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Inside this edition

FEATURES

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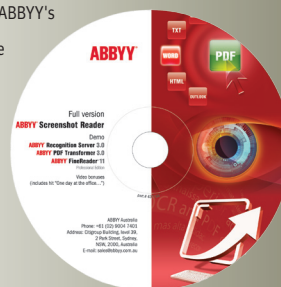
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Includes Bonus Video "One Day at the Office..." *(DVD missing? Email idm@idm.net.au)*

Digging out digital evidence from social media

Irish startup firm Cernam is launching a new tool for gathering legally admissible digital evidence from online sources such as Facebook, blogs and message boards. According to a report in the *Irish Times*, the Dublin company sees a gap in the market for capturing online evidence in a forensically sound way, as this is often presented in legal proceedings using just screenshots and printouts, whereas sophisticated tools and processes exist to collect evidence stored on PCs.

In development for over two years, Cernam Capture Preserve remotely grabs evidence for any item of web content, such as a web page, a web-based application, or postings on message boards, blogs or social networks.

The company says the software has been designed to be easy to use for non-technical legal personnel, investigators or human resources managers. Capturing evidence is designed to be as simple as clicking a browser button and customers don't need to install software to do so.

"Employees are using personal accounts on social networking sites, webmail systems and productivity tools for business, meaning business records are accumulating in those accounts and may be needed for litigation at some point," Cernam's chief executive Owen O'Connor told the newspaper.

Cernam's software is designed to be used in scenarios where employees consent to having their company conduct limited searches such as all messages from a supplier between certain dates. It also tackles the challenges involved in capturing online evidence in a way that can be presented in a legal proceeding.

"Unlike, say, a PC hard disk, you can't physically seize online evidence, take a forensic copy and lock away the original. The original is effectively under someone else's control, which makes the integrity of the evidence collection process far more important," said O'Connor.

Colligo unveils app for iPad

Colligo Networks has launched Briefcase Enterprise, an application designed to provide enterprise-class security while browsing, viewing, and storing SharePoint content on iPads. According to a recent study by Citrix on consumer-oriented device use in the workplace, 57% of organisations cited the security implications of allowing remote access as their top concern. 62% of participants

Colligo Briefcase Enterprise provides access to SharePoint content through the iPad interface, while IT departments retain control of corporate IP through security features, centralised configuration and management, and turnkey deployment services.

Colligo Briefcase Enterprise provides the ability to store, sync, find, view, and share files, lists, documents and emails, including Outlook .msg files, in SharePoint. SharePoint content is automatically synchronised to the iPad, providing instant access to up-to-date content, even when offline.

ECM delivers payback in investment: US research

Do electronic content management (ECM) applications drive strong return on investment (ROI)? One US analyst company claims it uncovered an average ROI of $US6.12 returned for every dollar spent, conducting research it conducted on behalf of ECM solutions provider Digitech Systems.

Nucleus Research says its analysis of 37 recent case study audits indicates increased competition and more cost-effective cloud options driving down software prices and deployment costs.

"There are few large companies that have not already made at least one content management technology investment by now. With the rise of increasingly economical cloud-based solutions for

Dataline teams up with Fundtech for e-invoicing

Australia's Dataline is teaming up with NASDEQ-listed multinational Fundtech to offer electronic invoice presentment and payment (EIPP) and related financial supply chain services to corporate customers in Asia Pacific. Established in 1987, Dataline has developed its accounts payable automation solution in addition to a range of payment processing services it provides major corporations and financial institutions in the region.

Dataline employs the EMC Captiva InputAccel product to process scanned invoices received over email, fax or post, and has developed its own Web portal to provide customer access to Invoice work flow. Dataline says its products complement Israeli-based Fundtech's compliant 'Accountis EIPP' service as they both enable corporates to automate complex financial processes, increase transaction visibility, reduce costs and eliminate paper.

Dataline and Fundtech will offer a complete range of financial supply chain solutions, including outbound (AR) and inbound (AP) e-invoicing, AP workflow automation, data scanning, e-payments support and online expenses management. As well as providing a solution to automate paper-based workflows for invoice processing, the two companies will offer a full e-commerce platform.

"Both companies want to take the pain out of finance and reducing unnecessary manual work by taking AR and AP processes online. Together, our services provide busy finance staff with the ability to view, manage and process all their finance documents in one secure location. This realtime access to data gives them greater visibility of the financial supply chain so that they can better optimise their working capital," said Ken Swanson, Managing Director of Dataline.

"Dataline provide a paper to data solution and also being a SaaS provider we want to help organisations move to a true ecommerce platform, such as the electronic invoice presentment and payment (EIPP) that Fundtech offers. Paper is still very prevalent so we are offering a cost-effective migration path towards the full e-commerce platform."

electronic content management, both small and large companies can gain benefits from content management initiatives that would have previously been too expensive to justify implementing and hosting on premise," said Rebecca Wettemann, Vice President of Research, Nucleus Research.

Nucleus has found that the second and third-generation content management investments deliver increasing ROI through more streamlined processes and greater productivity.

With the expected changing dynamics of ECM pricing, usability, delivery, and business and regulatory requirements, large areas including the digitisation of health care records, government documents, and the continued growth of ECM in small and medium-sized businesses will continue to motivate companies to invest in content management applications.

Although organisations often focus on cost savings as a motivation for investment in ECM, productivity and other indirect benefits are also common.

In the analysis of Nucleus case studies, 62% of all returns came from direct benefits such as reduced paper or avoidance of staff or service bureau costs. Another 38% of returns came from indirect benefits, such as productivity.

The full research note is available at NucleusResearch.com

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Speed boost for Enterprise Search

ISYS Search Software has announced the release of its next generation Enterprise10.0 product, promising enterprise search at speeds up to four times faster than previous versions. A free trial is available at www.isys-10.com The new version features ISYS 1-Click FileFinder indexing, analytics and search technology, as well as seven major new application features. ISYS ResearchAccelerator is a customisable interface that lets users search and refine the results the way they want – and make the information easily available and actionable for others.

ISYS InformationMap offers an advanced visual navigation tool that lets users see and explore the links between pieces of information. The new Timeline Refinement Bar makes large results sets easy to navigate and ensures users know they're getting to the most accurate and recent versions of documents.

ISYS Enterprise 10.0 introduces Multi-core Indexing, which promises to significantly improve indexing speed and robustness, with multiple 'worker tasks' able to handle unlimited filename lengths and unlimited document container depths.

Users can now view common document formats (like MS Office, Adobe PDF) the way they were intended, with full layout, fonts, images and hit-highlighting. ISYS Enterprise 10.0 can search by document type extension across 400+ document, file and email types. Also, there are native 32-bit and 64-bit Server Versions to allow organisations to make use of their existing hardware.

EzeScan adds TechnologyOne

Outback Imaging has added TechnologyOne ECM v4.0 to the list of EDRMS suites it supports with its EzeScan capture software

Mike Kirkby, Managing Director of Outback Imaging stated that in response to ongoing demand from the TechnologyOne community, he was pleased to announce that those customers could now leverage EzeScan's high-end document scanning and capture capabilities to streamline their document scanning workflows.

"The ease of use of the TechnologyOne ECM programming toolkit and expert assistance provided by their API support group has enabled the integration to be rapidly developed by our local R&D team," said Kirkby.

For TechnologyOne users 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 be stored in their central ECM repository.
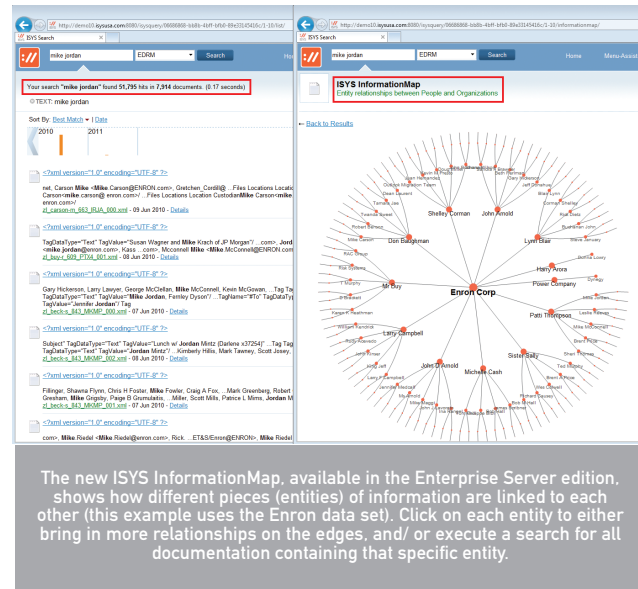
Document solution helps vision-impaired students

Two vision-impaired student of Rutherglen High are enjoying improved access to learning resources since the school implemented a Ricoh ESA TransFormer solution. For the brother and sister students, Nathanial and Emma-Mae Schmidt, being blind is something they refuse to let stand in the way of a future university education and subsequent career. The reality, though, is that it represented challenges both to them and the school.

Their main challenge – transferring the large amount of hard copy learning resources required into Braille – was labour intensive and time consuming. Although Nathaniel and Emma-Mae were also able to use JAWS for Windows to read aloud text documents to them, the workflow was limiting to both staff and students.

The school, located near the NSW and Victorian border, spoke to their local Ricoh Business Partner, who was able to provide a solution – Ricoh ESA TransFormer – a locally-developed OCR (Optical Character Recognition) application, which can transfer hard copy documents at a Ricoh MFD into a file formats such as PDF, Word or Excel.

These files are then able to be read to the students using their existing software, enabling the two students access quickly and easily to resources, such as study notes, text books, photocopied document extracts.

It's now a quantum change. "Even minutes before a class, if I come across a document or some printed material that I want to use in the class, I can take it to the Ricoh MFD, press just a couple of buttons on the control panel and have it ready in text or even spreadsheet form in about a minute," said Michael Leverett, IT coordinator and teacher. For Nathaniel and Emma-Mae, it means they're not being disadvantaged and finally have access to the same material the rest of their classmates have," he said.

The new ISYS InformationMap, available in the Enterprise Server edition, shows how different pieces (entities) of information are linked to each other (this example uses the Enron data set). Click on each entity to either bring in more relationships on the edges, and/ or execute a search for all documentation containing that specific entity.

Gartner predicts IT spend to grow

Worldwide IT spending is forecast to total $US3.8 trillion in 2012, a 3.7 percent increase from 2011, according to the latest outlook by Gartner, Inc. In 2011, worldwide IT spending totalled $US3.7 trillion, up 6.9 percent from 2010 levels. Gartner has revised downward its outlook for 2012 global IT spending from its previous forecast of 4.6 percent growth. All four major technology sectors computing hardware, enterprise software, IT services and telecommunications equipment and services are expected to experience slower spending growth in 2012 than forecast.

Migrating WorkSite to SharePoint

Sydney consulting firm Galaxy9 is targeting the growing adoption of SharePoint by legal and professional services firms with a new tool that handles the migration from the Autonomy iManage WorkSite DMS. After experiencing the challenges of transferring documents and email stored in WorkSite with associated metatada for a range of different clients, Galaxy9 has developed a packaged solution it calls OrbitMigrate.

Run as an application, OrbitMigrate can be configured to migrate documents and emails stored in Autonomy Worksite to a SharePoint 2007 or 2010 platform. It allows the fine-grained selection of single documents, folders, workspaces or an entire database to migrate.

It allows existing security assignments to be retained as well as document, folder and workspace naming conventions. Mapping of metadata can be maintained along with mapping of document numbers and versions. rbitMigrate also supports custom scripts for document processing.

It also supports a number of other DMS platforms in addition to iManage WorkSite, including FileNet and Humminbird. The tool allows for SharePoint Sites to either be created automatically prior to the migration of created and provisioned during the process. Galaxy9 estimates the migration can accomplish migration of 10 documents per second, or nearly a million documents in a 24 hour period.

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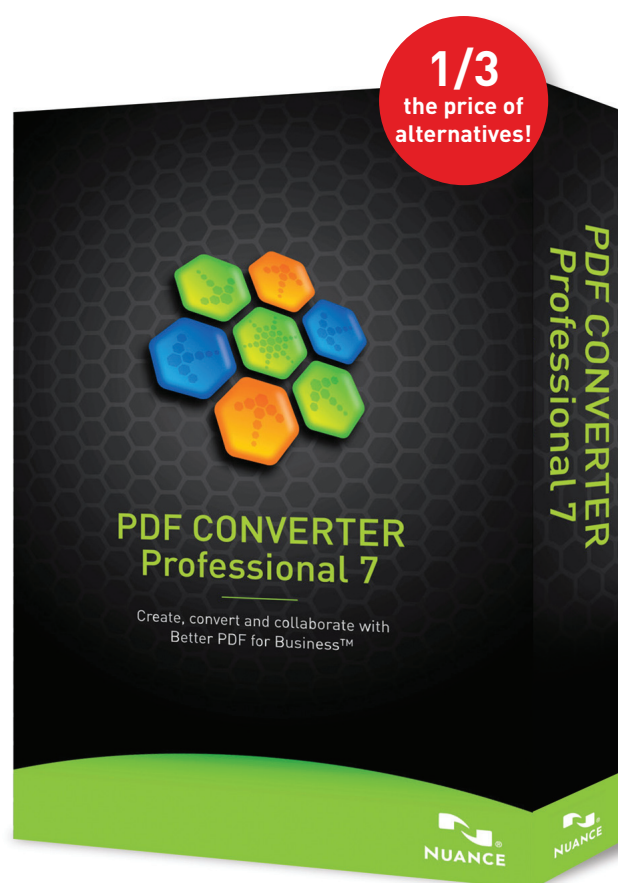
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SharePoint users developing bad habits

Anew survey has found that almost half of SharePoint users disregard the security within SharePoint, and copy sensitive or confidential documents to insecure hard drives, USB keys or even email it to a third party.

The survey found that Microsoft SharePoint users are aware of the risks that exposing sensitive data can cause to their organisation, yet they are using the collaboration tool as an excuse to turn a blind eye. The study, sponsored by European compliance and security specialist Cryptzone, discovered that while 92% of respondents understood that taking data out of SharePoint made it less secure, 30% were willing to take the risk stating they were "Not bothered if it helps me get the job done".

Thirty four percent confessed they never really thought about the security implications of SharePoint, while 13% believe protecting company data is not their responsibility. When examining users' handling of sensitive or confidential information, a defiant 45% of SharePoint users said that they disregard the security within SharePoint and copy sensitive or confidential documents from the collaboration tool to their local hard drive, USB device or even email it to a third party.

The main reasons for copying documents from SharePoint were either to work from home (43%) or share it with third parties who don't have access to the tool (over 55%). What this practice demonstrates is that this new technology, while supposedly a business enabler, is recognised by many employees as a barrier and doesn't live up to its full potential as an inclusive collaboration tool to enhance productivity.

Daniel Nilsson, data loss prevention expert at Cryptzone said, "Organisations recognise that today's workforce needs to be able to collaborate effectively, but if this new found access to data is introducing lax security practices then the danger could quickly outweigh the benefits. While some might consider it admirable that their employees are so dedicated to getting the job done, the fact remains that they're circumventing procedures and security put in place for good reason. Ignoring the consequences is a risky strategy - is it any wonder then that we see so many data security breaches as a result. Rather than ignoring what's happening, steps need to be taken that recognize the increasing porosity of the perimeter and allow the workforce to harness the power SharePoint offers without compromising security."

The study also found that a third of administrators feel users are capable of controlling access rights, but are not given this responsibility.

IT Administrators remain overwhelmingly responsible for managing access rights within SharePoint (69%) however this is likely to be higher as 22% of users simply aren't aware how access rights are managed. Yet, with over a third (35%) of SharePoint administrators snooping around and peeking at documents they're not meant to read, some organisations clearly aren't getting the balance right. When digging deeper to see what was being viewed, 34% were looking at employee details, 23% salary details and eight percent merger and acquisition details and even redundancy notices!

Nigel Stanley, Practice Leader for Security at Analyst Firm Bloor Research said, "Whilst hackers and cyber criminals get the headlines, it really is the inside threat that poses the biggest security headache. The survey does highlight the fact that employees for the most part just want to get on and do a good job and will try and get around security measures if these are seen to be a barrier to their work. We need to educate these people as well as put in decent security controls".

Daniel Nilsson concludes, "Organisations need to come up with even more innovative methods of communicating cause and effect to their users. Perhaps even consider sanctions to wake up the 12% that don't consider it their role to protect corporate information. In the meantime, technology exists to provide all the encryption and access rights management tools needed for co-workers to share information securely and assign access rights in line with policies; and strong security features ensure regulatory compliance. Organisations should be confident that information is accessible to those who need it, and protected from those who don't."

www.cryptzone.com/sharepoint-security-survey

OnePlaceMail goes for Golder

Multinational engineering and design practice Golder Associates has deployed Scinaptic OnePlaceMail to 3000 users across its global offices for better information capture. Embedded in Outlook, the OnePlaceMail deployment enables staff to save critical emails into the project workspace within SharePoint, while keeping the process easy for the user.

Golder Associates is playing a vital role in some of the major infrastructure projects in the region, from engineering a new highway in Perth, to designing critical mining infrastructure in Queensland and conducting ecological surveys for wind farms in New Zealand and Victoria.

The global company provides consulting, design, and construction services in earth, environment, and energy. Employee-owned since its formation in 1960, Golder now employs more than 7000 people who operate from more than 160 offices located throughout Africa, Asia, Australasia, Europe, North America and South America.

Utilising their intranet, with SharePoint as the principal platform, Golder Associates' Project Managers create 'project workspaces' for all project-related documentation—enabling better collaboration and knowledge sharing across the many projects which Golder Associates is managing around the world. The ability to save critical email into the project workspace was identified as an essential element in terms of information management and collaboration; however, it was the need to make it easy for the user to save emails and automatically capture email related metadata direct from Outlook that led to OnePlaceMail.

"When we trialled OnePlaceMail it was an immediate fit, as the drag and drop feature is embedded directly into Outlook and provides staff with an efficient and easy to use tool for the management and migration of project information into the specified SharePoint libraries," said Greg Stimson, Program Manager at Golder Associates.

"Take up by staff has been organic and somewhat viral, which we attribute to OPM's easy to use drag and drop features."

Golder Associates' Business Information Systems Group managed the installation of OnePlaceMail in-house with a task group assigned to ensure seamless integration. Adoption has been quick and resulted in minimal change to work practises.

"The success of our OnePlaceMail adoption can be measured by the amount of emails and attachments brought into the project workspace - and this is growing daily," said Stimson.

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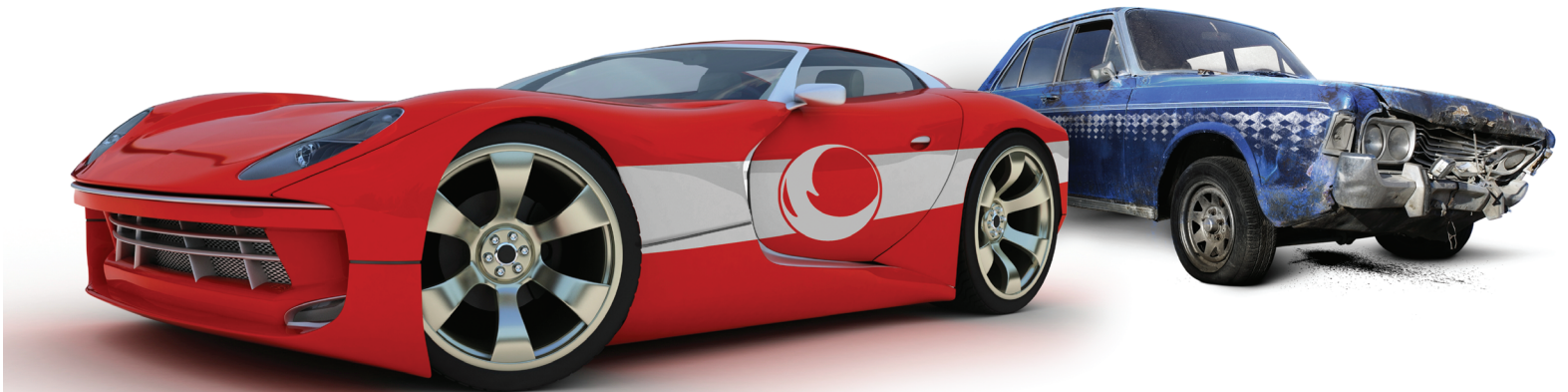
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Kodak Imaging says business as usual despite Chapter 11

Kodak Asia-Pacific says its business as usual for the Document Imaging (DI) division despite parent company Eastman Kodak filing for Chapter 11 bankruptcy protection.

