed to provide users with the ability to save, browse and search SharePoint from Office applications, Macroview DMF includes an intuitive tree-view for visualising and navigating the SharePoint document store, as well as support for saving and re-saving PDFs to SharePoint direct from Adobe Reader / Acrobat.

Improvements in DMF v7.2 include:
 * the ability to right-click, Print and right-click, Send;
 * extended previewing of messages and other files;
 * saving of secured PDFs;
 * enhanced support for Content Types;
 * Type-ahead selection for multi-Choice columns; and
 * more efficient bulk uploading of files.

These improvements also apply as appropriate to MacroView Message, the subset of MacroView DMF that runs in Outlook to streamline the management of email messages in Microsoft SharePoint.

Symantec tackles unstructured data management

Symantec has launched Data Insight for Storage, a tool to assist management of unstructured data, including files such as documents, spreadsheets and emails.

With pricing starting at $US676 USD, Data Insight for Storage promises to promote accountability for storage consumption through a new chargeback process. In addition, Symantec Data Insight for Storage gives organisations the management tools

to improve storage reclamation, archiving and data lifecycle management initiatives and policies.

According to IDC, the amount of storage capacity shipped in support of file-based storage is expected to grow at a compound annual growth rate of 60.1 percent from 2008 through 2013.1 Pinpointing ownership, understanding data usage, managing data consumption, and how to protect specific data becomes difficult with the ratio of incoming file data overcoming the ability to maintain it.

Symantec Data Insight for Storage allows IT managers to see who created, who utilises, and who is responsible for data. Individual users can be mapped to a department or line of business for consumption reports or chargeback. This allows for improved efficiencies of storage consumption by giving IT the ability to hold business units accountable for the storage space they utilise

By creating a simplified data owner identification process, orphan and dormant data can easily be located and organised. It creates candidates for reclamation, archiving or deletion processes thus creating a more efficient storage management practice.

"For many organisations, data growth is uncontrollable not only from a management of infrastructure standpoint, but also from a policy standpoint," said Don Angspatt, vice president of product management, Storage and Availability Management Group, Symantec.

"With Data Insight for Storage, IT managers can have the visibility and control of unstructured data, and also use the resources these files reside on more strategically"

Acting on SharePoint search

BA Insight has launched new document management and OCR capabilities for its search software for SharePoint Server 2010 and FAST Search Server for SharePoint, Longitude V4.1.

The software now provides the ability for end-users to quickly compile information from disparate sources as a direct result of their search activity. Once aggregated, this information can be transformed into any number of formats, including Word, PowerPoint, Excel, and zip files.

Optical Character Recognition (OCR) analysis on all PDF and TIFF documents at the time of preview enables users to assess the relevancy of these documents during the search process without the burden of manual review. Longitude's dynamic hit-highlighting and graphical hit-mapping features are available to both text-based files and image-based files.

Users are now able to instantly preview any item within a List or Library, with the ability to leverage the same document assembly & delivery capabilities available to other search results within the Longitude preview interface.

"IDC has been surveying information workers worldwide since 2001 to find out how much time they spend on a variety of information tasks. Our studies show that assembling information and creating documents consistently ranks second only to email," said Sue Feldman, Vice President Search and Discovery Technologies, IDC. "Searching and analyzing information ranked third on the list, making these tasks relatively straightforward candidates for better automation. BA Insight's new Document Assembly technology is designed to wring the inefficiency out of these tasks."

The enhancements that Longitude brings to the Microsoft enterprise search stack are not limited only to content stored within Microsoft-based repositories.

Using one or more of Longitude's over thirty connectors, organisations can extend the search capabilities of SharePoint 2007, SharePoint 2010, or FAST Search Server for SharePoint to the industry's most popular Content Management Systems and databases, including EMC Documentum, Oracle Stellent, SAP, OpenText, IBM FileNet, Autonomy Worksite, West KM, and dozens more.

www.BAinsight.com (02) 8014 7952

Alfresco CMS gets social

Alfresco has the social enterprise in its sights with the launch of Alfresco Enterprise 3.4 for collaboration and document management.

"Social Content Management is where the capabilities of social business systems and traditional enterprise content management (ECM) meet," said John Newton, Alfresco CTO.

"It is communication and collaboration with a business purpose and it requires a platform that can deliver content for discussion and engagement that then captures the results of that discussion. Alfresco Enterprise 3.4 is that platform – delivered as open source with open standards like CMIS, JSR-168 and RESTful API's -- in order for developers, customers and our partners to manage content and expose repository functionality inside of social business systems."

Alfresco's refreshed Share interface for collaboration and document management now includes status updates (similar to Facebook and Twitter), content activity streams and enhanced search capabilities to make content easier to find.

