iDM

IMAGE & DATA MANAGER

Sep-Oct 2014

Information Governance Essentials

The impact of FOI on Social Media
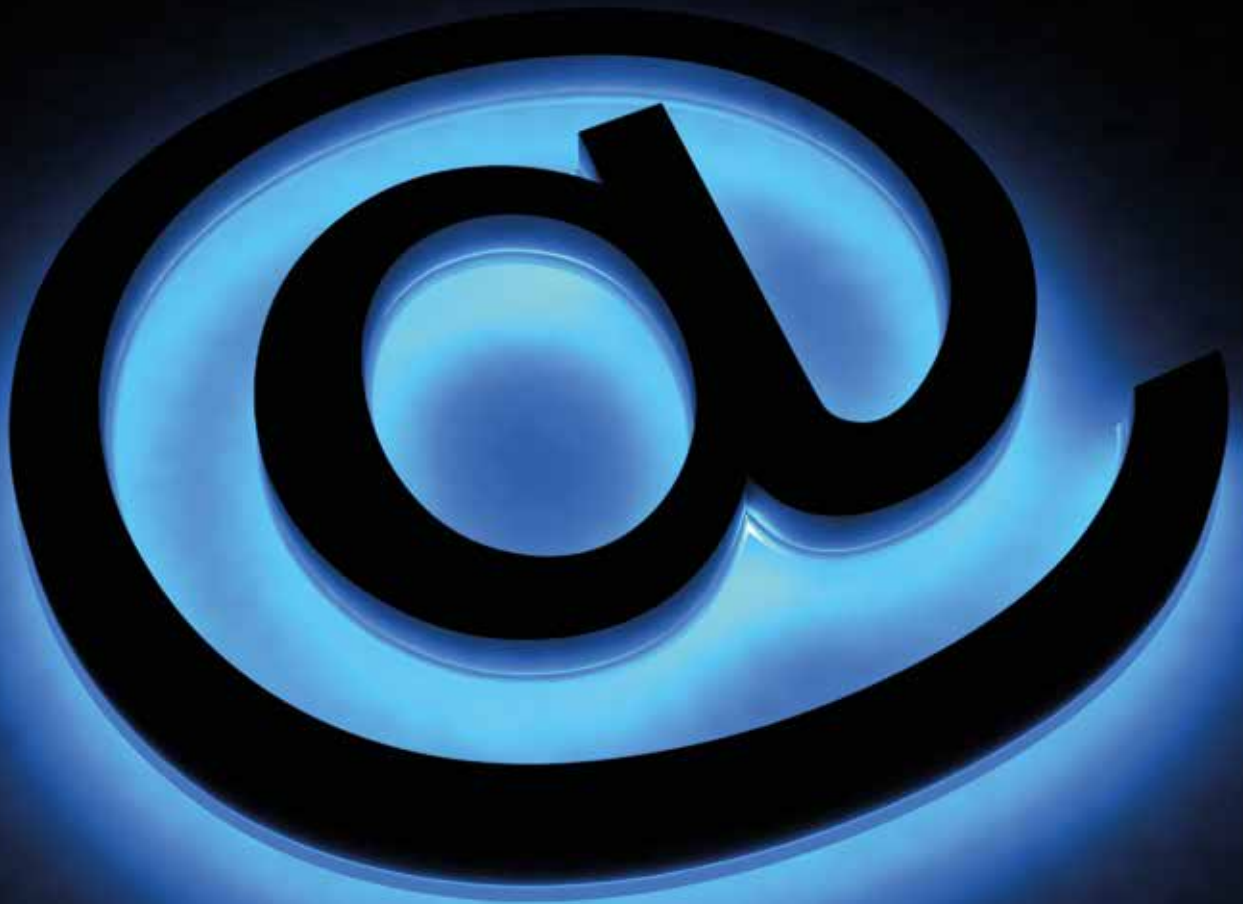
Inside Kodak Alaris Info Insight

Records Management gone wrong

The missing email that sent South Australia into a spin

IN THIS ISSUE

IDM interviews Roderick Hughes, General Manager, Software and Solutions at Kodak Alaris

INDUSTRY INSIDER

When collaboration is the Objective

Objective founder and CEO Tony Walls says his newly revitalised relationship with Microsoft reaffirms his long felt "calmness around SharePoint" as a market disrupting force.

At Objective's annual Collaborate user conference in October 2014, Walls demonstrated the tight integration between the Objective ECM 8 platform and Microsoft's Office365 cloud.

He said we can expect a swag of upcoming announcements of closer integration between Microsoft platforms and the Aussie company's information management and workflow solutions.

"SharePoint, and Office365 are fantastic collaboration tools while Objective ECM is a great EDRMS and ECM tool," said Walls, who is also evaluating Microsoft Azure as a platform for a number of Objective's cloud solutions.

Objective has rebranded the cloud-based collaborative document authoring suites formerly known uEngage and uCreate as the Objective Enterprise Content Creation (ECC) suite. The cloud platform enables governed authoring and publication of complex documents with a growing customer base in financial services and the public sector.

A major update of the Objective ECM platform is expected to see light of day in the second half of 2015, meanwhile Walls is delighted with uptake of the Objective ECM Version 8, which is on track for 90% adoption by customers before the end of year.

Objective also reports over 12,000 users across 68 countries of its cloud based secure case file exchange and collaboration platform, Objective Connect. Australian federal government agency IP Australia is using Objective Connect to tackle the daunting task of managing legal documents between warring parties on patent infringement cases

Walls noted that while Objective's traditional customer base is within government, almost three quarters of the users of Objective Connect are outside of the public sector.

"This tells us how much is happening between the public sector and private industry, and how important the need is for strong records management applied to secure case file exchange."