During the Chapter 11 reorganisation, which is due to be completed in 2013, the Kodak company operates effectively under the protection of the US court. It has secured a $US950 million line of credit from Citibank to continue operations during the Chapter 11 reorganisation. At the completion of the reorganisation, it will either emerge with its debts restructured or require parts or the whole of the company be sold to pay off its creditors

Francis Yanga, Business Manager/Channel Manager, Document Imaging, Australia and New Zealand said, "A US Chapter 11 proceeding is different from bankruptcy in other countries, it is not liquidation - it's a process that allows companies in the US to take aggressive restructuring actions and come out as a stronger, leaner, more efficient organisation. This is not uncommon as major US airlines, car manufacturers and other iconic brands have filed for Chapter 11, continued to operate as normal under Chapter 11, and came out a stronger entity.

"The Chapter 11 filing applies to Kodak in the US only. Kodak's international businesses, including Asia, are not part of the filing and will continue to operate as usual. Kodak will continue normal operations throughout this process, including paying salaries and benefits to our full current workforce and providing first class service to our customers.

"The success of our customers is our number one priority. Kodak is committed to meeting all our obligations in terms of product supply, warranty and service maintenance contracts. It is business as usual."

Kodak's DI division is responsible for document scanners, capture solutions and service. It has a dominant market presence in local service bureaus, shared service organisations and government, health and corporate imaging. Its scanners are used extensively in medium to large businesses with high-volume document workflows including digital mail rooms, census projects, insurance claims and invoice processing.

The 2011 Australian Census was accomplished with 11 new Kodak i1860 high volume scanners acquired by the Australian Bureau of Statistics (ABS).

Kodak's Capture Pro Software is also increasingly serving as a front-end capture platform for SharePoint Server and other digital environments. The company has also broadened its base into small to medium business with entry level and portable scanners.

"It has been a consistently successful business within Kodak for years," said Yanga.

"We are the leader in the market space we serve particularly in the production scanning segment and this US announcement will not affect how we run DI and the key investments we continue to make on future products. We will in fact have more exciting new products and product enhancements scheduled to be released throughout the year.

"Document Imaging in Australia and New Zealand has been a lean, efficient and very successful business within Kodak for years. We continue to win major scanning projects across various industry segments by working very closely with our very capable distributors and our network of valuable channel partners."

In a letter to customers, Dolores K. Kruchten, President, Enterprise Services and Solutions and Vice President, Eastman Kodak, wrote: "Document Imaging has just ended an outstanding year which unfortunately is masked by the broader news about our company. In 2011, the Document Imaging team has exceeded its performance goals in a year that was tested by bumpy economies around the world ...We look forward to continuing to serve you for many years to come."

The 131-year old Kodak company has endured a costly restructuring in recent years as its market dominance in traditional film and picture imaging was eroded. Despite holding many innovative patents in digital imaging, it has not been able to transform this into market success.

Although Kodak says that its investments in digital and materials deposition technologies in recent years resulted in over 75% of its revenue being generated from its digital businesses in 2011.

Kodak is attempting to secure a buyer for its treasure trove of patents, with estimates of the value ranging from $US1-3 billion.

It has also filed numerous patent infringement suits against companies including Fujifilm, HTC, Apple and Samsung.

Kodak listed overall assets of $US5.1 billion and debts of $US6.75 billion in its petition in January to the US Bankruptcy Court in New York

"Kodak is taking a significant step toward enabling our enterprise to complete its transformation," said Antonio M. Perez, Chairman and Chief Executive Officer.

"At the same time as we have created our digital business, we have also already effectively exited certain traditional operations, closing 13 manufacturing plants and 130 processing labs, and reducing our workforce by 47,000 since 2003. Now we must complete the transformation by further addressing our cost structure and effectively monetising non-core IP assets. We look forward to working with our stakeholders to emerge a lean, world-class, digital imaging and materials science company."

"After considering the advantages of chapter 11 at this time, the Board of Directors and the entire senior management team unanimously believe that this is a necessary step and the right thing to do for the future of Kodak," Mr. Perez continued.

"Our goal is to maximise value for stakeholders, including our employees, retirees, creditors, and pension trustees. We are also committed to working with our valued customers.

"Chapter 11 gives us the best opportunities to maximise the value in two critical parts of our technology portfolio: our digital capture patents, which are essential for a wide range of mobile and other consumer electronic devices that capture digital images and have generated over $US3 billion of licensing revenues since 2003; and our breakthrough printing and deposition technologies, which give Kodak a competitive advantage in our growing digital businesses."

Kodak has created a Web site to deliver further information on the Chapter 11 reorganisation at www.kodaktransforms. com. Enquiries are also welcome to francis.yanga@kodak.com
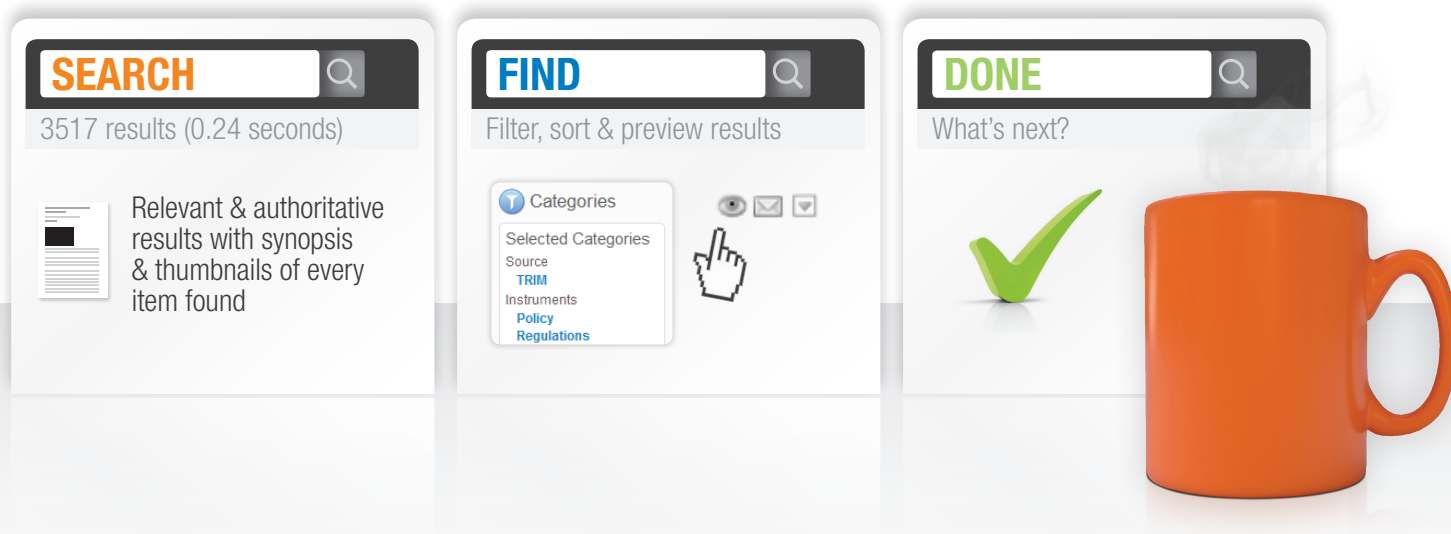
LaserFiche goes trucking

NSW family-owned business Ron Crouch Transport has adopted a customised Laserfiche solution from Ricoh Australia to manage thousands of vital documents.

The firm employs close to 50 people, operates a fleet of 50 vehicles and has depots in Wagga, Melbourne, Sydney, Adelaide, Brisbane and Canberra.

"Every job has a corresponding hard-copy proof of delivery [POD] document that the recipient signs," says the company's Compliance Manager, Matt Christian. "With the vast majority of our customers, we don't get paid unless there is a POD as evidence the job has been completed."

With approximately 500 new PODs generated each day and an archive of over 300,000, managing this documentation is vital to the success of the business. Yet the sheer volume was rapidly becoming unmanageable and the company needed to move to an online system that improved efficiency, allowed for better customer service and also integrated with existing systems.

Following extensive discussions with the company's local Ricoh Business Partner, Ron Crouch Transport made the decision to upgrade from paper-based filing to a customised Laserfiche Avante Document Management Solution to facilitate online digital document filing, management and retrieval capabilities.

According to Matt, the customised Laserfiche solution was designed to allow signed PODs to be batch scanned and then put through an Optical Character Recognition (OCR) process to capture the printed information. Each document would then be stored in a searchable electronic repository while custom scripting exported copies of each POD to the company's information management system. Managing PODs electronically was seen as a definite means of saving the company time, ensuring more rapid response to customer queries; and the customised integration with existing systems would save the company from having to make substantial infrastructure investments.

Matt estimates filing paper PODs took a half-day every day under the old system. With the introduction of the Laserfiche solution, there has been a reduction of that workload of 80 per cent, which has given staff more time to focus on other work and helped the company respond much faster to customers.

"A common situation is when a customer claims they haven't received a delivery," Matt explains. "With Laserfiche we now have the ability, while we're on the phone with them, to say, 'Actually, person X signed for that delivery and we can email you a copy of the proof of delivery right now' And it really is as quick as that. With paper PODs that could have taken an hour – provided, of course, that we were able to locate the document."

Laserfiche's in-built OCR technology captures and interprets POD barcode and recipient information. With the recipient information, company personnel now have the ability to conduct general and precise searches for specific or groups of PODs.

Matt explains: "Quite often we'll have customers call and request details for deliveries made over a certain period of time to a specific recipient. With the Laserfiche solution, we can do a search for the recipient's name and bring up a full list of every delivery made to them."

Similarly, with the automatic interpretation and capture of POD barcodes, personnel can enter the specific job number and have the POD displayed automatically on their screen.

"These are capabilities we simply didn't have with the old paper-based system, and it's saving us an enormous amount of time and effort," Matt states.

At the core of Ron Crouch Transport's IT systems is TransLogix, a software app designed specifically for the transport industry. To protect the company's investment in the software it was vital that any electronic POD management system was able to interface with

"The alternative to Laserfiche was to spend hundreds of thousands of dollars on electronic equipment for the trucks so deliveries would be signed for digitally. TransLogix does everything from booking our jobs to managing customers, invoicing, payroll, warehousing, truck maintenance… it's the crux of our business.

"Our Ricoh partner worked with us to devise a custom integration solution so that now each POD is scanned and stored in the repository then automatically exported as a compatible file to TransLogix. That's not something you can implement overnight, and just trying to make it happen for a medium sized business like ours would have been very difficult. Our Laserfiche solution has given us an equally efficient system without having to make that huge outlay in time and money."

In its home market in the US, Laserfiche has a strong profile in the government sector, however the entrenched base of locally developed ECM platforms such as TRIM and Objective has been a difficult hurdle to overcome. There are a growing number of Australian users adopting the full Laserfiche Rio ECM system, primarily in the construction and education sectors.

Ricoh has been selling and supporting the Laserfiche ECM product for over nine years in Australia, and has an installed base of over 330 sites. Most of these sites, including major insurers and large retail organisations are running the mid-range Laserfiche Avante suite, which includes document and business process management.

Ricoh Australia also offer a range of scanning and workflow options with its MFDs for organisations that do not require a full ECM platform, including Australia's EzeScan and Ricoh's locally developed ESATransformers middleware. For organisations that simply require distributed capture and routing of scanned documents to email or file locations, Ricoh supports the eCopy suite.

Laserfiche ECM includes its own scanning solution, however Ricoh customers can choose to adopt the EzeScan suite, which offers connectors.

K2 lightens the load for AAT

K2 and SharePoint-based solutions have provided Australian Amalgamated Terminals (AAT) a major facility provider the stevedoring industry in Australia, a way to improve the speed, accuracy and visibility of several key business processes, including incident management, claims management and management of its asset register.

Each of these functions was administered through manual, paper-based processes that were labour intensive, lacked reporting capabilities and had high management overhead. K2 and SharePoint-based solutions, built and implemented by K2 Partner jEyLaBs, streamlined these key processes for AAT and led to time savings, increased visibility, improved accuracy of data and greater decision making capabilities.

AAT needed to be able to record, manage and report on a large number of varying incidents at its ports and facilities. The company also needed a repository to register claims, both for and against the company. The processes used for these purposes were paper based and offered no reporting capabilities. AAT operates and manages a large fleet of assets, including cranes, forklifts, motor vehicles, buildings and accessories. The systems used to record these assets did not provide accurate depreciation information and failed to provide a meaningful way for this information to be queried.

With a staff of up to 100, three busy ports and dealings with a large number of third-party contractors, AAT's manual processes weren't providing the speed, consistency, reliability and visibility the company desperately wanted. The existing systems required high administrative overhead and left the door open for costly mistakes.

AAT implemented Microsoft SharePoint as a collaboration portal, but according to Vincent Macheda, National IT and Communications Manager for AAT, SharePoint was too limited in its ability to cope with multi-layered workflow requirements across multiple roles.

"SharePoint was a great tool for centralizing many of our business functions," Macheda said, "but we had a need to automate specific business rules, and this could not be accomplished with SharePoint alone."

SharePoint workflow experts and IT consulting firm jEyLaBs was commissioned to streamline AAT's processes. The jEyLaBs team implemented K2-based solutions for incident management, claims management and asset register management. The solutions were highly configurable, included AAT's specific business rules and requirements, and catered to interface requirements by leveraging the SharePoint platform.

The solution architecture includes InfoPath forms to capture data and utilises the K2 engine to guide the process along the workflow path — routing documents to the right people at the right time, sending alerts and notifications, and considering data against built-in business logic.

Visibility features, such as K2 View Flow, SharePoint List views and SQL-based reports allow AAT managers to see exactly what's happening at any point in the process and identify roadblocks.

The K2-based solutions improve efficiency and accuracy of data capture significantly, Macheda said.

"We're now in a position where our core business rules, such as document approvals, are automated and sent to the appropriate party for review," he said. "This improves the efficiency of all the related processes and provides visibility across the entire organisation."

University creates computerised method for matching images

Computers can mimic the human ability to find visually similar images, such as photographs of a fountain in summer and in winter, or a photograph and a painting of the same cathedral, by using a technique that analyses the uniqueness of images, say researchers at Carnegie Mellon University's School of Computer Science.

The research team, led by Alexei Efros, associate professor of computer science and robotics, and Abhinav Gupta, assistant research professor of robotics, found that their surprisingly simple technique performed well on a number of visual tasks that normally stump computers, including matching sketches of automobiles with photographs of cars.

The team from the Robotics Institute and Computer Science Department presented its findings on "data-driven uniqueness" at SIGGRAPH Asia, a computer graphics and interactive techniques conference in Hong Kong. Their research paper is available online at *http://graphics.cs.cmu.edu/projects/crossDomainMatching/.*

Most computerised methods for matching images — in contrast to image searches based on keywords — focus on similarities in shapes, colours and composition. That approach has proven effective for finding exact or very close image matches and enabled successful applications such as Google Goggles.

But those methods can fail miserably when applied across different domains — photographs taken in different seasons or under different lighting conditions, or in different media, such as photographs, colour paintings or black-and-white sketches.

"The language of a painting is different than the language of a photograph," Efros explained. "Most computer methods latch onto the language, not on what's being said."

One problem, Gupta said, is that many images have strong elements, such as a cloud-filled sky, that may have superficial similarities to other images, but really only distract from what makes the image interesting to people. He and his collaborators hypothesised that it is instead the unique aspects of an image, in relation to other images being analysed, that sets it apart and it is those elements that should be used to match it with similar images.

On the pixel level, a photo of a garden statue in the summer or autumn will look very different than the same statue photographed in winter, said Abhinav Shrivastava, a master's degree student in robotics and first author of the research paper. But the unique aspects of the statue will carry over from a summer image to a winter image, or from a colour photo to a sketch.

Estimating uniqueness is no simple task. The team computes uniqueness based on a very large data set of randomly selected images. Features that are unique are those that best discriminate one image from the rest of the random images. In a photo of a person in front of the Arc de Triomphe in Paris, for instance, the person likely is similar to people in other photos and thus would be given little weight in calculating uniqueness. The Arc itself, however, would be given greater weight because few photos include anything like it.

"We didn't expect this approach to work as well as it did," Efros acknowledged. "We don't know if this is anything like how humans compare images, but it's the best approximation we've been able to achieve."

In addition to automated image searches, this technique has applications to computational rephotography — the combination of historic photographs with modern-day photos taken from the same perspective.

By using the new technique, it may be possible in many cases to eliminate the need for rephotography by simply matching the historic photo with an existing online photo that matches its perspective. Likewise, the technique can be combined with large GPS-tagged photo collections to determine the location where a particular painting of a landmark was painted.

The technique also can be used to assemble a "visual memex" — a data set that explores the visual similarities and contexts of a set of photos. For instance, the researchers downloaded 200 images of the Medici Fountain in Paris — paintings, historic photographs and recent snapshots from various seasons and taken from various distances and angles — and assembled them into a graph, as well as a YouTube video that shows a particular path through the data.

Future work includes using the technique to enhance object detection for computer vision and investigating ways to speed up the computationally intensive matching process.

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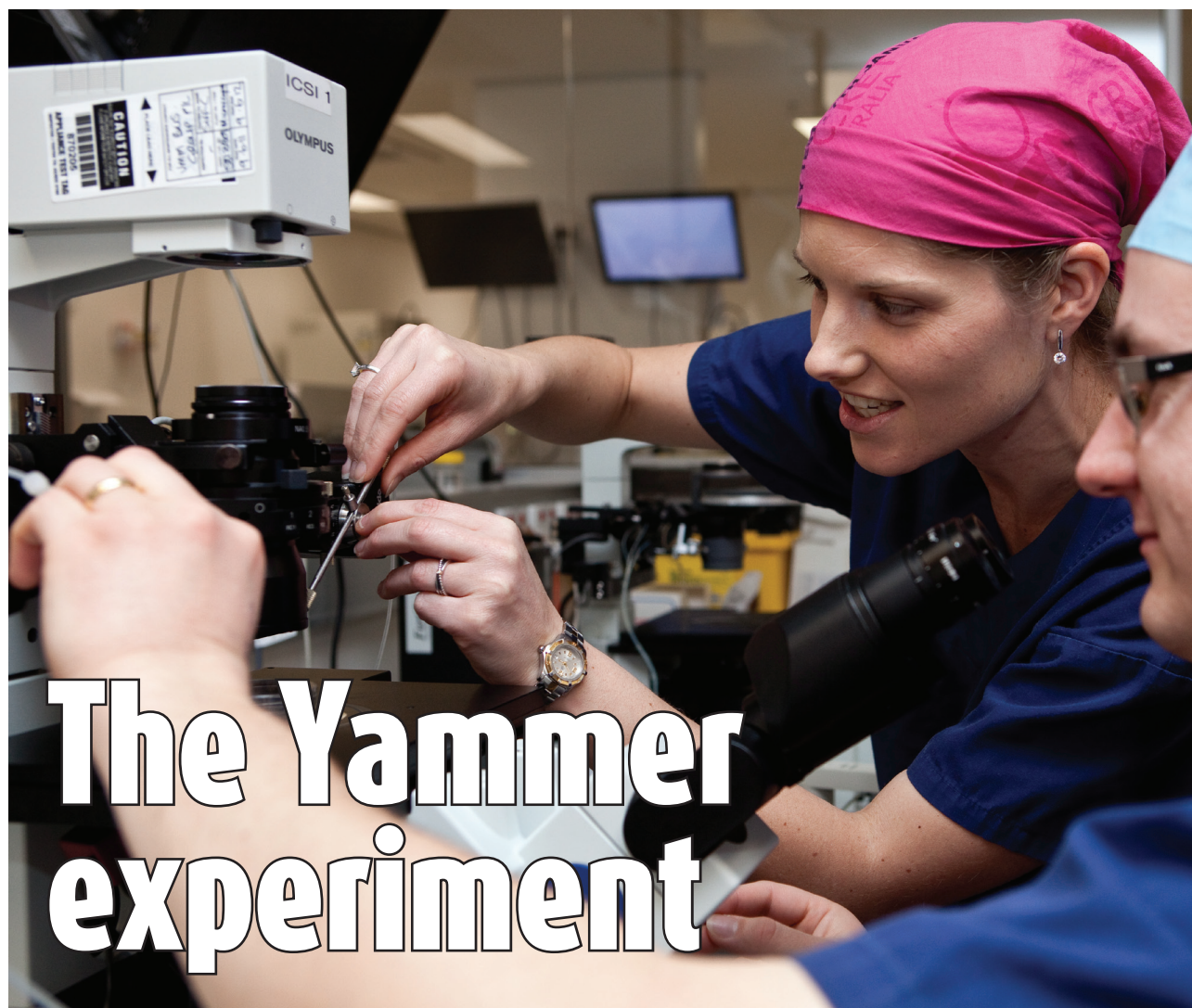
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The Yammer experiment

New enterprise social tools such as Yammer have been promoted as a way to transform knowledge management and information sharing in the enterprise. Genea, one of Australia's leading healthcare and research organisations, has spent the past year putting it to the test.