Business users can now set-up simple document workflow, such as approvals or content transformations, inside the Share interface. Alfresco Share now exposes workflows created with standards-based enterprise business process management tools.

Native support for content replication allows organizations to run federated content repositories. Key documents can now be replicated to support large geographically dispersed companies, reducing access time, removing single points of failure, and removing the dependency on a single system.

Esker earns SAS 70 certification

Esker has SAS No. 70 certification for its on-demand automation solutions, an international certification that many multinational corporations look to when selecting a cloud service provider.

This certification validates the quality and integrity of Esker's internal control process and procedures for its on-demand customers.

In a market context of increased externalisation, service organisations or service providers are required to demonstrate that they have adequate controls and safeguards when they host or process data belonging to their customers.

Created by the American Institute of Certified Public Accountants (AICPA), the SAS 70 standard was developed specifically to address this concern.

Based on an independent audit, SAS 70 certification allows service organisations to guarantee process integrity for their customers. SAS 70 addresses the rules of internal control outlined in the Sarbanes-Oxley Act legislation and is primarily used by companies whose jobs impact their customers' finances (payroll management, data centres, third-party administrators, logistics, fundraising, etc.).

Following an audit conducted by Ernst & Young, Esker was granted SAS 70 Type I* certification based on 25 internal controls including data centres security, incident management process, infrastructure monitoring, logistics access and recruitment. Furthermore, Esker anticipates a SAS 70 Type II certification within the next year.

"We are very pleased to have received the SAS 70 Type I certification. We put everything in place to offer our customers service and security conditions – superior to what they themselves could provide. This certification supports our on-demand development strategy of helping our customers automate and externalise their business workflow.

"The SAS 70 standard delivers transparency to our customers and provides us with a true competitive advantage, specifically in Europe where we are one of the few vendors to be certified," said Jean-Michel Bérard, CEO and President of the Board of Directors, Esker.

Keystone secures SharePoint 2010

BiTKOO, a provider of XACML and fine-grained authorisation solutions, has announced the release of its latest version of Keystone for SharePoint, a product that uses the claims capabilities in SharePoint 2010 to address enterprise security.

The Keystone STS (Security Token Service) allows for the consumption of authentication from any authentication source and not just Active Directory.

Keystone for SharePoint 2010 provides fine-grained access control to any artefact in SharePoint by utilizing the Keystone XACML 3.0 engine.

It provides the ability to control access to any artefact based on artefact metadata, and enforces Segregation of Duty and Information Barrier rules.

Organizations can host SharePoint on premises or in the cloud without the need to replicate their authentication sources to the cloud and without the need to change their authentication mechanism.

"As a long-time supporter of Microsoft SharePoint, BiTKOO continues with our dedication to maximizing security for SharePoint," said Doron Grinstein, CEO of BiTKOO.

"We are confident that Keystone for SharePoint 2010 will provide our customers with a strong solution for securing their most sensitive resources hosted by SharePoint 2010 at the lowest total cost of ownership available."

Worldox pairs up with DocsCorp

DocsCorp and World Software Corporation have joined forces to deliver special "Productivity Suite" versions of two of DocsCorp products – pdfDocs Desktop and compareDocs – as part of the newly-released Worldox Productivity Suite

The Worldox Productivity Suite versions of pdfDocs Desktop and compareDocs will not have some of the advanced features of the full professional versions, but will provide many of the essential functions of these products, while still providing a cost-effective upgrade price to the full versions.

This means that Worldox users will be able to create, merge, and secure PDF documents from any software application, as well as the ability to compare Word documents and produce redline or track change result documents. All this is fully integrated into the Worldox document management software.

The Productivity Suite provides essential workflow utilities for Worldox customers. Along with the document comparison and PDF creation powered by DocsCorp, the Suite also includes document workflow routing, task reminder, document notifications and internal messaging applications, each designed to enhance document management productivity and efficiency. The embedded DocsCorp modules featured in the Suite are customised versions of their stand-alone counterparts.

DocsCorp spokesman, Dean Sappey said, "Worldox has been a key partner of DocsCorp for many years with hundreds of Worldox firms utilising our technology. This now provides a more cost effective solution for the entire Worldox community to benefit from the great partnership our organisations have developed over many years."

The new Worldox Productivity Suite includes six utilities including:

Workflow: automated reviews, approvals, transmittal;

Event Notifier: automatic notification on actions taken with tagged files folder;

Task Reminder: a way to set up file-related Outlook tasks inside Worldox;

Chat: instant messaging within Worldox;

PDF and Document Comparison Utilities: special Worldox Productivity Suite versions of pdfDocs and compareDocs from our partner DocsCorp.

For firms of 25 users or less, promotional pricing for the Suite is $US99 per user (plus $US40 maintenance each). For firms of more than 25 users, promotional pricing is $US59 per user (plus $US25 maintenance each). This version of the Suite includes workflow, event notifier, task reminder, and chat utilities but does not include pdfDocs or compareDocs functionality.

General availability of the Worldox Productivity Suite is scheduled for late March 2011.

Workflow Essentials for SharePoint 2010

SharePoint Solutions has released Workflow Essentials for SharePoint 2010, adding 24 new workflow activities and two new workflow conditions to those which are available out-of-the-box in SharePoint Designer 2010's workflow designer menu.

Workflow activities include:

"Loop Through List Items" workflow activity;

"Start Another Workflow" activity;

"Create a SharePoint Site" workflow activity;

"Grant Permission on an Item" workflow activity; and

"Add a User to a SharePoint Group" workflow activity

These new options appear in SharePoint Designer 2010's workflow designer interface as though they were built in, so there's no extra program or interface to learn.

Workflow Essentials for SharePoint 2010 costs $US1,190 per web front-end server (including the mandatory one-year maintenance agreement) for unlimited usage.

Synology racks up NAS server

Synology has launched the RackStation RS411, a 1U 4-Bay NAS (network attached storage) server with a dual LAN connection with failover support and hot-swappable drive. The RS411 is equipped with a 1.6GHz CPU and 256MB DDR3 (double data rate three) RAM, to allow an average speed of 107.75MB/sec in reading and 47.71MB/sec in writing. The largest single hard drive capacity in 3TB is also supported, allowing a maximum capacity of 12TB.

Running on DiskStation Manager 3.0 (DSM 3.0), files can be shared across Windows, Linux and Mac, using the web based File Browser, encrypted FTP server, and WebDAV protocol.

Compatible with VMware vSphere, Microsoft Hyper-V and Citrix XenServer, the RS411 can fit into an existing SAN and act as a separate centralised storage unit to increase the main server's performance and productiveness. By using thin provisioning, users can allocate storage space when needed, leaving no whitespace or wasted resources behind. The RS411 is available now at RRP AU$800 ex GST.

DocAuto WorkSpace Manager 1.8

DocAuto has launched Version 1.8 of its WorkSpace Manager product for implementing and maintaining matter-centric architectures in Autonomy WorkSite. This release provides major design enhancements to the query editor interface, simplified dialogs and a new template manager.

New features include: enhanced preview, multi-column sorting, column reordering and print capabilities for primary query results; a new streamlined interface for management of default template settings and bulk changes to existing templates; and the ability to match existing categories, tabs, folders or searches by their internal "Project ID" for special-purpose jobs.

OpenText Portal pulls it together

Mashing up is easy to do says Open Text. The latest version of its Portal product (formerly Vignette Portal) provides a means of pulling together content from SharePoint, OpenText ECM Suite and many other sources into a Web or intranet interface

The new OpenText Portal software includes a set of "portlets" - web components that can be aggregated in the context of a composite page.

The portlets for OpenText Content Server, the core content management server within the ECM Suite, include an activity feed portlet, a navigation portlet as well as a federated search portlet:

Portlets for Microsoft SharePoint include navigation as well as federated search.

"The release of these new portlets highlights OpenText's ability to deliver content-centric sites through powerful content aggregation and to give users instant access to critical business applications, processes, and information," said Lubor Ptacek, Vice President of Product Marketing, OpenText.

"OpenText Portal provides a highly scalable and efficient means of aggregating content and applications for use across a variety of initiatives inside and outside the firewall."

The new portlets are available as part of OpenText Portal 8.1.1.

Idera launches SharePoint backup v3.0

Idera has announced the availability of SharePoint backup 3.0, a full-farm backup and recovery product for SharePoint environments.

Integration of SQL safe compression and encryption technology in version 3.0 has delivered faster backup times, while realtime status updates measure and display progress and data throughput for backup and restore operations.

There is enhanced fault-tolerance and load-balancing for full-farm and granular backup and recovery operations.

"With SharePoint backup 3.0 we have revolutionised SharePoint backup and recovery operations by drastically reducing the time it takes and providing unprecedented views into the level of protection in a SharePoint farm," said Rick Pleczko, President and CEO of Idera. "Administrators can now confidently say that their SharePoint data is safe and secure."

Idera's SharePoint backup 3.0 is available now at $US1995 per server.

Deduplication double shot

Quantum has introduced DXi 2.0, the next generation software platform for its DXi-Series disk backup and deduplication solutions, promising double the performance over earlier generation DXi products with no change in price.