Yammer is now reportedly being used by over 90,000 companies and organisations across the globe, including some high profile users in Australia such as AMP and Deloittes..

It is delivering results for researchers, clinicians and nurses at Genea, an Australian company at the forefront of assisting and researching human fertility,

Formerly known as Sydney IVF, before a name change late last year, Genea has over 15 clinics located across metropolitan Sydney, various regional centres in New South Wales, and the ACT.

In addition to providing Australians with assisted conception since 1985, Genea has teams of researchers working in the fields of IVF and genetics. It holds nine of the 10 licenses issued in Australia for stem cell research.

12-month trial

There are more than 300 staff across Genea that have had access to Yammer for the past 12 months as part of an official trial by the Innovation Group.

Kate Carruthers, Digital & Community Manager at Genea, said the organisation is   trying hard to get away from the traditional paradigm of sending email to share information that needs to be disseminated more broadly.

"Our staff profile is typically scientists, researchers or nurses who need to be aware of the latest updates to science.

"Scientific research is very important to us, and it is vital that key knowledge around the latest scientific and patient care can be acquired, transferred and retained."

Research information comes from a wide variety of sources, such as scientific journals, professional associations and conference proceedings.

"The science and techniques are constantly changing," said Carruthers.

"Managing scientific collaboration is really important and sharing that information with clinical staff who service our patients."

In collaboration with Learning & Development Specialist Alexandra Lederer, Carruthers has been working to implement

"The advantage of Yammer is that conversation about important new research is shared among everyone in the organisation, it's not just an email exchange or a private conversation over a coffee somewhere."
– Kate Carruthers, Digital & Community Manager at Genea

Yammer as a self-service knowledge management portal.

"We need to have it so that staff can share knowledge.

Uptake has not been immediate or universal, but there is now a small group of early adopters that have taken a shine to Yammer, and are leading the way for the organisation

Genea is a standard Microsoft shop,

"Our staff are located in different locations, and some of our advanced researchers are tucked away in labs." – Learning & Development Specialist Alexandra Lederer

running Outlook and Exchange email, Office applications and SharePoint 2007. An intranet runs on the Australian Elcom .Net platform

"60% of our learning is knowledge sharing," notes Alexandra Lederer, "We need to make sure that we are not creating silos of knowledge in the organisation."

Yammer as a tool also has the potential to help part time staff and those who work from home.

One of the advantages of Yammer is its familiarity, as it offers pretty much the same functionality as a combination of Facebook and Twitter.

FaceBook familiar

"Its very intuitive if you've already used Facebook, said Carruthers.

"The Microsoft messaging platform is not as user friendly. We are on SharePoint 2007 but we did a review of 2010 and Microsoft still hasn't separated content from presentation which does make it a challenge to use it as an effective content management solution.'

Yammer is offered in a couple of different versions, from an entry level "Freemium" edition to a fully paid licence at around $US5 per annum per user, although enterprise packages are able to be negotiated.

"If you want all the bells and whistles you need to pay for them," says Carruthers.

Having the premium edition also means having access to all the data and conversations hosted on Yammer, something which Genea will explore over the coming months.

Currently Yammer is not integrated with Genea's enterprise architecture, although now with the trial phase complete aligning with Active Directory and SharePoint will be considered.

While Yammer was initially regarded as a tactical tool, it has the potential to be used as a strategic internal communications tool.

Genea is presenting one of the industry case studies at the annual KM Australia conference, being held in Sydney from July 24-26, 2012. http://www.kmaustralia.com/

Microsoft helps bring in .PST from the wild

Email governance just got easier with Microsoft's launch of a free tool that can locate .pst files wherever they are on a network and import them into Exchange Server or Exchange Online. PST Capture is designed to discover PSTs throughout a network, including on PCs, fileshares and USB drives.

"As we've had a lot of success with our archiving technology and people adopting Exchange 2010," said Ankur Kothari, a senior product manager with Exchange, "one of the things that customers have been asking us for is the ability to stop having these rogue bits of data across their organisations."

PST Capture helps fight this problem by collecting PSTs "in a centrally managed place so that they can do things like discover against that data or have appropriate policies in place that will expire content, or keep it, as needed," Kothari said.

Another new feature in Outlook also prevents .pst files multiplying on a network. It allows administrators to disable copying files to the local file system, which prevents the number of .pst files from growing as a result of copying or moving them between accounts

At the heart of PST Capture is the PST Capture Central Service. The Central Service maintains the list of all PST files found in your organisation and manages the data as it's moved to the Exchange servers or Exchange Online.

Discovery of the PST files is performed by PST Capture agents that must be installed on computers. The agents also send the PST files they find to the host computer when an import operation is started on the PST Capture Console.

Microsoft says when using PST Capture, the greatest impact on network utilisation is when the actual PST data is being transmitted over the network. When you import a PST file to a mailbox, it is first copied from the client computer where the PST Capture agent is installed to the staging area on the host computer where PST Capture Console is installed.

According to answers provided on a Microsoft blog, PST capture can only work in Active Directory environments. The computer which has PST Capture Console installed must have 64 bit Windows and requires Outlook 2010 64 bit installed. It's not required to install an extra Outlook client on the computers which have PST Capture Agent installed. Microsoft Exchange PST Capture is based on technology acquired from Red Gate and is available as a free download.

2012 CIO survey uncovers collaboration agenda: Gartner

The global drive to adopt SharePoint has helped Collaboration technologies/Workflow jump ahead four places in the technology priority list for CIOs in Gartner's annual CIO Agenda survey for 2012.

The annual global survey of 2300 chief information officers found Collaboration technologies/Workflow had moved from 8th to 4th place. Analytics/business intelligence was the top-ranked technology for 2012 (see Table below) as CIOs are combining analytics with customer relationship management, content management and social media to create new capabilities. For example, analytics plus supply chain for process management and improvement, analytics plus mobility for field sales and operations, and analytics plus social for customer engagement and acquisition.

The Gartner survey asks CIOs to nominate what their top three technologies are for a given year.

"In looking at those responses we found that CIOs see collaboration and workflow technologies are related enough to put them in a combined category," said Mark McDonald, group vice president for Gartner Executive Programs and Gartner Fellow.

"Some see collaboration as workflow automation, for example. Things like SharePoint are in the collaboration category.

"We have a separate category of technologies for when the CIO mentioned business process management that is distinct from these two groups. We split out document management separate from collaboration tools for the reason that CIOs were mentioning and applying document management in other contexts than just collaboration — think compliance for example."

While the global average IT budget increase expected by CIOs in 2012 is flat (0.5 percent increase), in Asia Pacific IT budgets are expected to be up by 3.4 percent in 2012.

Top 10 Technology Priorities	2012	2011
Analytics and business intelligence	1	5
Mobile technologies	2	3
Cloud computing (SaaS, IaaS, PaaS)	3	1
Collaboration technologies (workflow)	4	8
Virtualisation	5	2
Legacy Modernisation	6	7
IT Management	7	4
Customer Relationship Management	8	18
ERP Applications	9	13
Security	10	12

Source: Gartner Executive Programs (January 2012)

"Technology's role in the enterprise is increasing. This does not mean, however, that the role of the IT organisation is increasing," said McDonald.

"CIOs concentrating on IT as a force of operational automation, integration and control are losing ground to executives who see technology as a business amplifier and source of innovation. Effective leaders use technology, which includes IT, to strengthen the customer experience and eliminate costly internal distortions. They are using technology to 'amplify' the enterprise."

"In the face of continued economic uncertainty and government austerity, business strategies call for a combination of growth and operational efficiency. As reflected in the 2012 CIO Agenda survey findings, effective leaders see customers as the key factor in both of these strategic components, with the customer experience their focal point in reconciling potentially conflicting goals," McDonald said.

"Present economic conditions may tempt CIOs to force IT back into cost-cutting mode, but senior executives expect technology — and this includes IT — to address the tough challenges by amplifying enterprise strategies and operations."

PSIGEN targets APAC and SharePoint capture

US document capture specialist PSIGEN Software is making a push into the Asia-Pacific marketplace with its PSI:Capture product, with the help of newly appointed distributor UpFlow, a Brisbane-based company with Enterprise Content Management (ECM) expertise.

The two companies are aiming to develop a distribution channel into Australia, Singapore, Malaysia, Indonesia, Philippines, Hong Kong, Thailand and India.

"We are extremely excited to have formed this agreement with UpFlow" said, Bruce Hensley, President of PSIGEN. "They are a fantastic fit. Great ECM expertise and their contact base within the APAC region will help us drive fantastic growth in 2012 and beyond."

"UpFlow is focused on the delivery of Document Management and Workflow Automation Solutions to the Asia Pacific Region," said Steven Chenery, Chief Executive Officer for UpFlow, "becoming the PSIGEN Distributor enables UpFlow to provide a wealth of knowledge and experience to the industry and allows us to empower businesses to achieve their ECM goals."

One of the key applications for PSI:Capture is capture for all editions of SharePoint, one of 50+ ECM systems that the capture application supports. Custom integration with Microsoft's ECM platform, including SharePoint Online/Office 365, provides the ability to dynamically route to sites, libraries and folders.

In addition, the system allows the setting of content type, as well as managed metadata terms based on scanned document characteristics. A built-in SharePoint template can configure workflows in interactive or auto-import mode. Interactive mode gives users the power to manually process documents through capture, index, and quality assurance modules. In contrast, auto-import allows the software to scan documents from a direct connect scanner or network folder, and continue to index, file, and name folders directly to a SharePoint document library.

PSI:Capture for SharePoint 2010 features include:
• the ability to create searchable document libraries and folders to optimise performance;
• an option to automate document workflow to minimise end-user interaction;
• custom-built imaging workflows for separation, database lookups, validation, and barcode processing;
• various indexing methods such as manual input, point-and-click entry, zone OCR, barcode population, Advanced Data Extraction (ADE), custom selection lists;
• distributed workflow by sharing batches between multiple workstations;
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SharePoint Survey 2012

Governance, Tick. User adoption, double tick. Custom development and records management, tick again. IDM's 2012 survey of knowledge and information managers found many common concerns as they undertake SharePoint upgrades or fresh deployments across Australia and New Zealand.

Whether in tandem with an existing EDRMS or increasingly as a solo ECM endeavour, SharePoint usage is spreading inexorably.

More than 150 organisations responded to the IDM survey, providing a broad sample of vertical markets across government, education, utilities, health, mining and a range of other sectors.

Around half of the organisations that responded to the survey are still using 2007 while the bulk of the others have upgraded or installed SharePoint 2010.

Many organisations know information governance is something they should have a handle on but few are actually addressing the pressing need to manage their data better.

Information governance incorporates a range of different disciplines, managing e-mail/records retention, securing reliable and secure data storage, and enabling regulatory compliance and ediscovery readiness.

Melanie Rogers, ICT Information Manager at Life Without Barriers, is embarking on a SharePoint rollout at the NSW-based secular, non-profit organisation.

"People are excited and keen to use SharePoint collaboration.

"Unfortunately their enthusiasm outweighs our governance requirements and technology at present."

Engaged in helping children and people living with a disability and metal health issues, Life Without Barriers runs 85 support centres with workforce of over 3000.

Rogers recommends those undertaking adoption "Try to plan the SharePoint deployment as a project. Governance is key, as is an idea about what the end game plan should look like."

Governance threat

"Gartner predicts that by 2016, 20% of CIOs in regulated industries will lose their jobs for failing to implement the discipline of information governance successfully.

"We've seen rapidly growing interest in information governance-related topics, and this trend shows no sign of abating," said Debra Logan, vice president and distinguished analyst at Gartner.

"Information governance is the only way to comply

with regulations, both current and future, and responsibility for it lies with the CIO and the chief legal officer. When organisations suffer high-profile data losses, especially involving violations of the privacy of citizens or consumers, they suffer serious reputational damage and often incur fines or other sanctions. IT leaders will have to take at least part of the blame for these incidents."

In 2012, Gartner recommends highly regulated businesses that do not already have information-archiving technology should invest in it in order to bring email and files under control. The governance-related technology of information archiving has reached early majority and is a key component of an evolving information governance technology strategy.

Through 2016, Gartner believes spending on governing information must increase to five times the current level to be successful.
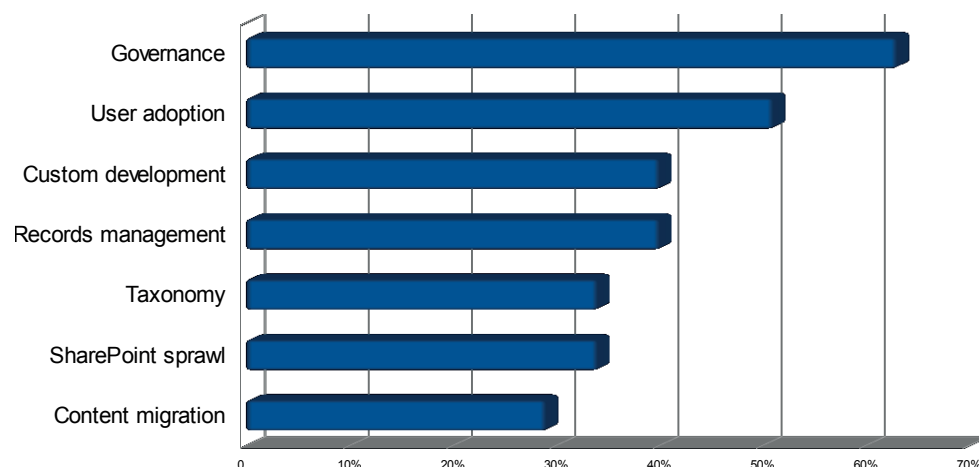
Defence HQJOC

SharePoint 2007 is providing collaboration and workflow at the Australian Defence Department's Headquarters Joint Operations Command facility in Bungendore, NSW.

The $500 million purpose-built facility is located about 25km east of Canberra. It was opened in 2009 and houses over 550 staff from all the defence forces, Army Navy and Air Force.

It serves as the headquarters for all theatres of operations

What are the major challenges to managing SharePoint?

Challenge	Percentage
Governance	~63%
User adoption	~51%
Custom development	~40%
Records management	~40%
Taxonomy	~35%
SharePoint sprawl	~35%
Content migration	~29%

Build on firm foundations

Joanna Hicks is Knowledge Manager at the Australian Centre for International Agricultural Research (ACIAR), The ACIAR is a federal government statutory authority that works with developing nations to fund research projects. It has around 60 – 70 staff, with most in Canberra and up to 10 located overseas.

ACIAR is using SharePoint for its intranet, collaboration and TeamSites, while a public-facing Web site is built on Drupal and the Meridio platform is also used for electronic document and records management. A project management system has been built on Lotus Notes.

Like any organisation with a diversity of IM platforms that have evolved over time, this disparity does lead to governance challenges.

For ACIAR, this occurs with the relationship between the Meridio EDRMS and project databases, in particular setting permission levels and access.

Hicks recommends having a strong platform in place before implementation.

"Ensure you get the structure, permissions and content determined and established before you roll it out to staff."

Dealing the challenge of user adoption is easier for a smaller organisation, when one on one meetings are still practical to ascertain what barriers exist and how to help. Developing SharePoint as a knowledge ,management platform at ACIAR is eventually planned to incorporate communities of practise (CoPs), working groups, and internal

"Try to gain small wins, make their jobs easier, fix problems and hope they find some benefits to sharing their work and get on board.

social media. However the challenges remain in getting involvement from key knowledge holders, who have time constraints, getting technologies and training users on new systems.

"We have just started adding presentations to SharePoint, as well as Working Group pages, and an announcement board, discussion boards etc. This hasn't translated to subject experts capturing their knowledge yet," said Hicks

"I am hoping by adding value to the Intranet (SharePoint) others will learn it is the place to find information and people. By adding presentations, calendars, key agency documents and news, eLearning solutions, collaborative workspaces etc. hopefully it will become the place to gain knowledge and increase learning.

"I don't think you can ever eliminate traditional file sharing, but I can encourage announcements instead of e-mails with attachments!"

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worldwide, including Afghanistan, Iraq and border protection in northern Australia.

SharePoint 2007 is used in addition to the Objective ECM platform, with applications in business process management, as a metadata repository and digital object reposition (MDMM)

Duncan Jamieson, Director, Command Information Management at HQ JOC, says the rollout includes SharePoint TeamSites, and it had changed the way staff collaborates for the better, delivering reduced email traffic and attachments.

Jamieson recommends "spend time planning and more planning" to get the governance right.

"Your priority is to get an information architecture and taxonomy linked to business process management.

"Think about the basic services being provided and how staff can be more productive rather than introduce the 'bells and whistles.'

Document scanning is incorporated with the SharePoint deployment at HQ JOC as manual processes are seen as a negative impact on productivity.

"Having multi-step processes increases the risk of documents not being entered into SharePoint. Secondly, we have an increased risk of users not applying OCR to scanned documents."

Defence was one of the few organisations surveyed to prioritise paperless workflow. Less than 15% of the submissions had integrated document capture with their SharePoint deployment.

(Continued over)

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What are you using SharePoint for?

Category	Percentage
Collaboration	~83%
Intranet	~71%
TeamSites	~63%
Document management	~54%
Workflow	~40%
Application platform	~40%
Records management	~31%
Business intelligence/dashboards	~31%
Web content management	~31%
Digital asset management	~14%

Melbourneit

Matt Piper is Team Lead - Microsoft Hosting at Melbourneit, where nearly 700 employees are spread across 18 offices in 10 countries.

Piper recommends ensuring Governance is prioritised from the outset.

"Make sure that for each business unit/division there are nominated champions who can be trained as power users so that teams can quickly get real benefit out of SharePoint.

"Also make use of SharePoint Saturday sessions, and localised training/user groups.

"Make sure that any innovations are championed and advertised so that others can see what can be achieved and they can relate back to their own challenges."

The recent global financial crisis has put information governance in the spotlight, according to Ted Friedman, vice president and analyst at Gartner. "Information governance is a priority of IT and business leaders as a result of various pressures, including regulatory compliance mandates and the urgent need for improved decision-making."

During the next few years, he estimates information governance initiatives will broaden significantly to include more sub disciplines - information quality, life cycle management/retention, privacy

GOVERNANCE IS A KEY FACTOR IN SUCCESSFUL DEPLOYMENTS AND NEEDS TO BE ADDRESSED BEFORE ANYTHING ELSE

and security - and more of the organisation's critical data. More people will have to be assigned to information governance, both in dedicated roles (such as information architect and data analyst) and as part-time contributors (such as stakeholders participating in information governance councils and data stewards).

"Regardless of the structure, information governance responsibilities will become part of the roles of more people, and the time and funding allocated to these roles will need to

Educating Whitireia

At Whitireia NZ, one of New Zealand's largest learning institutions with five campus's and approximately 1000 full and part time staff, SharePoint 2010 is being deployed for document and records management, application development and workflow. It is being used for the organisational intranet and TeamSites.

A staggered rollout across the whole organisation uses a taxonomy developed for all NZ polytechnics based on Records Disposals Acts (NZ).

"This larger taxonomy was then tailored by our Records team to suit our organisation," said Robyn Martin, Business Analyst. "The taxonomy is the 'blue print' for the design of the system – although it is changed at times to suit our users' needs."

Whitireia is not currently using any third party tool for SharePoint governance, although it is looking at ControlPoint from Axceler, as well as products to address the lack of integration between SharePoint and Outlook.

"Currently I am mapping the drives and saving this way. It is a bit of administration time though and we really do need to seriously look at a solution, this is a big issue for us as more users are brought on board," said Martin.

SharePoint is intended as a repository for information fed from a range of enterprise systems including student administration and HR.

When it comes time for Microsoft to launch a new edition of SharePoint, Martin will be cheering for better Outlook integration, and the ability to set different default views in libraries and lists to suit the audience.

Meanwhile, rolling out SharePoint features at a rate that mainstream users can accommodate, and training and educating them to share are ongoing challenges.

"We will content control features to help them feel more secure – knowing that they can roll back if needed. It also helps that SharePoint keeps the name of the user who modifies anything.

"Where applicable we are using working libraries that are limited to the team – documents are them published in an approved library for public viewing. This helps our users feel that no-one will see their working files. We may also give them a confidential folder for sensitive information. I have found that after a few months our users come round and it's not big a deal anymore."

Community view

The Department for Communities WA is using SharePoint 2007 for Content Management System and hosting its intranet/Internet for over 250 users based in Perth and regional WA. However this is a shared solution with another Agency and it is about to implement its own Communities SharePoint 2010 platform for web content management as well as an Intranet, Extranet and document management capability.

"We currently store our electronic documents on network file shares and once the Intranet is redeveloped, we hope to encourage staff to use this as the place to store electronic documents," said Amanda Lea, Manager, Corporate Information.

First will come the task of migrating metadata from an existing physical records management system, which will require some form of data cleansing exercise as well as potentially cleaning up the data prior to the migration. The department currently use Objective for physical records management, as a "shared" solution with another agency.

"In the future we are going to implement Records Management within SharePoint by plugging in a VERS compliant records management application such as RecordPoint," said Lea.

"We have a number of disparate applications which capture customer information and process applications. We are progressing with the replacement of one of our bespoke applications and we are currently investigating whether Microsoft CRM 2011 could provide a platform on which we could develop this solution as well as roll in the other bespoke applications.

"We have already undertaken a significant level of development within SharePoint for our Intranet and Internet and based on our research we believe that SharePoint will provide us with the most cost effective platform from which we can extend features such as collaboration, document and records management to our users. We are a small agency and SharePoint internally is available to us under CUA at no cost, it makes sense to leverage this fact.

"We believe the advantages of proceeding with SharePoint include: reduced cost as it is a platform with

a huge rich set of features which can be extended over time for little cost. It is fully integrated with other office applications, with the exception of Outlook but there are cheap tools out there which can deliver this integration.

"Even the out of the box workflow will provide enough functionality to meet our needs for document review, etc., and we can move towards reducing paper consumption.

"We also want to implement knowledge management features such as skills searches, wiki's etc., and again, these can be easily implemented either out of the box or using preconfigured templates which are available for small or no costs via the web.

"Like Apple with iPads and iPhones, in future there will be all sorts of "apps" which can be picked up and plugged in – it makes sense to make this investment now and it fits well with our Department as we are a small agency without a big IT budget."

Lea plans to build from the top down in SP 2010 rather than migrate the department's current 2007 environment, because, "we think we have a better chance of establishing good governance."

"When we redesign the website we will be doing so with governance in mind and apply security such that we don't get a proliferation of pages appearing on our sites.

"We are already experiencing some level of push back from the traditional managers of our website/Intranet

"Change is always difficult and we will need to work carefully to have this change accepted."

Is SharePoint your only ECM platform?

- Yes
- No, We also use other systems (detail below)
- TRIM
- Objective
- OpenText
- Autonomy
- Documentum
- TechnologyOne/Avand
- Other

A Principal resource

The Catholic Education Office of Canberra and Goulburn deployed a SP 2007 trial at the beginning 2011 to evaluate it as a corporate information portal.

"It was so successful it snowballed," said Online Services Officer, Juliette Major. The Archdiocese is responsible for 55 schools, where some Principals are now using SharePoint TeamSites to coordinate meeting agendas and discuss issues before they need to journey to face to face meetings.

HP TRIM is still the corporate EDRMS for staff in the CEO head office in Canberra. Remote staff do not access TRIM, instead accessing documents through a SharePoint portal. SharePoint also provides the CEO's public facing Web site. More than 2200 teachers have access to Intranet, but there are currently no plans to extend this to parents and students.

Each school is able to publish their own Intranet in SharePoint with document views, folders, calendars, etc. Several schools have taken on their own Intranet sites as part of a trial to replace corporate information being stored in a Learning Management System.

"The uptake from Principals has been excellent," said Major, "although we gave them no other option to get information. We used to supply information through a Learning Management system called "myinternet" but 14 months ago the CEO issued a directive that all information would be delivered through SharePoint as the LMS was being phased out."

The major challenges identified with the new platform have been the familiar ones: SharePoint sprawl, governance, records management and user adoption.

Governance challenges are being overcome.

"Because our site was initially delivered as a trial site, and within 3-4 months we decided to use it as a production site, there was a bit of toing and froing over who looked after what section. The success of the Intranet as a communication portal was unexpected so we hadn't put enough thought into governance issues before it became popular. However, we are starting to make inroads into that. The use of SP 2007 has been a tremendous learning experience and we are much better placed now to deliver a SharePoint 2010 solution to our schools later this year"

increase dramatically in the typical organisation," said Mr Friedman.

"Organisations will have to increase their investment in related tools and technologies, both to facilitate the development and refinement of policy, and to distil policies into executable rules that tools can apply to information."

Reliability of data, security of data and are crucial to Information governance which also needs to ensure consistent naming conventions for data.

New views

Staff must be come used to a new way of thinking from the traditional network drive structure, notes Peter Duncombe, Information Management Specialist at City of Whittlesea, a local government body in Victoria.

"Information is out there, in front of staff, they need to go trawling for documents at time in a messy folder structure. But the benefits of Lists are becoming more evident also."

The Australian Communications and Media Authority (ACMA) is using third party tools to manage aspects of its SharePoint 2010 deployment, Axceler ControlPoint to handle governance and RecordPoint to deliver records management compliance.

Deputy CIO Stephen Bounds believes in minimising customisation of a SharePoint environment.

"Purchase third party commercial off the shelf (COTS) solutions where possible to minimise code incompatibilities and maximise maintainability."

SharePoint is the sole ECM platform for 50% of the organisations IDM surveyed, while half use the Microsoft platform in tandem with another EDRMS vendor.

Taline Babikian Information Manager at Boral Cement, notes it's important to "Be clear on the business requirements and assess SharePoint against them. If compromises on functionally are being made, understand the Impacts.

"Ensure that you fully understand the culture and readiness of your users to take up the technology and very importantly any changes to their work process or habits. There are a raft of business issues that emerge when this type of change is being introduced, e.g. - do users know what it really means to work within an IM governance framework? Do they understand the impacts of working with a Taxonomy?

"Ensure your senior management and executive level champions are on board by action not just verbally expressing support."

From the Trenches

Director, Knowledge and Records Management, Australian federal government department

"SharePoint offers teams in diverse locations the ability to collaborate in real time and the means to unilaterally upload content, data and information, while relying on a separate web team to fit their requests into workflows.

"A SharePoint backed database grows exponential as more teams and staff accept the challenge to participate and collaborate. The difficulty is the ongoing maintenance and relevant content both in terms of business use and time based correctness as staff and business restructures move ownership around. This eventually leads to content degeneration and relevance.

"Seriously think of business requirements, ICT capabilities, records management requirements within the relevant sector (public or private) and the ongoing maintenance costs."

Enterprise Architect, Local government

"We have used SharePoint since 2001 so each version has allowed us to move closer to web only platform.

"Design the platform with a view that it will constantly change if you want to meet evolving business needs. Each solution you deliver to the business will evolve, so design the solution with a view to constant easy change....not traditional long redevelopment lifecycles otherwise the staff will go back to spreadsheets and file shares when you can't deliver."

Advisor, Knowledge Management at Industry Association

"Ensure that a new installation is phased and is driven by strategy and governance, and is underpinned by good information management practices, training, support and change management.

"Ensure that you start with clearly defining business requirements, engage users from the outset to ensure that you understand their needs, which should feed into business requirements.

Knowledge Manager, Australian water utility

"Get the business involved from the beginning and ensure it does not become an IT project.

"Give yourself twice as much time as you expect to migrate content."

Are you offering any of the following capabilities via SharePoint?

%
- Blogging
- People Search capability
- Knowledge base
- Form-driven applications.
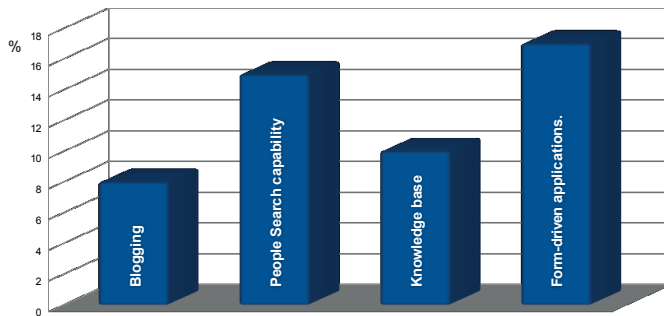
What is the size of your organisation?

- 1 to 9 IT System users
- 10-49 IT System users
- 50 to 249 IT System users
- 250 to 499 IT System users
- More than 499 IT System users
- More than 2499 IT System users

Black Saturday continues to burn in Victorian courts

A multi-million dollar class action lawsuit over the 2009 Victorian "Black Saturday" bushfire has thrown up some major ediscovery challenges

More than 1000 bushfire survivors and their families are suing power distributor SPI. A trial is scheduled to take place in January, 2013.

The claimants allege SPI was negligent when a 43-year-old powerline owned by the power company fell and sparked the Kilmore bushfire.

The Kilmore bushfire killed 119 people and destroyed 1242 homes.

SPI has denied any liability, and sued Victoria Police, the Department of Sustainability and Environment and the Country Fire Authority over their role in Black Saturday.

The survivors are being represented by law firm Maurice Blackburn. Lawyer Rory Walsh told the Herald Sun newspaper that costs of the legal action could run into the hundreds of millions.

A not insignificant part of this cost will be the pretrial process of discovery of all documents which must be accomplished by March 2012 before court-ordered mediation in November.

The extent of the discovery and its challenge for document management were outlined in a judgement handed down in the Supreme Court of Victoria on 30 August 2011.

Justice Rita Zammit was ruling in the case brought by Carol Ann Mathews, whose son perished in the bushfire, and SPI, as well as another case between SPI and another utility that it had engaged to maintain its powerline network, Utility Services Corporation (UAM).

One of the many discovery questions that had to be dealt with in this case included the question whether searches extending 40 years are oppressive.

"THE VAST AMOUNT OF DATA CREATED AND STORED BY ELECTRONIC MEANS POSES A NEW CHALLENGE FOR THE USE OF DISCOVERY AS A COURT PROCEDURE." - JUSTICE RITA ZAMMIT

Lawyers for Ms Mathews allege the Kilmore bushfire was started as the result of a failure between wire conductors on a powerline. SPI had engaged UAM in 2007 to maintain its powerline network.

SPI alleges that if the Kilmore fire was associated with a breach in the conductor in the Valley Span (which it denies), then the Kilmore fire was caused by the UAM's breaches.

In her October 30 ruling, Justice Zammit notes "The applications before the Court highlight the current challenges of using discovery as a court procedure."

"The vast amount of data created and stored by electronic means poses a new challenge for the use of discovery as a court procedure. Discovery is a topic that attracts a great deal of attention due primarily to the exorbitant costs that are incurred by the parties and the delay caused in litigation.

"The Court has long recognised that discovery disputes, large scale unfocussed discovery exercises and the resulting costs, work against the interests of the parties to the litigation, the operation of the civil justice system and ultimately the interest of the community."

On January 1 2011, new rules were introduced into Victorian courts introducing the concept of a "reasonable search, requiring a consideration of proportionality." These mirror rules introduced into Australia's Federal Court.

In addition to more than 1500 pages of evidence and documents that had already been made available to the Victorian Bushfire Royal Commission, which concluded in 2010, UAM wanted discovery of material going back to 1994 in order to see what other contracts were in place between SPI and other inspection maintenance/service providers.

Freehills associate Ruth Overington, acting on behalf of SPI, maintained that extending discovery beyond the existing terms would require searching approximately 15,700 archive boxes and could take several years.

Justice Zammit ruled "The time and cost of such an exercise is not proportionate to the likely benefit.

The discovery will be limited to a plan agreed to by both parties in July 2011.

According to Freehill's estimate, this will still involve retrieval and review of approximately 155,000 documents comprising:
- 45,000 from electronic shared drives;
- 50,000 from the regulatory@spansnet.com.au mailbox;
- 60,000 from individuals, board and sub-committee;
- 250 boxes of archived material; and
- 7 database extracts.

UAM applied to the court to also gain discovery of documents relating to the actual inspection and maintenance records of the Pentadeen Spur for the entire existence of the line, that is, some 40 years.

"While the state of the assets and their inspection prior to the fire on 7 February 2009 is relevant, discovery over such a period is not reasonable. I am satisfied that embarking upon such a discovery exercise would be unduly burdensome and costly," ruled Justice Zammit

SharePoint Governance: Beyond Buzzwords

by Dan Holme

Governance is, without doubt, the buzzword of the day in the SharePoint space. Unfortunately, there is a lot of noise around governance, and the word has become overloaded with perspectives and guidance that cover the gamut from strategic management to project management to design and architecture to service delivery and even to user adoption. Governance has become the catch all for anything that an organisation believes it needs or is missing to make SharePoint successful. In my opinion, SharePoint governance is not about documenting every setting, policy, and procedure in an attempt to define how SharePoint will look forever and ever. Rather it is about establishing a process that enables the organisation to move forward, with each step and each new solution adding to the organisation's understanding of its information and service management requirements.

SharePoint MVP and AvePoint Chief SharePoint Evangelist Dan Holme will be delivering his keynote on SharePoint Governance at the SharePoint Conference Australia. 21st March (Wed) 8.30am.

Where governance ends, management begins. This is another place where—in the SharePoint space—the term "governance" has become overloaded. In most IT (and other) contexts, service governance defines the people, processes, policies, and technologies that deliver a service such as SharePoint. Too often organisations stop when the governance document is complete. They discover—all too painfully—that it's not realistic to simply "expect" that governance policies will be followed consistently, if at all. Therefore, it's critical to consider how to make the service manageable in a way that supports or, better yet, enforces governance policies and, if possible, automates the implementation of policies.

In order to create a service that supports enforcement, automation, and management of governance policies, you must have an architecture that supports such enforcement. And that is easier said than done.

As I've seen even in some of the biggest and smartest companies in the world, SharePoint's complexity makes it difficult to understand the close relationship between governance, architecture, and manageability. Poor architectural choices make it impossible to manage—let alone to automate—the implementation of governance policies and procedures.

In my opinion, it is time for all of us—community, MVPs and experts and consultants, vendors, and Microsoft—to tease apart the concepts of SharePoint governance and SharePoint management.

Like other IT platforms and initiatives, management is about the day to day implementation and support of a service. Management should be guided by the policies and procedures established by the governance plan.

But governance itself is quite different than management, and by bundling the two together in our terminology we do ourselves a disservice.

Company after company make it clear to me that it is the cause of a lot of pain. People struggling with governance are having troubles wrapping their heads around the process of defining the roles, responsibilities, policies, and procedures for delivering business solutions on a rich platform like SharePoint. And they struggle with moving effectively from requirements gathering through design, development, and deployment of solutions that are fully defined across information architecture, information management, and service management dimensions.

I believe that we need to be speaking the same language before we can move forward effectively. So: Governance and Management. Both are important. But they are different. Does that seem like a fair statement to you? How can the distinction help you communicate about and move forward with SharePoint governance (and management) in your enterprise?

Cumulus on the radar

As image asset management challenges go, they don't get much bigger. Dr Jessica Chapman walked into a new role at the CSIRO Australia Telescope National Facility in 2000 to find that as part of her job she had been put in charge of an archive of 100,000 negatives documenting the history of radio astronomy from 1946 to 1996.

Australia has played a prominent role in the development of radio-astronomy and space tracking, with its most famous moment coming during the 1969 Apollo 11 mission, when CSIRO's Parkes Radio Telescope in NSW received the television transmission of the Apollo 11 moonwalk, estimated to have been watched by six hundred million people worldwide.

Some of the early pioneers in the field of radio-astronomy worked in Australia after World War II. The first detection of extra-terrestrial radio emission took place in the early 1930s when a physicist called Karl Jansky, working for the US Bell Telephone Laboratories, detected radio 'noise' that he established comes from the plane of our Galaxy, the Milky Way. CSIRO set up an ambitious radio astronomy program soon after the war to follow up on this emerging science and many exciting astronomy discoveries were made in the post-war years.

Over the 50 year evolution of the science, as the early primitive antennas were replaced by more and more complicated radio telescopes and arrays, the CSIRO photographed and documented the people, facilities and events at the heart of radioastronomy. Most of the images were shot by dedicated photographers employed by the CSIRO, shooting on film. The photographic collection is a magnificent record of this history.

Dr Chapman, who is now the Operations Research Program Leader at CSIRO Astronomy & Space Science and a practising radio-astronomer herself, recognised the value of this irreplaceable collection of images, but knew that something would have to be done to make it more accessible for historians and fellow researchers.

The first step was to relocate the formidable collection to a dedicated archive room with controlled temperature and humidity, to maintain the condition of the negatives. The negatives were transferred to acid-free sleeves to help preserve them.

March 1969, as then Prime Minister, Malcolm Fraser, dances down "The Dish" with the Director of the Parkes Radio Telescope, John Bolton.

For future access and storage of a digital collection, the Cumulus Digital Asset Management (DAM) platform was selected from local distributor Databasics.

It was decided it would be impractical to scan and digitise the entire collection, so professional archivist Wayne Orchiston was employed to evaluate the 12000 sets of records, containing up to 100 negatives per set and to provide historical information and captions for some of the images. Each set of negatives was stored in a plain envelope with information handwritten on the outside. The packet titles and numbers were diligently recorded by the photographers in handwritten logbooks.

In the late 1990s, a FileMaker database was constructed to store the handwritten information given on each of the packets, and this had to be manually entered. This information provided the starting point for assessing the collection and the FileMaker database continues to be used to record information relating to the packets of negatives.

The archivist determined that about 65% of the collection was of historical significance. All of the original negatives are stored at CSIRO.

Each record was assigned a category (e.g. people, buildings, etc...). Since the assessment of the collection, around 16000 of the selected negatives have been scanned using a FleXtight Precision II

In the early years of radio astronomy, arrays such as this were mounted on the cliff-top at Dover Heights in Sydney's eastern suburbs. This photo was taken in 1955.

Dr Jessica Chapman, CSIRO Astronomy and Space Science

The CSIRO Australia Telescope Compact Array is an array of six radio telescopes located near Narrabri in northern New South Wales.

scanner purchased for the task. This proved to be extremely well suited to the task, providing very high quality digitisation.

Each negative was scanned to a high resolution TIFF file at a resolution of around 10 megapixels (with files sizes ranging from 10MB for black and white or 30MB for colour). Barnaby Norris, now a PhD student in Astronomy at the University of Sydney, was assigned the task of undertaking the scanning in-house. Barnaby, a keen photographer who has a Eureka photography prize to his credit, also undertook some image correction in Photoshop where necessary.