DXi-Series products utilising the new 2.0 software will see performance increased by up to 2X or more for open protocols, including both Symantec Open Storage (OST) and conventional NAS interfaces.

DXi 2.0 software creates a new inline data flow that is optimised for Quantum's latest generation of purpose-built DXi deduplication appliances, simplifying the data path and improving performance.

A DXi4500 running DXi 2.0 software will deduplicate at up to 1.4 TB/hour for NAS and 1.7 TB/hour for OST. A DXi6500 running DXi 2.0 software will deduplicate at up to 4.3 TB/hour for NAS and 4.6 TB/hour for OST.

Coveo V6.5 enterprise search

The Coveo Platform 6.5 includes realtime, personalised and interactive business analytics and dashboards.

Coveo's new dashboard widgets provide users with immediate access to 360-degree views of the information they need, across any number of repositories.

The Coveo Platform includes two layers: the Unified Indexing Layer and the Access Interface Layer, which when combined, let users access information from all enterprise systems through a variety of interfaces -- from a Desktop Floating Search Bar to personalised and interactive dashboards.

SmartFacets are Coveo's latest development in navigating and computing search results. SmartFacets dynamically compute sums, averages, minimum and maximum values, as well as numerical ranges, for facet values. Coveo also delivers graphical views based on the computed results, so users can generate a view of all sales opportunities in a region, for example.

Coveo CEO Laurent Simoneau said, "Turning vast amounts of structured and unstructured data from multiple systems into 360-degree, actionable knowledge, is a huge challenge for companies. Data on its own has limited value, but when data is pulled from disparate systems, correlated, and presented in a unified view, it's very powerful. The Coveo Platform 6.5 makes this possible by allowing organisations to quickly access relevant, dynamic and personalized information, which enables faster, more informed business decisions across departments."

ABBY does business on Android

All of the major smartphone platforms are now supported by ABBYY's Business Card Reader, which has now been launched for Android.

The application enables users to transfer contact information from paper business cards into their Android phone's address book. It can also search for additional information about new contacts across popular social networks and Google Maps.

It is available in a free, lite version that will allow users to capture data on a business card, preview the results on a phone's display, and search for additional information on Facebook. The lite version will transfer the contact's first name, last name and first detected phone number. The rest of contact data can be saved into the address book by upgrading to the full version.

The software simplifies the checking of captured data by highlighting uncertain characters in the resulting text and displaying the original photo for visual comparison.

BlueCielo launches Publisher 2011

BlueCielo has launched a new platform to automate the rendering and publishing of engineering content to a wide range of different repositories, BlueCielo Publisher 2011.

Able to handle multiple file sources and target file formats, the new rendering and publishing solution converts engineering content from its native document format.

It supports the automated rendering and publishing of engineering content, such as drawings and Microsoft Office documents.

Typical uses arise where data (files with or without metadata) must be reviewed and commented on by others who do not have access to the system holding the source files, or where native content may need to be protected from violation of intellectual property rights.

It is able to provide two-way data exchange between a range of common environments, such as: BlueCielo Meridian Enterprise; BlueCielo Kronodoc; Microsoft Windows file system; Microsoft SharePoint; IBM FileNet P8; EMC Documentum; and OpenText's Livelink.

For the rendering of files into a neutral format, BlueCielo Publisher uses Oracle's AutoVue, which enables the rendering of many source file formats into several output file formats such as PDF, TIFF, DWF and more. More sophisticated options are available to tweak the output files according to specific needs, such as merging multiple PDFs into a single PDF, and adding watermarks or electronic signatures to PDFs.

With BlueCielo Publisher, publishing jobs can be configured to occur according to a preset schedule, or to be processed on arrival.

Business Moves

ISYS Search Software has appointed brand and marketing strategy practitioner **Mark Vadgama** as Chief Marketing Officer, reporting to global CEO Scott Coles. Vadgama joins ISYS from marketing communications group M&C Saatchi, where he was Planning Director across a range of major clients, including Qantas, American Express, ANZ Bank, E*TRADE, ING, Woolworths, Rationale Skincare, Norton Rose and the Financial Services Council. As Chief Marketing Officer, he will be responsible for driving business growth and development of the brand around the world, working closely with the company's leadership team across the US, Europe and Asia Pacific.

"As a highly experienced, commercially focused marketing specialist from outside the technology sector, Mark is the ideal person to help take the company forward into a future where precise and effective enterprise search will be a mission-critical need for organizations, as they grapple with the challenges and opportunities of a digital content explosion," said Scott Coles, CEO, ISYS.