The arduous task of scanning 16000 images in the collection has now been completed, and CSIRO Astronomy and Space Science has recently updated its client-server version of Cumulus to the latest version 8.5.2, with a client-server licence for three Cumulus desktop workstations. The image metadata and captions are fairly complete for the years 1946 to 1961. Further work to add metadata and captions for the full collection is continuing.

CSIRO makes the high resolution scanned images available to historians and researchers from research organisations in Australia and overseas. The Cumulus Web access module could be used to make the catalogue more generally available via the Web or on the CSIRO intranet. Chapman would like to provide wider access to a broader audience and is looking at options for doing this.

She would like to retain some control over the images once made available via the web to ensure that the stories are told accurately and that individuals are properly credited. After the arduous task of scanning and cataloguing the massive image database, the thought of browsers skimming and utilising the images without acknowledging

copyright is also a concern.

Whilst the historical image collection provides extensive information on people, facilities and events, Chapman notes that there is currently no central archive in Australia for scientific radio astronomy images though this would be well worthwhile. Science images in radio astronomy are typically generated

A police officer testing a new CSIRO radar unit for police cars in 1954.

by individuals and research teams and published in research journals. An example of a collection of radio astronomy images is available from the US National Radio Astronomy Observatory (NRAO) at *images.nrao.edu/.*

"The Cumulus archive we've set up is maintained by CASS and is not used for commercial purposes. The main catalogue provides a fantastic history archive with about 16,000 scanned photos showing the history of the Australia Telescope National Facility," said Chapman.

"I think it would be fair to say that the archive we have generated is of national significance to the history of radio astronomy - which itself is one of Australia's great 'stories'. "

PCEHR not what the doctor ordered?

Doubts about Australia's $A467 million Personally Controlled Electronic Health Record (PCEHR) project have emerged during submissions to a Senate inquiry. Under the proposed scheme, due to begin on July 1 2012, all Australians will have the option of registering for a PCEHR.

The Australian Medical Association (AMA) does not believe that requiring patients to "opt-in" to the PCEHR will deliver a sufficient uptake to make the system successful.

"Experiences of opt-in systems from Australia and from overseas indicate that adoption amongst consumers will progress slowly," submitted Dr Steve Hambleton, AMA President.

"If that is the case, in the early days we are concerned that if medical practitioners search for a PCEHR they will often not find one for their patient. This may deter future attempts by medical practitioners and consequently lead to a very low uptake of the proposed PCEHR by medical professionals. We predict it will be many years before the PCEHR becomes ubiquitous in health care.

"When introducing this legislation to Parliament, Minister Roxon said that "studies in hospital environments have indicated that between nine per cent and 17 per cent of tests are unnecessary duplicates" and that "up to 18 per cent of medical errors are attributed to inadequate patient information". The Government has not discussed the rate of uptake by consumers of the PCEHR that would be necessary to achieve an improvement in these metrics.

"What rate of uptake does the Government forecast? If we can expect that around 10% of the population were to opt-in during the first years of operation of the PCEHR, would that be enough to achieve the objectives in the Bill? To our knowledge, the Government has not presented any supportive data to justify that the opt-in design of the system will deliver an appropriate level of participation.

"A much simpler and more effective design would have been achieved by making the record opt-out. The vast majority of patients want their doctors to have access to their critical medical information so they can receive the best possible care. Consumers with serious concerns about privacy, or an objection to their medical and health information being shared could actively make the choice not to participate in an opt-out system."

The AMA is also concerned that the medical profession will be stuck with the administrative burden of implementing the PCEHR system.

"Our concern is that the PCEHR may add to the "information

"OUR CONCERN IS THAT THE PCEHR MAY ADD TO THE "INFORMATION CHAOS" APPARENT IN TODAY'S MEDICAL PRACTICES .." - AUSTRALIAN MEDICAL ASSOCIATION

chaos" apparent in today's medical practices .. this phenomenon is one in which problematic information arrives from many sources and "can impair physician performance, increase workload, and reduce the safety and quality of care delivered.

"If doctors have to interrupt their clinical workflow to check if a patient has a PCEHR, and then could find that the information they need is not accessible, this will make it more difficult to deliver quality patient care, not less," said Dr Hambleton.

The Medical Software Industry Association (MSIA), a national not for profit body, made a submission that included criticism of the National E-Health Transition Authority (NEHTA).

"The MSIA is concerned "that there are severe penalties in place for breaches of the Act from 1 July 2012 although the Rules are not determined and there will be very short periods of time for the parties to understand and establish procedures for compliance with complex new obligations. Underlying this is the problematic policy decision not to provide incentives or recompense to system participants who are nevertheless expected to contribute extensively to the PCEHR and while doing so, assume significant risk in the event of breaches.

"A detailed description of the function of all participants in the PCEHR system would assist in the clarity of the legislation. Currently the System operator is described in some detail but the specific characteristics and functions of the other participants, such as the portal operators, repository operators and contracted service providers remain unclear and this will make the education of the public difficult. Without education, consumers and organisations are unlikely to take up the challenge of participating in the PCEHR system."

"There is still a great of deal to be understood about the PCEHR system and how the participants will interoperate. Until there is transparency about what the National Infrastructure partner is building, it is almost impossible for the legislation to accurately cover the issues of privacy, safety and data governance generally.

"It should be noted that unique identifiers are not a new or complex part of electronic systems. Each medical software vendor in Australia runs its own "unique" identifier system and there are literally hundreds in our daily life – licences, tax numbers, passports, bank accounts, memberships etc. This is not the difficult

bit of the PCEHR but 18 months after the Healthcare Identifier Service went "live" it is still not functioning safely. It is still unclear what the benefits of these national identifiers are above and beyond those used today if they cannot be relied upon for the reasons stated above."

The Royal Australian College of General Practitioners (RACGP) is concerned the proposed PCEHR legislation does not provide a clear governance structure.

Meanwhile, systems integrator CSC Healthcare points out that the proposed requirement not to hold or take records outside Australia will become problematic.

"Consumers will access their data via mobile devices overseas and this will result in data, de facto, being accessed and potentially held or cached, outside of Australia.

"We assume this section does not seek to limit the ability of consumers to access their data from overseas however this section could be implied as such. [Also] there may be existing healthcare providers who outsource their technology to otherwise satisfactory technology companies who manage some of the operations offshore."

The Catholic Healthcare Association (CHA) "notes that the governance structures outlined in the legislation are heavily weighted to public sector providers, and State and Territory governments.

"Forty percent of hospital episodes in Australia, together with the vast majority of primary care and allied health care, is provided by the non-government sector. It is important that the non-government sector be given appropriate weighting in governance arrangements. The legislation as currently outlined does not do this."

Pseudonyms are worrying to the Royal Australian and New Zealand College of Psychiatrists (RANZCP), which notes "No mechanism seems to have been incorporated in the overall design to resolve issues of multiple records relating to one patient, as seen by the treating health practitioner. Unless there is some mechanism of automatic integration from the provider perspective, it is potentially dangerous to allow the use of pseudonyms for the electronic health record, particularly where this leads to incomplete records."

Dr Adrian Sheen, President of independent association Doctors Action, is concerned about the potential for IT hackers to utilise data from the PCEHR for identity theft. He also highlighted the closure of Google Health after four years and its failure to identify a desire for patients to have an electronic health record

"Doctors In Action notes the Government proposal for each GP to have a 16 digit identifier, the lack of consultation with GPs about the effect that the PCEHR will have on their consultations, the increased intrusion into the doctor/patient interaction, the cost to GPs incurred by the use of the electronic records and, importantly, clear identification of the benefits that will occur form their use.

"Doctors In Action believes that the costs associated with a PCEHR will be prohibitive. These costs include accurate entry of information which will require ongoing verification.

"Doctors In Action maintains that doctors use contextual information for diagnosis, examination and patient management. This is gathered from a structured history. There is no evidence that the use of an electronic record will aid this."

A submission from Tom Bowden, CEO and Geoffrey Sayer, Head of Operations, HealthLink, notes,"Australia's Personally Controlled Electronic Health Record (PCEHR) is unfortunately an example of a single focused IT driven effort to create sharable records, undertaken to the exclusion of other objectives."

"It is deeply concerning that it is not possible to order pathology tests from two competing pathology providers in any Australian city and get the information back from those providers in a similar

format or with the information coded using the same coding scheme.

"This lack of basic compatibility (and complete lack of implementation of existing available standards) means that it is not possible to reuse pathology information in any standardised manner. It is even difficult to graph this information in a meaningful way to assist in day to day patient care (for example to gauge the effectiveness of a standard treatment regime). This is an appalling indictment. Health authorities have continually refused to address these basic, eminently solvable data incompatibilities, this and similar deficiencies while preferring to focus on larger and more ambitious goals.

"Unfortunately, building an electronic health record system without standardised data is somewhat akin to building a temple out of bricks with no straw! (and we all know how that ends up). All of the countries that have succeeded in building useful eHealth systems (and there are a number) have first focused on basic data quality issues within a standards framework.

"They have made the use of standards mandatory and they have made standards adherence a mandatory requirement within any procurement process, thereby ensuring that all systems that operate within their health sectors are able to share and exchange information on a sustainable basis."

All the submissions to the ongoing Senate Inquiry into the PCEHR are available online at www.aph.gov.au/Senate/

> "THERE IS STILL A GREAT OF DEAL TO BE UNDERSTOOD ABOUT THE PCEHR SYSTEM AND HOW THE PARTICIPANTS WILL INTEROPERATE." - THE MEDICAL SOFTWARE INDUSTRY ASSOCIATION (MSIA),

Upgrading SharePoint? Stop Right There!

Awhile ago, I was sitting in a restaurant with a few SharePoint experts from all around the world, discussing our presentations ahead of the next day's conference. I asked the Microsoft person sitting next to me what his presentation is about and he replied "SharePoint Migration from 2007 to 2010".

I immediately got excited – I have done several migration projects and I would love to hear someone else's experience on such projects.

However – after probing on the contents of the presentation, the discussion turned into an argument on semantics. It turns out his presentation was all about demonstrating how easy it is to upgrade SharePoint between the two versions, and covering the different methods of doing so – in place upgrade, database attach and so on. My argument is that upgrading is very different from migrating, and he should change the title of his talk to avoid confusion.

In this article I explain the difference between upgrading and migrating SharePoint when you want to move to the latest version, regardless if you are moving from SharePoint 2003 to SharePoint 2007, 2010 or whatever future versions will bring. The article discusses the pros and cons of each approach and recommends 3rd party tools to assist you.

Every Microsoft product in history, including SharePoint in its various versions, has included an upgrade process. A recent video shows upgrading windows – from windows version 1.01 through each version to windows 7. This shows Microsoft's commitment to supporting existing clients and help them smoothly upgrade to the latest and greatest version of their products. For the most part the upgrade process makes every effort to be simple for us to upgrade – simply put the CD in and click the big "Upgrade" button, wait awhile and enjoy!

A migration process is completely different. It involves starting from scratch and then copying whatever files or settings you want from the old system. In Microsoft Windows terms we would say a migration is backing up your "My Documents" folder to an external drive, formatting your disk, installing Windows as a new install and then copying the documents into the new installation.

Why Upgrade rather Than Migrate

Upgrading is easy. In fact, so easy, it is usually the cheapest and quickest way to go. If you are low on budget or you don't have much customisation in your current SharePoint deployment, an upgrade should be just fine. Microsoft offers several methods of upgrading – including the all popular "Database Attach" method, which allows you to move to new hardware by installing the new version of SharePoint on the new hardware, then copying the old database to the new environment and upgrading it to the new version.
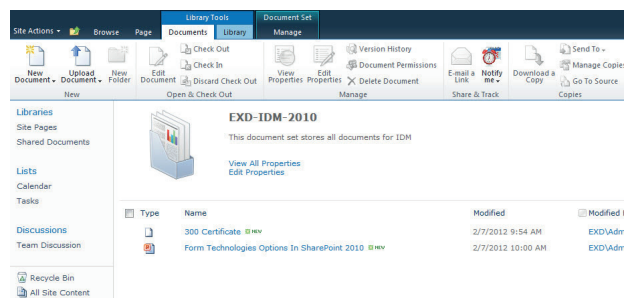
Document Sets in SharePoint 2010 let you manage metadata for all files in the set

The end result is a brand new, properly configured SharePoint farm, with a new topology to fit your ever growing SharePoint needs, but with all your existing sites, content and web parts and components intact. This allows you to not only install the new version of SharePoint itself but also install the new versions of any 3rd party add-on that you have purchased, and thus avoid any messy conflicts from those add-ons that may occur if you just do the in-place upgrade.

SharePoint 2010 even supports something called "visual upgrade" – which allows you to display the sites on the new environment using the same look and feel they had before the upgrade (so users are not confused by the upgrade) and then upgrade the visual components when the users are ready.

All of the above makes the upgrade process fast, easy and cheap.

Why Migrate Rather Than Upgrade

So, if Microsoft has made the upgrade process so easy, cheap and fast, why not upgrade?

There are several reasons to migrate rather than upgrade. The process may be more expensive – both in time and in resources, and usually requires a 3rd party tool. However there are some big benefits for all involved.

I have been involved in a number of SharePoint projects that required migration instead of upgrade, and learned a number of lessons.

If you upgrade, you get the same information architecture you had in the previous version – which is most probably not what you want.

A few years ago I was called to a client who had a big SharePoint 2003 environment and wanted to upgrade to SharePoint 2007. After sitting down to determine why they wanted to upgrade it became quickly apparent that the main attraction was all the new features in SharePoint 2007.

Unsurprising, really. After all, why else would you upgrade a system to a new version? SharePoint 2007 had some massive new improvements that SharePoint 2003 was missing.

Some of the significant new features in SharePoint 2010 include:
• Introduction of Managed Metadata column type. This allows you to have enterprise, farm (and even cross farm) taxonomy that is hierarchical. This is an extremely useful new metadata tool that may have been a big reason to upgrade to SharePoint 2010 in the first place!
• Content Type Hub – allowing management of content types in a centralised way across the farm. This way we can change the announcements in all the sites in all site collections in all web applications.
• Introduction of Document Sets, which are much better than folders, Document Sets let you group documents into a container, and then synchronise the metadata from the container to the documents.

As the client wanted to take advantage of the new features, it became apparent that an upgrade was not

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the correct path to take. Why? Because the upgrade will keep all the information currently in the system in the same information architecture it was in the previous version, without taking advantage of the new features.

In SharePoint 2003 the client had implemented custom solutions to work around the limitations of the system – workarounds that were not needed in the new version. They replicated more than 30 different taxonomy lists to every site in their system, which in the new version were not needed, and were a burden on the database. In fact, they could be considered to be "junk".

In an upgrade, the files would be coming over using the default content type, and any customisation to a list would be upgraded as just that – you will get in the new version a list that needs to be managed and configured separately from other lists, instead of using the Content Types feature that allowed consolidation of metadata management.

A migration solved this problem – we sat down with the client and built completely new information architecture – deciding on how they want to work in the new version, while ignoring how they are working in the existing version. We then proceeded to build the new SharePoint environment to the client's specifications, and all that was left was to migrate the contents across. This required us to build a mapping and a set of rules such as "if the column 'document type' is 'Financial Analysis', then use the content type 'Financial Document'".

Avoiding Upgrade Errors

An upgrade process is not entirely free of issues. A recent client of mine who upgraded his SharePoint 2007 to SharePoint 2010 using the database attach method, called me and explained how all the list views are not showing documents. We could find nothing wrong in the views, and ended up deleting them and creating new ones to fix the problem. Luckily for the client, they had a small amount of sites and lists to fix, but in a bigger environment such a task can be monumental (unless scripted).

History has shown that despite best efforts by Microsoft, an upgrade may have unintentional consequences. I know a lot of technical people who scoff at the upgrade process for Windows, insisting on formatting and installing from scratch every time (indeed, I am one of these people), and with a critical system like SharePoint, you may want to avoid the unknown issue in the process by making sure you are installing from scratch and not transferring the databases over.

AN UPGRADE MAY VERY WELL FAIL IF YOU HAVE IMPLEMENTED CUSTOM CODE THAT IS NOT SUPPORTED BY THE UPGRADE,

SharePoint is a great platform for developing applications on, but there is only so much that Microsoft can do to ensure that custom applications developed on SharePoint will still work in the next version. Think about it – how many organisations throughout the world are still using Windows XP because the windows applications they are using cannot run in Vista or Windows 7?

Same with SharePoint. Custom site templates, custom field types and even web parts that use certain components that have been moved will not work. For example, in the upgrade from 2007 to 2010, Microsoft has moved some components such as the User Profiles components from one file to another. This meant that any web part that used these components in the old version had to be rewritten for the new version.

An upgrade may very well fail if you have implemented custom code that is not supported by the upgrade, and Microsoft can never tell us beforehand if our custom solution is supported or not. This is not an argument against building custom applications on SharePoint – but an argument for migration rather than upgrade. A migration process allows us to set up the new environment without

content in it, and making sure it works. It may involve rewriting the components that do not work, but will only start moving content from the old environment after we have ensured all the custom components are working well in the new environment.

Ensuring SharePoint Migration Success

So you decided to migrate, and not to upgrade. There are some things you should be aware of before diving in, to ensure your project doesn't grind to a halt after a few months of effort.

A business analysis is critical and must come first. The objective is to figure out how the organisation wants to use the new version of the product. Build a new information architecture, making sure that all stake holders are involved and agree with the new system's functionality.

When you have the new requirements, start building the site on a development box, and then have all the stakeholders use the (empty) site for a while and sign off on the functionality. If you start migrating before functionality is signed off, you may lose a lot of time (and money) because going back to change functionality may require a lot of retesting and may make your migration effort null and void.

After you have sign-off, build the new SharePoint environment, deploy the custom solutions and the new information architecture and test to make sure the environment is stable before migrating content across.

Now comes the really difficult part. This is when you sit down and review the contents of the old environment, and make a mapping to the new site. This mapping should go down to the level of "Document X should go to folder Y" along with any set of rules you can think of, as well as "Information in column A should go to Column B".

The idea is to make the content from the old information architecture go into the new information architecture. To help with this, I usually run some utilities I have written to scan the existing environment and generate a report into Excel, which I can use for mapping. The report tells me what sites are there in the system, what site columns and content types, what lists and libraries and so on. All that is left is then to enter into excel the structure of the new system, and proceed to map the two.

With all mapping documents in hand, and with the two environments sitting side by side, it is time to choose a migration method and implement it.

Test and validate. This may be hard, but you do need to make sure all the information has been migrated, and has been migrated well. Just counting documents may not be enough, and if your users have started using the new environment while you were migrating, it can be impossible to just count and compare number of documents in the two environments. You also have to make sure your metadata mapping have worked and all the information in the columns is intact.

Migration Methods

Migration is not easy - especially if you have large amounts of information which may take weeks to complete. This is a problem, as your users still need to be able to use the site while you are moving content – which interferes with your efforts.

One way to work around this is to migrate in small bits. If your architecture can support it, you can migrate parts of the portal one at a time, each time making the old site's content read only – not allowing users to add content and letting users know of the new environment's location. You can even utilise an automatic redirection to the new environment to help the users along.

Another way is a rolling migration – which means that you migrate the content while the users are still using the old environment, and when you finish you run the process again, scanning for changes since your first migration. You continue the process until no changes are detected, before making the old site read only or deleting it.

AvePoint's DocAve migration utility allows you to map user accounts between domain, or create placeholder accounts

The biggest problem with migration over upgrade is that there are no tools from Microsoft to assist you with it. You have to rely on a 3rd party tool or develop your own process to migrate. Luckily, there are several companies that have developed migration utilities that assist in the migration process – including assisting in scheduling the migration process, mapping the two environments and rollback facilities in case you have tested the migration and found a problem and want to start again.

Some tools offer pre migration scanners that warn you of possible errors and request that you fix these manually. Some tools have additional features that allow you to migrate from other (non-SharePoint) sources or sites.

When choosing a tool, make sure the tool answers the needs of your migration project. This is why I recommend choosing a tool only after you have done the business analysis and mapping, and preferably after you already have a new environment to evaluate the tools on. Different tools do different tasks better, and as the tools keep getting better you will have to evaluate what is on offer every time you start a new migration project.

Not all tools are the same when migrating versions. Some tools support advanced features that allow you to specify how many versions to migrate – avoiding migrating huge amount of data. In one instance I saw a large file, about 20MB with 200 versions – making it 4GB in the migration. Limiting the versioning to only take last five versions made the migration a lot quicker.

If you had a lot of security settings on the content in the original system, you may want to make sure the tool you chose has sufficient permission migration features. For example, you may want the tool to automatically remove certain permissions, or to keep the permissions as they were.

Aside from permissions, you may run into issues during migration when the user who uploaded a document or created a list item doesn't work for the company anymore.

The original SharePoint has the details of that user in the "Created By" column, but during migration the new version of SharePoint is likely to reject that value as it will detect that the user account is missing. Find out how the tool you are evaluating handles such cases. In the past, we have writing scripts that identified the missing user accounts, and recreated them in Active Directory to make sure migration runs smoothly.

My company has partnered with AvePoint and use its migration tools in our projects. These tools allow us to give our clients maximum flexibility in mapping the contents from any version of SharePoint to any other version. However, sometimes the requirements are too complex for any existing 3rd party tool and we fall back on developing our own solution and scripts to perform the migration.

What about Office365?

Using SharePoint online as part of Office365 is a way for small businesses to have SharePoint sites hosted on the cloud.

My company, Extelligent Design (www.exd.com.au) has created an application that allows you to export the information from the hosted site, and save it to disk, and another application allowing you to import the information from the disk into a local SharePoint environment.

Migration and upgrade are completely different processes, each with their own pros and cons. A migration project may take months while an upgrade project may take a weekend. An upgrade project leaves you with exactly what you had before, while a migration project will get you to where you want to be, utilising the new version of SharePoint. In both approaches you have to be wary of what happens to any custom development you have done on your old environment, and come up with a process to fix any issues.

SHAREPOINT SOLUTIONS

AvePoint

Phone: 03 9620 0200

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AvePoint is a global technology company and proven software leader. Since its founding in 2001, AvePoint has become the world's largest provider of enterprise-class governance and infrastructure management solutions for Microsoft SharePoint. Propelled by the world's largest SharePoint-exclusive research & development team, AvePoint helps more than 8,000 customers meet their specific business objectives utilising the SharePoint platform. AvePoint, Inc. is headquartered and maintains its principal operational centre in Jersey City, NJ, with wholly owned operational centres on five continents worldwide. AvePoint is a Depth Managed Microsoft Gold Certified Portals and Collaboration Partner and Gold Certified ISV Partner.

MediaRich ECM for SharePoint

Phone: 1300 886 238

Email: info@databasics.com.au

Web: www.databasics.com.au

MediaRich ECM for SharePoint is a cost-effective solution for SharePoint that generates thumbnail previews of the original file or video format; adds zoom and pan functionality; enhances all searches; provides automated editing and conversion and delivery for one or multiple media assets on demand. In essence, it adds a self-service Digital Asset Management (DAM) system within SharePoint.
Features include:
• Visualisation of all files in any SharePoint library – visual thumb nails and preview window
• Over 400 file formats supported – Office, Images, Audio and Video
• Play video and audio files with one click within any SharePoint library
• Supports smart phones and tablets for direct access
Value Proposition: Improved User Adoption and Utilisation of SharePoint; Digital Asset Management (DAM) or Media Asset Management (MAM) within SharePoint; Centralise Brand Management and your Digital Assets in SharePoint. Reduce rework and inefficiencies with these expensive corporate assets.

Kofax

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Kofax enterprise capture solutions extend SharePoint to handle any capture need, making business critical information available across the enterprise quickly and easily. As the global market leader in enterprise capture, Kofax allows any user, from any location, to quickly and easily capture documents and deliver them to SharePoint, creating capture driven business processes.
Kofax manages the capture, transformation (classify, separate, extract) and exchange of business critical information arising in paper, fax and electronic formats in an accurate, timely and cost effective manner from production and desktop scanners, multi-function peripherals (MFPs), email, and even SMS/MMS.
Kofax automatically classifies captured information by type, extracts information from the content, converts it into structured electronic information, validates the data, and delivers it to SharePoint where business rules and workflows can be automatically triggered. Higher accuracy and better information and data improve the accuracy of your downstream business processes. This leads to reduced costs and processing time through touchless processing, fewer errors, improved compliance, and reduced risk.

RecordPoint Software

Phone: (02) 8005 8200

Email: info@recordpoint.com.au

Web: www.recordpoint.com.au

RecordPoint was created to cost effectively fill the gaps in SharePoint that prevent it being used as a standards compliant, enterprise grade record keeping solution.
RecordPoint addresses the local compliance challenge by leveraging and extending the native document and records management capabilities in Microsoft SharePoint to provide a 100% SharePoint solution that is built to meet global and local record keeping standards that were previously cost prohibitive or technically unfeasible.
By adding capability to the Microsoft SharePoint platform, RecordPoint: reduces the cost and complexity of electronic and physical record keeping; increases the adoption of record keeping processes by end users; results in ISO 15489 and ISO16175 compliant document and records management, increases information worker productivity and reduces business risk; enables It platform consolidation, saving cost and simplifying operations; and improves SharePoint scalability, manageability and performance

BatchPoint

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BatchPoint is a simple, easy to use tool that facilitates the importing large numbers of files and their associated metadata into SharePoint document and image libraries and folders. BatchPoint simplifies the process by allowing those who are familiar with the source files to identify the file name, location, destination and related metadata properties in a simple format. BatchPoint is aimed at users of SharePoint who would like a file import tool that has the features of the more expensive products but not the associated price tag. Typically these sorts of products are only used on occasion, such as initial implementation.

Kodak

Contact: Francis Yanga Phone: (03) 8417 8132

Email: francis.yanga@kodak.com Web: www.kodak.com/go/docimaging

Kodak offers an array of flexible solutions to create, share, manage, edit, and collaborate on information within Microsoft SharePoint. And do it all faster, with more features and less hassle. Kodak provides a more streamlined, fully-featured way to scan and manage information within SharePoint – no matter what input source, scanned or electronic.

For Data Input to SharePoint, many Kodak scanners offer our one-touch solution for ad-hoc scanning. Simply configure a shortcut to the correct SharePoint destination; scan a document once; then output directly to SharePoint. For production scanning environments, Kodak Capture Pro Software is an excellent choice that scales from a single station to a network edition for use across your enterprise. For Collaboration, Kodak Document Viewer Software accelerates how you find, view, and share documents in SharePoint and supports over 300 file types all viewed within SharePoint. Kodak Scan and View Software provides, annotating and collaboration to your SharePoint. A simple scanning application is built right into the SharePoint document library. Edit, annotate, split and merge, search, compare, and perform other key functions with documents, quickly and seamlessly.

OpenText

Contact: Owen Brandt, Strategic Alliance Director & Microsoft Lead, APJ – OpenText

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OpenText, a strategic globally managed Microsoft Gold Partner, helps companies manage their information governance strategy across their content enterprise. OpenText works with Microsoft on a variety of solutions for SharePoint including Business Process Management, Capture Solutions and Email Management. Recently OpenText announced the extension of its leadership as a global information governance solution provider by becoming the first major ECM vendor to achieve VERS certification for its records management solution with Microsoft SharePoint 2010. With this accomplishment, OpenText further establishes itself as the premier partner for information governance solutions that extend and enhance SharePoint 2010 across the enterprise. OpenText has a close working relationship with Microsoft. As detailed in the online resource centre at www.Better-Together-Central.com, Microsoft and OpenText are working closely to help companies around the world enable an effective and holistic compliance framework to address information spread across the enterprise. Introduced last year, OpenText Application Governance & Archiving for Microsoft SharePoint 2010 provides integrated end-to-end management of SharePoint 2010 sites and documents across an entire enterprise.

PSI:Capture

Tel: (07) 3613 9788 or 1300 790 360

Web: www.upflow.com.au

PSI:Capture for all editions of SharePoint (one of 50+ ECM systems that the capture application supports) provides custom integration with Microsoft's ECM platform, including SharePoint Online/Office 365. As well as the ability to dynamically route to sites, libraries and folders, the system allows the setting of content type, as well as managed metadata terms based on scanned document characteristics. A built-in SharePoint template can configure workflows in interactive or auto-import mode. Interactive mode gives users the power to manually process documents through capture, index, and quality assurance modules. In contrast, auto-import allows the software to scan documents from a direct connect scanner or network folder, and continue to index, file, and name folders directly to a SharePoint document library. PSI:Capture for SharePoint 2010 offers the ability to create searchable document libraries and folders to optimise performance; an option to automate document workflow to minimise end-user interaction; and custom-built imaging workflows for separation, database lookups, validation, and barcode processing.

OnePlaceMail

Phone: (02) 9977 1312 Email: info@scinaptic.com

Web: www.scinaptic.com Twitter: @OnePlaceMail

OnePlaceMail streamlines the capture and classification of content from desktop applications such as Microsoft Outlook, File Explorer, Word, Excel and PowerPoint into SharePoint and Office 365. Corporate information assets, once trapped in personal inboxes are now better utilised and managed according to information and records management policies defined within SharePoint.

OnePlaceMail drives the adoption of solutions built on the SharePoint platform by providing the user with:

1. The full power of SharePoint within Microsoft Outlook, including the rich SharePoint search capabilities.

2. A natural extension to existing desktop applications and therefore minimal change in behaviour

Getting started - OnePlaceMail is available in two editions:

1. Express Edition - 100% free edition - download now from our website

2. Enterprise Edition - 30 day trial – down and start trial from our website

EzeScan

Phone: (07) 3398 7747 Fax: (07) 3117 9471

Email: sales@ezescan.com.au Web: www.ezescan.com.au

With more than 700 installations world-wide, EzeScan enables its clients to substantially reduce the cost of deploying batch scanning and data capture solutions for all types of documents and selected ECM and/or EDRM systems including Microsoft SharePoint.

With "out of the box" seamless integration, SharePoint users can save both time, money and lower the risks associated with developing and integrating third party scripting or custom programming. EzeScan works with virtually any TWAIN/ISIS compliant scanner or any brand of networked MFD to unleash the full power of your scanning hardware.

EzeScan provides 3 levels of SharePoint integration and automation, designed to limit the amount of paper handling and manual data entry: Scan direct to SharePoint; Scan/Index using an ECM registration form; and Scan/Index/Upload. Additionally to SharePoint EzeScan integrates with most industry standard ECM and/or EDRM systems including HP TRIM, Objective, TechnologyOne ECM, Autonomy iManage WorkSite, Open Text eDOCS/Livelink, Xerox DocuShare, infoXpert eDRMS, infoRouter, Meridio, Laserfiche and Alfresco. EzeScan solutions range from basic batch scanning with manual data entry to highly automated forms and invoice processing.

BizeDocs

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Biz*e*Docs
Electronic Document Management

BizeDocs Electronic Document Management is one of the very few solutions designed to provide a single corporate document repository. BizeDocs seamlessly integrates with business applications enabling capture of any file format from any network device or location.

This solution simplifies compliance processes, improves employee efficiency and brings significant cost savings to your organisation. Solutions delivered include: Central or Distributed Scanning, Document Annotation, Mainframe Reports, eStatements, Statement Generation, Signature Capture and Cheque Proofing.

BizeDocs is scalable for any size organisation and future expansions. BizeDocs has proven high volume processing capability with fast throughput from various platforms making it well suited for individual organisations or large multi-client service bureaus. The flexibility of the BizeDocs system provides compatibility with all network configurations and its proven DR capability ensures BizeDocs clients receive value for their investment.

ABBYY

Phone: (02) 9004 7401

E-mail: sales_au@abbyy.com **Web:** www.abbyy.com

ABBYY®

ABBYY Recognition Server is a high performance OCR conversion solution, providing seamless integration with Microsoft SharePoint and Exchange Server. The integration allows direct document import and export of converted documents, including specified metadata, in any configuration into the aforementioned systems.

ABBYY Recognition Server runs as a centrally managed OCR service with optional concurrent operator workstations for scanning, verification and indexing (metadata capturing). The indexing includes a fully automated barcode capture, document separation and file naming capabilities, as well as zonal and runner-band OCR indexing. With full support of all popular input and output file types, the widest range of languages and the ability to utilise many different workflows (that can be prioritised) this product is able to cater to all OCR needs of a vast majority of organisations.

Designed for large volumes of processing, ABBYY Recognition Server easily scales by addition of CPU cores and can utilise the processing power of any available computers on the network. ABBYY Recognition Server I filter connector "unlocks" the content of scanned and unsearchable documents and makes them accessible for indexing by MS SharePoint Server Search and MS Windows Search.

Nuance eCopy

Contact: John Broughton **Phone:** 02 9434 2382

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eCopy®

With the eCopy Connector for Microsoft SharePoint, Server Edition, users can scan hardcopy documents into SharePoint directly from any eCopy ShareScan-enabled multifunction printer (MFP) or scanner as secure, searchable, and editable PDFs.

Dynamic, real-time connectivity between SharePoint and the MFP gives users access to the same SharePoint destinations — sites, libraries, folders, and lists — available from their desktops via a simple, straightforward interface at the MFP. Scanning Favorites and support for powerful SharePoint features like My Sites, Business Data Catalogs (BDC), and Lookups ensure that users can find and access the destinations they need quickly and easily, so they can put paper-based information where it can be accessed by those who need it most. Users spend less time searching for information more time focusing on real work.

eCopy's OminiPage OCR (Optical Recognition Engine) turns static images into searchable documents so information is even more accessible. Scanning Favorites and MySites support provide a personalised scanning experience at the MFP; users can create lists of frequently accessed SharePoint destinations that can be accessed with the push of a button, eliminating the need to navigate through the SharePoint structure.

Cadac Organice APAC

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Cadac Organice
The leader in Engineering Solutions on SharePoint

Cadac Organice is a software suite for engineering document management and document control and is based entirely on Microsoft SharePoint. Cadac Organice helps project-driven organisations manage (project) documents and it automates document control and tracking using transmittals and workflows. Cadac Organice is easy to use, is instantly accepted by users and immediately improves business processes and results of project-driven organisations. It is available as on-premise and cloud solution.

Objective

Phone: 1800 065 640

Email: enquiries@objective.com

Web: www.objective.com

Objective

Objective's SharePoint integration, ObjectPoint, allows SharePoint users to actively participate in the comprehensive document lifecycle prescribed by the Objective ECM platform. SharePoint users become full members of the ECM lifecycle. Their documents are managed from creation through to archiving so organisations can implement a true "single source of the truth" strategy within a compliant and managed environment.

ObjectPoint Content Management provides:

• Rule based integration between Objective and SharePoint using the SharePoint Record Center interface to move content from SharePoint to Objective manually, automatically or programmatically.

• Aliases in the SharePoint site that leave 'pointers' or 'stubs' in SharePoint for documents submitted to Objective, allowing for transparent access from within SharePoint.

• The ability to retrieve documents from Objective and restore them to the SharePoint site on user invocation, in the process 'locking' the document from editing in other Objective client interfaces

Recipes from the SharePoint Cookbook

Document management is probably the most well-known and widely used SharePoint feature. This month we present a deep dive into SharePoint 2010's document management capabilities and show you how to make best use of them.

The recipes guide you through common document management operations such as uploading documents, versioning, e-mailing links to documents, downloading document copies, and setting alerts to be notified when a document changes. Recipes are included that deal with more advanced functionality, such as publishing major versions of a document, restoring previous versions, taking document libraries offline with Outlook 2010, and using content types to store different types of document in the same document library.

There will be times when you will need exclusive access to a document while you update it. A recipe is included that shows how to require the checkout of a document so that others cannot change it while you work on it. However, often the reverse is true. You may need to work collaboratively with other authors to quickly produce an important document. Office 2010 and SharePoint 2010 offer the ability to co-author documents in real time. It's really powerful stuff,

and there is a recipe included that shows you exactly how to do it.

Except where indicated, all of these tutorials work for:
SharePoint 2010 Foundation
SharePoint 2010 Standard Edition
SharePoint 2010 Enterprise Edition
Office 365 (SharePoint Online)

These tutorials are reprinted with permission from the newly released Microsoft SharePoint 2010 Power User Cookbook. In his new book, Dr Adrian Colquhoun, founder of Intelligent Decisioning Ltd, a SharePoint specialist Microsoft Gold Partner with offices in Nottingham (UK) and Brisbane (Australia), shows you how to use your skills to solve real business problems.

Microsoft SharePoint 2010 Power User Cookbook

Over 70 advanced recipes for expert End Users to unlock and apply the value of SharePoint

## Uploading an existing document to a document library

Document libraries are used to store and manage documents in SharePoint. This recipe shows you how to upload a document that you have already created.

Getting ready

You will need a SharePoint site with a document library where you want to upload your document. This recipe uses a SharePoint 2010 Team Site for illustration. You will need the Contribute permission level to run this recipe.

How to do it...

1. Open the SharePoint Team Site that you want to upload your document to.

2. Select the Shared Documents link in the Quick Launch menu.

3. Select the Add Document link.

4. The Upload Document dialog is displayed. Click on the Browse... button to locate the document you want to upload.
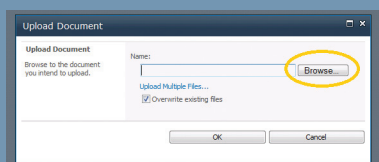
5. The Choose File to upload dialog is displayed showing documents on your computer. Browse to the document that you want to upload, select the document and click on the Open button.
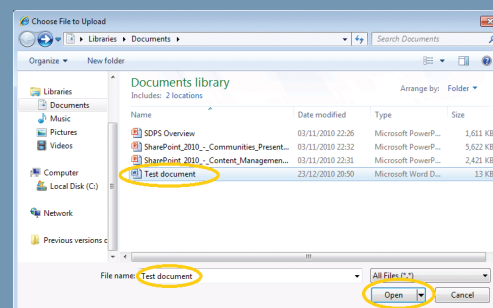
6. The name of the file that you want to upload is copied into the Upload Document dialog. Click the OK button to upload the file to SharePoint.

7. There may be a short delay while your file is uploaded. Once the processing is complete your document appears in the Shared Documents library

How it works...

Everything in SharePoint is ultimately stored in lists. However, SharePoint has a special type of list for storing documents – the Document Library. This is

designed to allow you to upload documents that you have previously created. Document libraries provide loads of built-in document management functionality, such as versioning, content approval, check in, check out, and so on. You can add extra columns to your document library to store other information (metadata) related to the document. SharePoint will index your document's contents (Office documents only), its metadata, and it will add this information to its search index. You can restrict who gets access to your documents by applying document library or item level permissions and you can use SharePoint's built-in review and approval workflows to get feedback or authorisation of your document from your co-workers. Document libraries offer many advantages over file shares, e-mail inboxes, and your local computer and so you should consider using them for storing your documents wherever possible.

There's more...

SharePoint document libraries don't just store Word documents. You can add spreadsheets, presentations, PDF documents, pictures, videos, audio, text files, and so on. In fact virtually any type of file can be added to a document library unless your administrators have explicitly blocked it or it is too big (50 mb is the default maximum size limit). That's not to say that you should store everything in your document libraries. SharePoint provides other libraries that are specially designed for slides, pictures, video, and audio files. It also provides content types and document sets (not available in SharePoint Foundation 2010) to help classify your documents. Spend some time thinking about how you want to organise your documents and other content in SharePoint before you start uploading documents. This will save you a lot of time and frustration later on.

Uploading multiple documents to a document library

Document libraries are used to store documents in SharePoint. This recipe shows you how to quickly upload multiple documents that you have previously created.

Getting ready

You will need a SharePoint site with a document library where you want to upload your document. This recipe uses a SharePoint 2010 Team Site for illustration.

You will need Office 2010 installed on your client machine.

You will need the Contribute permission level to run this recipe.

How to do it...