Isilon has appointed **ASI Solutions (ASI)** as a Gold Fast Track Partner for storage products in the wide range of markets served by ASI in Australia. Founded in 1985 and based in Sydney, ASI is a privately owned company with established sales and service operations in Australia Capital Territory, Victoria, Queensland, South Australia and Western Australia. Maree Lowe, ASI co-founder and Director, said "ASI's focus right now is on elements within Data Centre Technology. Outside of the data centre space, many companies are trying to expand their own data storage in their server areas so they are looking for consultancy and advice which we can offer. Customers want more storage and they want it quickly but one of the most difficult things at present is that most existing storage systems have to be rebuilt when adding extra capacity. So we need to get the message out to them that if they need to scale and scale quickly without having to rebuild, and to have resilience and redundancy, they need to look at newer technologies like those offered by Isilon."

Maree Lowe, ASI

FileBound Australia has announced the appointment of **Steven Chenery** as its Director of Professional Services. Steve has come from a background of IT Start-ups, Innovation Development, Digital Technology incl. SAAS, Customer Delivery and Sales Force Support, and recently left the SEMA Group where he led their Digital Technology group.

"FileBound Australia is delighted that Steven has joined its leadership team" said Lee Bourke, CEO of FileBound. "Steve's track record of delivering great outcomes for clients will be of great benefit to our resellers and clients alike".

Steve's initial focus is to help FileBound Australia deliver on a growing demand for its Professional Services. Steve's strong skills in developing "Cloud-based" technology products will be used to fine tune and launch the new FileBound On-Demand product early in 2011.

Online video platform provide **Brightcove** has launched operations in Australia, announcing a new Sydney head office and local customer wins including realestate.com.au, DMG Media and AussieBum.

Local hires include ex-Adobe and Macromedia veteran **Mark Blair** as Senior Director, Asia Pacific, and **Peter Graves** as Regional Sales Director, formerly of Different and analyst house Frost & Sullivan. Blair and Graves will report to Dennis Rose, Brightcove's vice president for the Asia-Pacific region.

Brightcove's online video platform is a cloud service for publishing and distributing professional video on the Web.

EVENT DIARY

Australian SharePoint Conference 2011
8-9 March 2011
Hilton Hotel, Sydney
Keynotes: Joel Oleson and Mark Miller from the USA.
Gain insightful knowledge from SharePoint experts, including SharePoint MVPs, well known and respected local and international SharePoint community representatives, Microsoft attendees and many others.
Additional training opportunities on Monday 7th March and Thursday 10th March, 2011, with intensive half day SharePoint workshops, including hands on labs.
www.sharepointconference.com.au

Data Warehouse Lifecycle in Depth Course
8 – 11 March 2011
Bayview Eden Hotel, Melbourne
Taught by Margy Ross and Warren Thornthwaite, co-authors of the best selling Data Warehouse Lifecycle Toolkit, Second Edition, this course is packed with specific techniques, guidance and advice from initial project planning through deployment and maintenance.
Price: $3,700 or $3,500 for three or more students from the same organisation registering at the same time
www.altis.com.au

Data Quality 2011
28-30 March 2011
Citigate Sebel Sydney
This year's Data Quality 2011 Asia Pacific Congress will focus on DQ across the whole organisation. Organisations are coming to realise that successful data quality requires the participation of most employees, not just a select few. This year will also focus on DQ and communicating it to others within the organisation.
International keynote speakers include Heather Richards, Program Consultant, Canadian Institute for Health Information and Tom Kunz, Downstream Data Manager, Shell Oil.
http://www.dqasiapacific.com/

eDiscovery Asia Pacific
14 - 15 April 2011
Rydges, Melbourne
This two-day connected forum will arm you with techniques to prepare your organisation for eDiscovery:
* Understand the requirements for responding to eDiscovery requests
* Establish order in management of corporate electronically stored information
* Enhance electronic document classification, management, access and discovery
* Mitigate the risks and costs of eDiscovery
* Staff your eDiscovery team
* Ensure organisational eDiscovery responsiveness.
www.arkgroupaustralia.com.au

MDM & Data Governance Asia Pacific 2011
24-26 May 2011
Hilton Sydney
The summit programme is structured for companies at all stages of MDM initiatives – whether kick-starting a shared services or service-oriented architecture to support universal customer views, or developing a comprehensive business strategy to share master data across all channels and partners in a 21st century information supply chain.
Over 2 days of Keynotes, Case Studies and Exhibitions from the leading solution providers, with a further 3rd day of best-practice workshop presentations, you will learn from world-renowned MDM experts and local early adopters.
http://enterpriseiq.com.au

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