1. Open the SharePoint Team Site that you want to upload your documents to.

2. Select the Shared Documents link in the Quick Launch menu.

3. Select the Documents tab in the Library Tools ribbon.

4. Click on the small black triangle at the right of the Upload Document icon.

5. A drop-down menu is displayed. Click on the Upload Multiple Documents menu option.
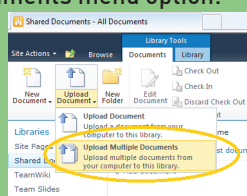
6. The Upload Multiple Documents dialog box is displayed.
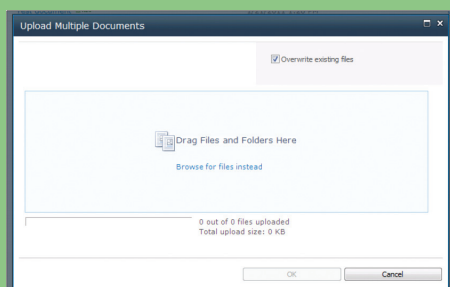
7. Open Windows Explorer on your computer. Navigate

to the folder containing the documents that you want to upload.

8. Select the documents that you wish to upload. Hold down the Ctrl key and select multiple documents by clicking the mouse.

9. Drag the selected documents into the Upload Multiple Documents dialog.
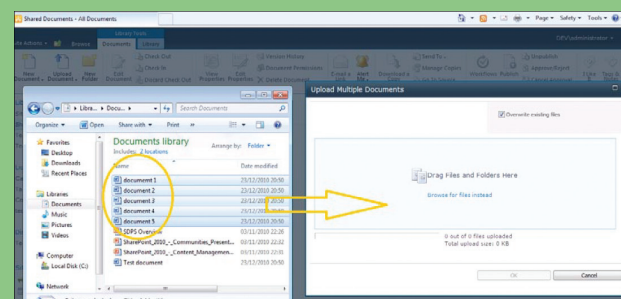
10. The names of the documents to be uploaded are copied into the dialog. Click on the OK button to start the upload.
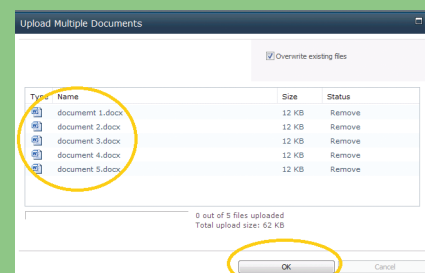
11. The progress of the upload is displayed. When all the files are uploaded, click on the Done button.

12. The uploaded documents are added to the Shared Documents document library.

How it works...

SharePoint document libraries are a great place to store your important documents. However, uploading your documents one by one isn't much fun. Thankfully, SharePoint 2010 provides a drag-and-drop control that allows you to quickly upload multiple documents to a document library. You can upload up to 100 documents at once using this approach. You may find it easier to collect together all the documents that you want to upload into a single folder on your local computer first, and then drag-and-drop all your documents in one go from there.

Microsoft SharePoint 2010 Power User Cookbook

Over 70 advanced recipes for expert End Users to unlock and apply the value of SharePoint

# Creating a new document in your My Site

Your My Site is a great place to create your personal documents, particularly if you're not quite ready to share them with the rest of the world. This recipe shows you how to do it.

You will need a SharePoint My Site, so this tutorial does not work for SharePoint 2010 Foundation. You can substitute any SharePoint site into the recipe provided that it contains a document library. Be aware that whoever has access to read that document library will be able to then read the document that you create.

Getting ready

How to do it...

1. From within any SharePoint site, click on your name (top right of the page). Select the My Site link from the menu that is displayed.

2. Select the My Content link.

3. Click on the Personal Documents link on the Quick Launch menu.

4. Click on the New Document icon on Documents tab of the Library Tools ribbon
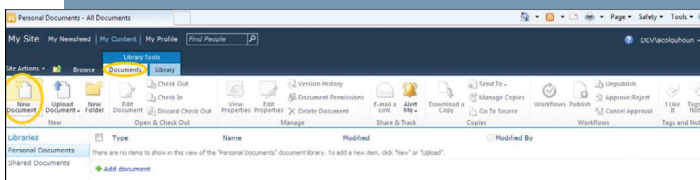
5. Microsoft Word 2010 will open. Enter some content into the document and click on the Save icon.

6. You will be prompted for the name and location to save your document. This will already be set to the Personal Documents library of your My Site. Enter a suitable file name and click on the Save button.
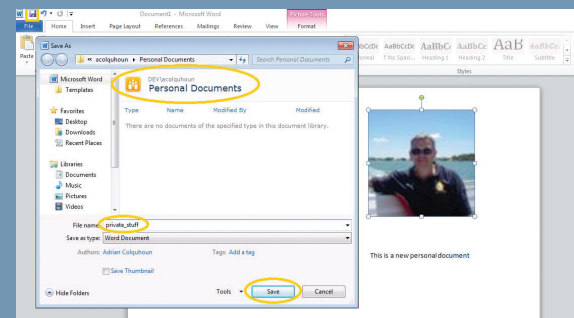
7. Close the document and return to your My Site in the browser.

8. The document you created is now stored in the Personal Documents library (If you can't see the document, press F5 to refresh your web browser).

How it works...

Your My Site contains two preconfigured document libraries. The Personal Documents library is designed for storing documents that you want to keep private. You will be able to see any documents that you create here, but other visitors to your My Site will not. By contrast, any documents you create in the Shared document library will be visible to everyone who has access to your My Site.

When you click on the New Document icon in the ribbon, Microsoft Word 2010 automatically opens and you can add your content. When you come to save your document, Word is already configured to save the document back to the correct document library—just provide a suitable file name and you are done.

E-mailing a link to a document in SharePoint

SharePoint document libraries provide a great alternative to e-mailing documents around.
If you want someone else to read a document, just e-mail them a link instead.
This recipe shows you how.

Getting ready

You will need a SharePoint site with a document library containing a document that you wish to e-mail a link to.
This recipe uses a SharePoint 2010 Team Site for illustration.

You will need the Read permission level to run this recipe. You will also need Outlook 2010 installed on your machine.

How to do it...

1. Open the SharePoint Team Site containing the document you want to send the link to.

2. Open the Shared Documents link in the Quick Launch menu.

3. Select the Documents tab in the Library Tools ribbon.

4. Click on the checkbox for the document that you want to e-mail links for.

5. Click on the E-mail a Link icon in the Documents tab of the Library Tools ribbon.

(see diagram at top right of opposite page)
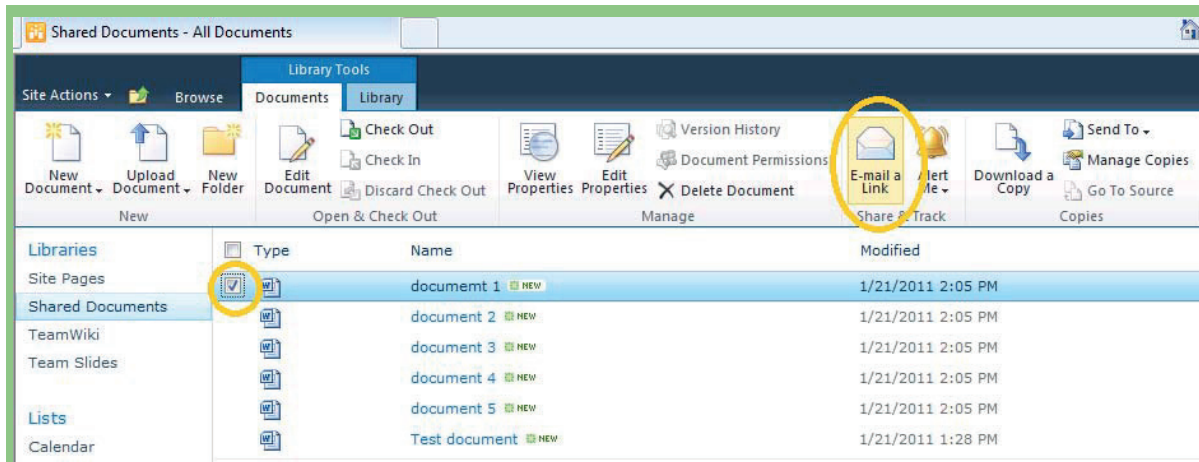
6. If you receive a security prompt, click on Allow.

7. Outlook 2010 opens and a new e-mail is created with the link to your document inserted. Add the recipients, subject line and any other text that you require then click on Send.
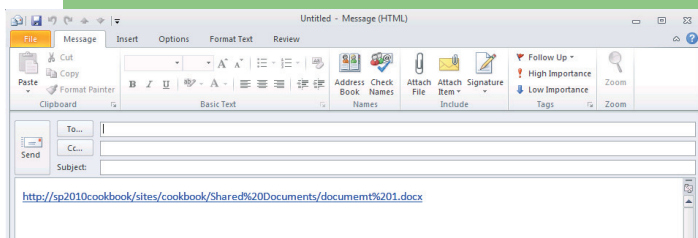
How it works...

Every document in a SharePoint document library can be accessed by its link. SharePoint has a built-in command to get this and place it into an e-mail so that you can send it to your colleagues.

Anyone who receives the link can click on it to try to open the document.

However, SharePoint's security model still applies. If the other user doesn't have the correct permissions to access the site and open the document then SharePoint won't let them do it, whether they have the link to the document or not.

Downloading a copy of a document

SharePoint 2010 is a great place to store documents, but there will still be times when you need a document on your local computer. This recipe shows you how to download a copy.

Getting ready

You will need a SharePoint site with a document library containing a document that you want to download. This recipe uses a SharePoint 2010 Team Site for illustration.

You will need the Read permission level to run this recipe.

How to do it...

1. Open the SharePoint Team Site that you want to download a document from.

2. Open the Shared Documents link in the Quick Launch menu.

3. Select the Documents tab in the Library Tools ribbon.

4. Click on the checkbox for the document that you want to download.

5. Click on the Download a copy icon in the ribbon.
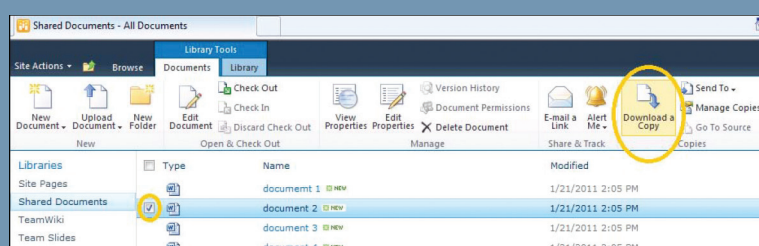
6. The File Download dialog is displayed. Click on the Save button.

7. Select the folder where you want to save the document.

8. A copy of the document is now saved on your computer.

How it works...

SharePoint provides a built-in command to allow you to download a document from a document library and save it to your local computer.

This is a great way to download a few documents. However, if you need to download multiple documents, try opening the document library in windows explorer using the Library Tab of the Library Tools ribbon or download the whole document library using Outlook 2010.

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Creating an alert on a document to be notified when it is updated

SharePoint can automatically alert you when a document is changed. This recipe shows you how.
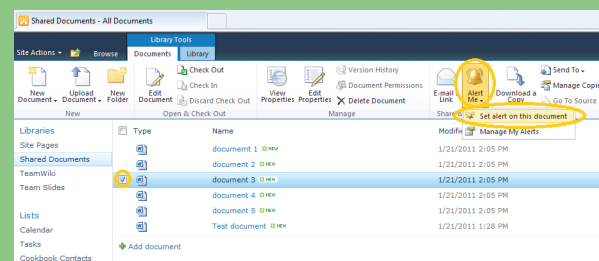
Getting ready
You will need a SharePoint site with a document library containing a document that you want to create an alert on. This recipe uses a SharePoint 2010 Team Site for illustration. You will need the Read permission level to run this recipe.

How to do it...
1. Open the SharePoint Team Site where you want to set your document alert.
2. Open the Shared Documents link in the Quick Launch menu.
3. Select the Documents tab in the Library Tools ribbon.
4. Click on the checkbox for the document that you want to set the alert on.
5. Click the Alert Me icon in the ribbon.

6. A drop-down menu is then displayed. Click on the Set alert on this document menu option.

7. In the dialog box displayed, set the options that you require for your alert and then click on OK.

How it works...
SharePoint can send alerts when something changes. You can receive alerts by e-mail or SMS (assuming that your administrator has configured these options). This recipe shows you how to set an alert for a single document, but you can set alerts on lots of other SharePoint items too.

Enabling versioning
SharePoint document libraries can automatically save previous versions of a document. This recipe shows how to enable this. You will need a SharePoint site with a document library where you want to enable versioning.

This recipe uses a SharePoint 2010 Team Site for illustration. You will need the Design or Full Control permission level to run this recipe.

How to do it...
1. Open the SharePoint Team Site where you want to enable versioning.
2. Open the Shared Documents link in the Quick Launch menu.
3. Select the Library tab in the Library Tools ribbon.
4. Click on the Library Settings icon.
5. The Document Library Settings page is displayed. Click on the Versioning link.
6. The Version Settings page is displayed. Select the Create major and minor (draft) versions radio button and click on the OK button.

How it works...
Consider the authoring process required for a typical business document. The document will probably have many different versions before it is considered complete, for example, first, second, third drafts, reviewer's comments, legal department checks, and so on. Often the document author tries to keep track of all these different document versions by copying and renaming the document itself using naming conventions such as doc1_afterlegalreview.docx. This soon gets very messy, and it's easy to lose track of which version of the document is actually the current one.

Fortunately, SharePoint document libraries can track and store multiple versions of the same document automatically.

There is no need to manually manage separate document copies or have different document libraries for draft and published documents. SharePoint can be configured (as in this recipe) to distinguish between minor versions (drafts) and major versions (published documents) automatically.

You can also adjust the versioning settings in the document library so that published and draft versions of documents have different visibility. To do this set the Draft Item Security option to Only users who can edit items. All users will be able to see the published versions of documents while only those with Contribute permission level or above will be able to access more recent draft versions.

All changes made to a document are saved as new draft versions. To create a new published version, the document must be published using the functionality provided by SharePoint. Document libraries maintain a version history for each document and previous versions of the documents can be viewed or restored if necessary.

Requiring users to check out a document before they can edit it

If you want to prevent multiple people from editing a document at the same time, you can require that documents are checked out first.

Getting ready
You will need a SharePoint site with a document library where you want to require check out.

This recipe uses a SharePoint 2010 Team Site for illustration.

You will need the Design or Full Control permission level to run this recipe.

How to do it...
1. Open the SharePoint Team Site where you want to require check out.
2. Open the Shared Documents link in the Quick Launch menu.
3. Select the Library tab in the Library Tools ribbon.
4. Click on the Library Settings icon.
5. The Document Library Settings page is displayed. Click on the Versioning settings link
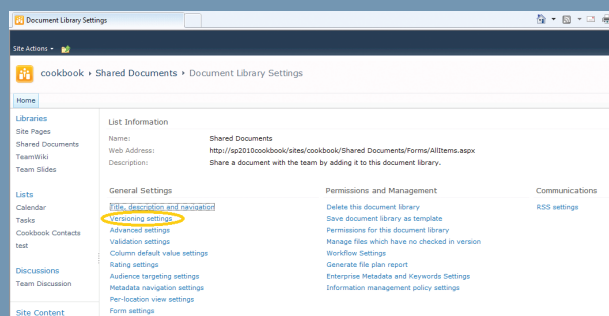
6. Set Require Checkout section, and set the Require documents to be checked out before they can be edited? radio button to Yes.
7. Click on the OK button. Users will now be prompted to check out documents before they can edit them.

How it works...
SharePoint document libraries support the concepts of check in and check out.

When you check out a document, you effectively place an exclusive lock on it. This is like saying "I am changing this document so nobody else can work on it".

Other users will still be able to open a read only copy of the document, but they won't be able to edit it. Nor will they see the changes that you make until you check the document back in.

You can check out a document before editing it in any SharePoint document library (regardless of the require checkout setting).

If you don't check out a document before you edit it then SharePoint applies the "last save wins" rule. The changes you make could be overridden by the changes made by somebody else to an earlier copy of the document.

Setting the require check out option as described in this recipe forces a document to be explicitly checked out before it can be edited and so prevents this from happening.

Also, Office 2010 Professional now allows multiple authors to edit the same document at the same time and merge their changes together in real time.

Publishing a major version of a document

SharePoint document libraries support the concept of publishing. Documents are created as drafts and can be published (as a major version) to make them visible to others. This recipe shows you how


Getting ready
You will need a SharePoint site with a document library with major and minor versioning enabled (see the previous recipe for instructions how to do this). This recipe uses a SharePoint 2010 Team Site for illustration.

You will need the Design or Full Control permission level to run this recipe.

How to do it...
1. Open the SharePoint Team Site containing the document you want to publish.
2. Open the Shared Documents link in the Quick Launch menu.
3. Select the Documents tab in the Library Tools ribbon.
4. Click on the checkbox for the document that you want to publish.
5. Click on the Publish icon in the ribbon.
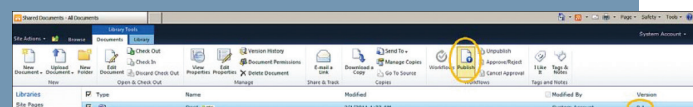
6. The Publish Major Version dialog is displayed.
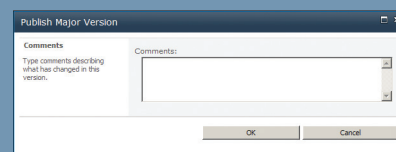
7. The document is published as a new major version.

How it works...
When major and minor versions are enabled on a SharePoint document library, SharePoint saves all the changes made to a document as new minor (draft) versions. When all the amendments to a document are complete a new major version of the document can be published using the SharePoint functionality described here. Depending on the document library configuration, different users may have different visibility of published and draft documents.

Epson unveils new scanners

Epson has unveiled new A4 sheet-fed simplex/duplex scanners that allow direct scanning to all Epson projectors or printers, and networked destinations such as SharePoint Server, Windows Shared Folders, WebDAV or FTP folders.

Epson Event Manager is offered to integrate the GT-S55 and GT-S85 into office processes, speed up workflow and enable users to capture, convert, distribute and store document information. It can also customise 'scan to job' functions for up to 10 one-touch jobs, such as 'scan to email' or 'scan to a shared folder'.

The Epson GT-S55 and GT-S85 include Epson Scan software that has been enhanced for dual image output and include edge fill options. The Dual Image Output feature allows users to simultaneously create two scan files in different formats with different output settings such as resolution, image type, image option and edge fill with only one scan.

The Edge Fill feature lets users correct shadowing around the borders (the edges of the scanned document) by filling them with a selected colour.

Document management software includes NewSoft Presto! PageManager, ABBYY Fine Reader Sprint Plus, and Presto! BizCard Reader. Scanning speeds are up to 40ppm (single sided/simplex scanning) and 80ipm (double sided/duplex scanning) for the GT-S85 and 25ppm/50ipm for the GT-S55.

The Epson GT-S55 ($A999) and GT-S85 ($A1299) scanners are available now from Officeworks, Harvey Norman and selected stockists, and at *www.shoponline.epson.com.au.*

ABBYY Lingvo dictionaries

ABBYY has launched the first Android-based version of Lingvo Dictionaries, its word translation application. Lingvo Dictionaries for Android provides translation of words and phrases. The new application offers a single access point to more than 250 dictionaries spanning 30 languages. Lingvo Dictionaries compiles a single entry for each headword using information from all available dictionaries. Such a combined entry may contain various translation alternatives, phonetic spellings, word-use examples, audio pronunciations recorded by native speakers and inflected forms of words. In addition, the application delivers powerful word look-up capabilities including the fuzzy search functionality that allows Android users to quickly find a word by any of its forms. Even when a word is spelt incorrectly, the application can find it providing a list of spelling suggestions to choose from. For users' convenience, the application also keeps a history of 100 recently viewed entries and supports translation of words from the clipboard. Lingvo Dictionaries are available for purchase via the Android Market.

Cadac Organice introduces Workbox 2010 R4

Cadac Organice has released a new version of its SharePoint-based solution for Engineering Document Management and Control, Workbox 2010 R4. The new release includes new features and functionalities for advanced workflow management in Microsoft SharePoint. Cadac Organice Workbox is a software solution for workflow management in Microsoft SharePoint. It supports project-driven engineering industries in automating business processes with productive workflows in SharePoint.

As a result of the support of workflow innovations, users are able to define four types of workflows: List Workflows, Site Workflows, Reusable Workflows and Globally Reusable Workflows. Reusable Workflows allow using a single workflow definition on several lists in a single site. Globally Reusable Workflows allow using a single workflow definition on several lists in multiple sites within one site collection. The new capabilities offer users more flexibility in defining and using workflows in SharePoint lists, sites and site collections.

Extended Launch Forms allow users to export data to SQL Reporting Services, Excel spreadsheets or any other reporting tool and analyse workflows to evaluate processes, find bottlenecks and streamline work. Extended Loop Activity allows performing one or more tasks repeatedly within a workflow. An iteration counter monitors and shows how many times tasks have been repeated and the status of the overall workflow execution. This is very useful when batch operations need to be performed on many items or documents. Cadac Organice Workbox 2010 R4 is compatible with Microsoft SharePoint 2010 Foundation and Server.

www.organice.com.au

Canon uniFLOW gets mobile

Canon has extended its UniFlow platform for managing manage print, scanning and copying processes to now also include mobile devices such as smartphones, tablets and netbooks.

uniFLOW version 5.1 supports all Internet enabled mobile devices and enables jobs to be printed across a full range of devices from desktop 7680 Printers through to Multi-Function Devices (MFDs).

"Recent research found that over half of workers using smartphones can't print from their device, but want to. There have been concerns with managing a "Bring Your Own Device" (BYOD) strategy, particularly around security and integration. With uniFLOW version 5.1, organisations can now offer their employees flexible ways of working, including mobile printing and printing from their devices on the go," said Luke Maddison, Canon Australia Group Manager, Business Marketing. uniFLOW version 5.1 is unique in the market as not only does it bring together the ability to scan, print and copy from one single integrated platform but it now also extends the same security, cost control safe guards and multi-vendor device finishing options to mobile devices.

NSi AutoStore 6.0 adds workflow

Notable Solutions, Inc. (NSi) has added new document workflow capabilities with the latest update to its transactional capture and workflow solution, NSI AutoStore 6.0, which incorporates two new products, NSi WebCapture and NSi Smarticket. WebCapture makes AutoStore's orchestrated workflows for electronic documents available from within a web browser, requiring no desktop software.

NSi Smarticket allows document workflow to be designed via a simple wizard interface. Knowledge workers then use the resulting "smart" coversheet to automatically route documents. Whether in print or electronic format, the Smarticket coversheet

contains the necessary information to deliver business documents to the right place. All confidential information is stored on the Smarticket server and not within the barcoded sheet, ensuring data security and adherence to company security policies. AutoStore 6.0 also includes several other new capabilities designed to improve efficiency and collaboration of the document workflow process. They include:

•Send to PC: Directly deliver scanned documents from an MFD to the customer's desktop in the fewest possible steps, eliminating paper and stress on the server;

• XML Importer: Facilitate automatic import of data and documents between systems and applications, including business to business transactions;

• MRC PDF Compression: Reduce PDF files by up to 80 percent while maintaining content integrity, freeing up disk space and reducing bandwidth; and

• Data Filter: Negate the need for complex scripting with drag and drop simplicity so IT administrators can alter and supplement meta data to enforce standard date formats, database lookups and validation logic.

Australia www.indigopacific.com
New Zealand www.laserplus.co.nz

Clinical coding eBook online

Eurofield Information Solutions (EIS) has announced that its reference work for clinical coders, the ICD-10-AM/ACHI/ACS Seventh Edition eBook, is available again from the www.HealthGenius.com.au website. The eBook is used by clinical coders to classify medical and health care concepts using a standardised classification. It is used in various forms by every hospital and medical institution is Australia to code every disease and procedure for every patient that is treated. The coded information is used for statistical purposes and to track infectious diseases in Australia and throughout the world.

Eurofield CEO Alfred Papallo said, "After some eighteen months of persistent effort we have been able to negotiate an agreement with the Department of Health and Ageing for the rights to the ICD-10-AM/ACHI/ACS Sixth and Seventh Editions. Now Clinical Coders can purchase or update the Seventh Edition for FAST download, to install on a single PC or network with the latest errata and Q&A fully consolidated" Alfred Papallo said. The ICD-10-AM/ACHI/ACS is also available in print and is some 2000+ pages and approximately 6kg of paper for five of the seven volumes that are available in the eComPress electronic form.

EIS utilised its ComPress software, and together with the University of Sydney NCCH developed ICD-10-AM/ACHI/ACS eBook, and NCCH licensed it and successfully marketed it to hospitals and Clinical Coders for more than ten years. The ICD-10-AM/ACHI/ACS eBook was specifically designed for Clinical Coders to enable them to code accurately and efficiently, and make their job easier.

The new version includes a number of enhancements including the ability to easily search the Notes annotations, expand and contract the tree Table of Contents and be automatically updated when new errata are made available.

The price for existing subscribers is $A165, and for new subscribers it is only $330 including updates. Network versions are $A380 for the first user, and $A265 for the second and subsequent users including updates. Student and Site Licences pricing is available on request. *www.HealthGenius.com.au*

Legal Pack for SharePoint

Colligo Networks has launched a bundle of its email and document management solutions for SharePoint, specifically designed for law firms and legal departments deploying SharePoint as a client/matter-centric legal document management system (DMS).

The Colligo Legal Pack adds legal-specific features, integrations, and SharePoint configurations.

Telstra's first 4G smartphone

Australians in 4G coverage areas are being promised download speeds from 2Mbps to 40Mbps with the launch of Australia's first 4G smartphone – the HTC Velocity 4G on the Telstra network.

Telstra launched a 4G USB data card in September 2011. The new 4G phone features a 4.5 inch touch screen, a 1.5 GHz dual core processor for multi-tasking and an 8 megapixel camera. It comes with 16GB memory and the ability to add an microSD card.

Telstra is promising upload speeds of 1Mbps to 10Mbps – up to three times faster than speeds available on the fastest 3G handsets in Australia.

The 4G service area extends 5km from the GPO in capital cities. At a launch function in Sydney's eastern suburbs, tests showed download speeds of around 10Mbps. This was blamed on the large number of simultaneous connections in the service area.

4G coverage is currently offered in Australia's eight capital city CBDs plus more than 80 regional and metropolitan centres (3km from the regional town centre). Outside 4G coverage areas the Velocity 4G phone switches onto Telstra's 3G mobile network.

The phone is available for $0 upfront on a range of Telstra phone plans. It will also be available to be bought outright for around $1100.

Telstra has announced it is looking to enhance the 4G roadmap with three addititional mobile phones, a tablet and two additional broadband devices. Data allowances with the telstra 4G plans will be on par with existing 3G plans.

The phones are able to be used a wireless hotspots. An upgrade to the Android "Ice Cream Sandwich" operating system for the HTC Velocity 4G is scheduled over the next few months.

The Colligo Legal Pack provides:
• SharePoint site design and client/matter provisioning with legal-specific taxonomy;
• Metadata-based navigation and content filtering;
• SharePoint 2010 retention and disposition capabilities, based on practice area and document type
• Automatic marking of emails that have been filed to SharePoint;
• Predictive filing that suggests client/matter locations to streamline filing email and documents;
• SharePoint document IDs embedded into document footers to facilitate identification and organisation;
• Integration with Legal Financial Practice Management Systems (FPMS). The Colligo Legal Pack is currently in private beta. Law firms and legal departments interested in the Colligo Legal Pack can register for inclusion in the beta program now, at *http://www.colligo.com/legalpack*

Form n'Go adds location data

A new product that enables users to invite signatories to fill in any type of form and sign online from their mobile devices has been unveiled by Secured Signing. Locator functionality identifies precise location of signatories and adds an extra layer of security.

It uses PKI digital signature technology to seal the document immediately after invitees securely eSign with their handwritten signature, and automatically e-mail it in a PDF format to all parties involved. The use of HTML5 eliminates the need to download or install mobile apps. *www.securedsigning.com*

EzeScan improves support for large format scanners

Outback Imaging has announced improved support for large format scanners with EzeScan production scanning software.

Mike Kirkby, Managing Director of Outback Imaging, said 'In response to our customers' requirements to be able to use EzeScan to scan documents in paper sizes larger than the normal A4/A3 sizes, we are pleased to announce that we now have improved support for large format scanners, typically scanning at sizes A2 or larger.'

'We have enhanced our EzeScan TWAIN and ISIS settings interfaces to allow us to scan with more paper size options.

"We have also improved our memory usage when handling very large images, and as a result we now support scanning with large format scanners in resolutions up to 600 dpi, up to A0 size, in B&W or Grayscale or colour. This allows us to better support large format scanners like the Colortrac ci and gx series that are being used by our customers Worldwide.' 'Furthermore it greatly simplifies the process of scanning large plans and drawings direct into an EDRM System as is typically the requirement for Local Government (Councils) processing building development applications.'

Fuji Xerox adds workflow auditing App

Fuji Xerox Australia has launched a free Print Production Workflow Audit application for iPad, available from the App store. The tool is designed to map a printer's workflow; from job submission through the manufacturing process, through to the final product delivery.

As each step in the workflow is recorded, the time and associated costs are calculated to highlight inefficiencies within the current workflow. It then provides an ROI by estimating the annual savings in time and effort that can be achieved by automating the workflow with Fuji Xerox Workflow Solutions.

"Fuji Xerox Australia's Print Production Workflow Audit app for iPad is the first of this kind in the world, designed to increase operational efficiencies and help customers reduce unnecessary costs through mapping and analysing workflows, while calculating where inefficiencies can be reduced," said Peter Brittliff, Marketing Manager for Graphic Communications Software Solutions, Fuji Xerox Australia.

"Run lengths are becoming smaller, and to make money printers need to do more with less. The app provides an insight for print operators, small business owners and other sectors that have high-end print production capabilities, such as tertiary institutions and Government organisations who want to understand where the inefficiencies exist in their print workflows, and where automation could deliver efficiencies and cost savings," concluded Brittliff.

Google Docs offline on Android

Google has released updates to its Google Docs app for Android , which allows users to make any of their Google Docs files available offline, automatically updating the offline files when users are on Wi-Fi. When users view a Google document on their tablet while online, they'll get a high-resolution version and the ability to swipe left and right to flip between pages, or use the slider at the bottom to page ahead quickly..

Any file can be selected in Google Docs to be made available offline. (On an Android phone, long-press on a document and select 'Make available offline'.) Android tablets users have an improved Google Docs reading experience as when they open a Google document while online, receiving a high-resolution version of the document.

A scanner for all seasons

Fujitsu has announced the next generation of its workgroup scanning solutions, incorporating new management features and an Intelligent Multi-Feed Function.

The new Fujitsu fi-6140Z and fi-6240Z (flatbed model) scanners deliver scanning speeds of 60ppm/120ipm at 200 dpi (colour, grayscale, monochrome), and the Fujitsu fi-6130Z and fi-6230Z (flatbed model) provide 40ppm/80 ipm at 200 dpi.

A new centralised administration function allows users to monitor scanner running status, update scanner drivers, check consumable status, and more, all over a network, from one location. The Intelligent Multi-Feed Function (iMFF) provides instant detection of a multi-feed or multilayer document, such as taped-on receipts or sticky notes added to a document. This technology allows users to remain productive under demanding scanning conditions while also preserving the benefits of the scanner's ultrasonic double-feed detection to secure against lost images.

A new advanced encoder inside the document feeder analyses each passing sheet and stops scanner operation when an irregularity is detected during a page feed, helping to avoid document damage and increase pre and post scan operational efficiency. Each scanner includes Kofax VRS 5.0 Professional for enhanced OCR (Optical Character Recognition) document data extraction and scanning functionality including automatic colour detection, image orientation, paper deskew, paper size detection and blank page detection/removal.

The new models allow for the use of a carrier sheet for digitising a variety of document types such as large paper sizes (up to A3), ultra-thin or small documents, magazine pages and photos.

The scanners are also equipped with enhanced embossed card scanning capability, such as plastic ID cards and insurance cards (up to 1.4mm thick), and allow feeding of up to three hard cards in either landscape or portrait orientation through its 50-page automatic document feeder (ADF).

The new scanners will be available in March and priced as follows: fi-6130Z $A1199, fi-6140Z $A1999, fi-6230Z $A1999, fi-6240Z $A2750 RRP. *www.proscan.com.au*

Fujitsu's new scanners offer a post imprinter option that prints identification markers like dates, alphanumeric codes and symbols on the reverse side of the original document. This makes it easier to locate the original scanned document when needed for reference.

Kofax launches dotimage enterprise edition

Kofax has launched software to integrate its enterprise capture platform with internet browser based, portal applications. Kofax's DotImage Enterprise Edition is designed to extend enterprise capture solutions beyond firewalls to include line of business applications accessible via the web to the point where information originates, adding document scanning, and viewing, annotating and processing capabilities.

Kofax gives an example in processing a mortgage application. Most lenders now allow prospective borrowers to apply for mortgages online but that process is typically not capture enabled.

Applicants must provide paper copies of documents evidencing their proof of identity, income and other supporting information to the lender for processing. By capture enabling a lender's portal applications,, applicants are instead able to scan those paper documents and submit all information electronically, thereby eliminating paper from the process.

Watchdog keeps Outlook safe

European software developer, CodeTwo has released a free Outlook plug-in that prevents unintentional drag-and-drop actions and removing folders. CodeTwo Move & Delete Watchdog alerts users when they try to move a folder onto a different folder, or when they remove a folder with the Delete button on their keyboard.

Once an alert message pops up in Outlook, a user can quickly confirm it or cancel it. It saves time spent looking for lost or deleted folders. WatchDog Software automatically tests recoverability of backups WatchDog Software has announced the release of Version 5 of its monitoring package, which tests and monitors backups from a central console and now features daily automated recovery testing (DART) technology.

Alfresco round-trip editing

Alfresco has announced the availability of Alfresco Mobile 1.2 -- the newest version of its iOS apps for the iPhone and iPad.

The apps now enable round-trip editing of documents through Quickoffice integration on the iPad, making it possible for business users to edit documents on their mobile device and save changes back to the Alfresco content store with full version control and without the hassle of manual processes.

Enhancements & New Features in Alfresco Mobile 1.2 Include:
• · App-to-app integration with Quickoffice allows users to open documents directly from Alfresco into Quickoffice, make edits, and immediately "Save Back" to Alfresco. Alfresco automatically updates the version number and metadata of the document, so changes can be rolled-back;

MetaVis offers Google to SharePoint Migration

MetaVis Technologies has released a solution for migrating Google Apps to either a hosted or on-premise-based SharePoint solution while preserving valuable metadata required for compliance and governance policies.

"The cloud is quickly becoming the content platform for business and companies need an effective way to move information into or out of one Cloud platform to another," said Steve Pogrebivsky, CEO and Co-founder of MetaVis Technologies.

"MetaVis Migrator for Google provides an easy way for companies to move information between Google and Office365 SharePoint. Unlike other solutions, our MetaVis migration products are agentless making them ideally suited for migrating to and from cloud environments." MetaVis Migrator for Google Apps migrates all content including metadata tags such as version history and ownership to Office 365 or SharePoint."

Users can classify and organize Google content as they migrate. IT administrators can quickly map Google Document properties such as description, published, created and modified dates, etc. to SharePoint fields. This allows companies to retain critical information required for compliance and e-discovery policies.

MetaVis Migrator for Google App features include:
1. Migrate Google documents, collections, version histories, comments, and metadata to SharePoint and Office 365;
2. Convert native Google documents (documents, presentations, tables) from the Google format to the Microsoft Office equivalent, txt, pdf, CSV, etc. and upload to SharePoint;
3. Preserve document created and modified dates;
4. Map users and permissions when copying content from Google Documents to SharePoint; and
5. Filter and map file owner attributes.

• Support for multiple Alfresco repositories, all accessible through a new in-app settings interface. Users can now download documents from different repositories to a common Downloads section;
• iPad friendly layout, with full-screen preview of any content type, including document, presentations, spreadsheets, PDFs and video files (with AirPlay integration)
• Integrated social features, such as the ability to "Like" documents and add Comments from iPhone or iPad;
• "Open In" functionality allows you to open documents from Alfresco in native iPhone & iPad apps.

www.alfresco.com/products/mobile/

Industry Moves

Australia's **ISYS Search Software** has won an exclusive multi-million dollar contract to provide its Document Filters technology to erp giant **SAP** to power its new generation of enterprise applications.

ISYS Document Filters technology will replace Oracle's OutsideIn and Autonomy's KeyView products across all SAP platforms when it is implemented in around 12 months' time.

Isys Document Filters technology powers the ISYS enterprise search software suite and is also licensed separately as an OEM product.

Chief Technology Officer (CTO) Derek Murphy said "Documents coming into a system come in all sorts of formats and what you need is a straightforward way to get that text, the metadata and the attachments so that you can then build compliance and analytics applications as SAP will be doing."

"One of the challenges of Business Intelligence (BI) is dealing with unstructured content. The first step down that path is being able to get the content out if documents and normalise that unstructured content into something useful so you can then do analytics on it, and that's where we come in."

Kofax has acquired **Singularity** for $US48 million, an Ireland-based provider of business process management (BPM) software and case management solutions.

Kofax plans to offer a capture enabled BPM platform, to automate both the capture processes needed to enter content into enterprise applications and repositories as well as the downstream knowledge worker processes needed to effectively utilise that information

Singularity's flagship product – TotalAgility – provides BPM software for automating the knowledge worker processes needed to effectively utilise information in enterprise applications and repositories, thereby improving business performance and agility. It includes the design, simulation, workflow control, business rule and integration capabilities needed to implement more efficient, flexible and better executed business processes, and the dynamic case management capabilities required to manage the fluid mix of correspondence, structured data, unstructured content, resources and processes that arise during interactions between a corporation or government agency and its constituents.

Speedscan has announced the appointment of **Nigel Grange** as Southern Region Manager in New Zealand. Based in Wellington, Nigel will be responsible for leading business development for both the Christchurch and Wellington regions.

He joins Speedscan with extensive experience in designing and delivering outsourced business solutions for New Zealand organisations and was responsible for establishing the first document imaging bureau in New Zealand. Speedscan CEO Mark Josman comments, "Nigel is highly respected in the industry and we are delighted to have him on board. His expertise and his ability to create partnerships will be invaluable for increasing our relationships with government and corporates in New Zealand."

Watchdog Software has become an alliance partner of **StorageCraft**'s Asia Pacific operations, headquartered in Sydney, Australia. Matt Thompson-Moltzen, Chief Technology Officer of WatchDog Software, said: "Our DART technology, combined with the advanced sector-based backup provided by ShadowProtect, delivers possibly the only solution capable of testing to this degree the recoverability of physical, virtual and cloud servers automatically without any manual involvement."

Greg Wyman, Vice President – Asia Pacific for StorageCraft, said: "The integrated solution will give ShadowProtect customers an even higher degree of confidence when it comes to protecting and recovering their data. Now our customers can have total visibility into their backups and receive near-instant notification of potential or critical backup problems. They can identify and resolve backup problems faster and substantially reduce the costs of monitoring backup status and recoverability of data."

WatchDog v5 features an integrated database, improved reporting and revised investment structure, SNMP alerting to feedback ShadowProtect status into enterprise management framework products. The product was developed independently by WatchDog Software and is fully supported by the Asia Pacific operations of StorageCraft, headquartered in Sydney. Australian pricing starts at $A487 annual subscription for 10 systems being monitored.

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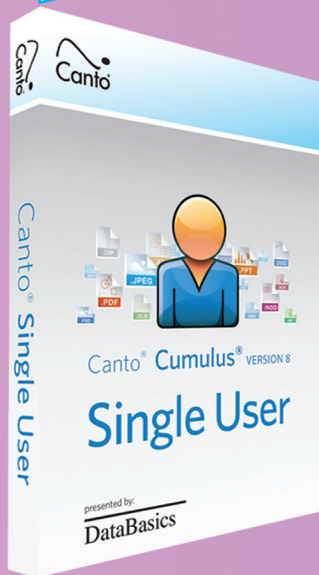
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