Epworth goes digital with BOSSnet

Victoria's largest not-for-profit privately owned healthcare organisation, Epworth Healthcare, has completed a major rollout of the BOSSnet Digital Medical Record including implementation of e-forms and deployment 25+ Kodak document scanners across the 8 Epworth hospitals.

In Early 2010 Epworth commenced planning the implementation of BOSSnet DMR as a cornerstone for their vision of the Electronic Medical Record. BOSSnet was deployed at Epworth Eastern Hospital, to replace an existing scanned medical record system, which had reached End-of-Life. As the site of an existing system, Epworth Eastern was already equipped to allow a seamless and highly successful implementation of BOSSnet.

Following the success of the BOSSnet implementation at Epworth Eastern, the decision was made to extend the EMR vision to include all Epworth sites. Epworth chose to review BOSSnet against the rest of the market via a formal tender process. A full and comprehensive review of the full capabilities of BOSSnet, against all other offerings was undertaken over 6 months. The result: a January 2013 contract to roll-out BOSSnet DMR to the remaining 7 Epworth hospitals.

There are seven different Pathology and three Radiology providers interfaced directly to BOSSnet.

More than 130 different types of BOSSnet eForms have been created, replacing some 260+ versions of paper forms. Since October 2013, 31,000+ BOSSnet eForms have been uploaded from only the Outpatient Rehab areas of Epworth.

There were 5,500+ additional BOSSnet user accounts created and users trained in system use and administration. The rollout required 99 new laptops and 64 new computers on carts.

BOSSnet Digital Medical Record is designed as necessary step between the Electronic Medical Record and current information management processes. Patient data is presented to the clinician in a manner which is uniquely familiar, even at first glance. BOSSnet DMR recreates the existing paper record structure, by replicating all sections and tabs.

HIMAA calls for IM focus in PCEHR

The Health Information Management Association of Australia (HIMAA) has expressed concern about the lack of health information management in plans to implement recommendations of a report into the Personally Controlled Electronic Health Record (PCEHR) system.

In a letter to Department of Health regarding its current round of consultations on the Review's implementation, HIMAA's CEO, Mr Richard Lawrance, commented that if the PCEHR was not functional as a health information management system, its impact upon the quality of care improvements expected of eHealth and in curtailing spiralling health care costs to the community will be severely impaired.

"The PCEHR Review report mentions 'information' 235 times," Mr Lawrance observed. "It is most commonly qualified as 'clinical', next as 'health'. 'Health information professionals' are mentioned just once in appendices, and 'health', 'information' and 'management' do not occur together at all; not even in the name of the Health Information Management Association of Australia, which is omitted from the list of 86 other contributors to the Review."

Mr Lawrance was expressing concern that the Review report was being taken 'as read', and consultations focussed on the practicalities of implementation of its 38 recommendations.

"HIMAA is largely supportive of the recommendations, but collectively they fail to address the need for a longer term and systemic plan for the management of the volume of information the PCEHR will store over time, such that the relevant information is actually accessible to point of care clinical decision making, both to clinicians and their patients," Mr Lawrance said.

"The PCEHR also needs an adequate classification system that renders it meaningful for population health management and research, and the application of its data as information for funders."

Mr Lawrance said that the absence of health information management as a central organising concept is all the more worrying in that it is also missing from the recent Health Information Workforce (HIW) Report from Health Workforce Australia.

ACECQA takes TRIM to the cloud

A cloud-based digital record-keeping deployment has been deployed for the Australian Children's Education and Care Quality Authority (ACECQA) by Information Management and Governance (IMG) specialist, iCognition. ACECQA is an independent national authority, based in Sydney. The HP TRIM-as-a-Service is delivered via a Macquarie Telecom cloud said company Principal Nigel Carruthers-Taylor announced. ACECQA uses iCognition's Diem Portal 4 as the end user interface to allow users to capture, manage, collaborate and share information across the organisation. The Diem Portal product is provided in the cloud solution as a monthly subscription service, allowing ACECQA to spread costs over time using business-as-usual budgets. Macquarie Telecom provides the secure cloud infrastructure from a Sydney datacentre.

Additionally, iCognition worked with Salesforce.com cloud solution provider, Coretec, to provide a Salesforce CRM integration to the ACECQA cloud HP TRIM system. This integration uses iCognition's Diem Broker and allows ACECQA staff to operate via Salesforce and transparently capture records and documents into TRIM. These are then presented back to Salesforce users via the Broker.

INDUSTRY INSIDER

## Feds examine desktop cloud

The Australian federal government is exploring the feasibility of establishing a whole-of-government offering for email and desktop productivity tools. The Department of Finance has recently engaged an external consultant to help examine the feasibility of engaging a cloud-hosted platform to be provided as a service.

Writing on the AGIMO blog, Australian Government Chief Technology Officer John Sheridan said "agencies could use these services as an alternative to procuring and managing their own email and desktop productivity software and its associated back of house hardware. The project will follow a similar approach to the recent feasibility study into a Government Content Management System (govCMS), which has now progressed to the implementation phase. The resultant report will enable Finance to form conclusions about potential viability of the proposed services.

"We expect that, at the conclusion of the feasibility study in November 2014, we will be seeking broader public consultation through the AGCTO Blog on how the services, which we are referring to as govMail and govDesk, could be most effectively delivered. The style of services envisaged may well be delivered through arrangements established in the recently released Cloud Services Panel which is in Request for Tender and closes on 20 October 2014.

The Australian Government recently selected Acquia to provide an open cloud platform for the development and continuous delivery of its Drupal-based govCMS service. Australia.gov.au and finance.gov.au are among the most prominent federal sites that are already on Drupal and planned for migration to govCMS.

Scanning giant lands at NSW Records
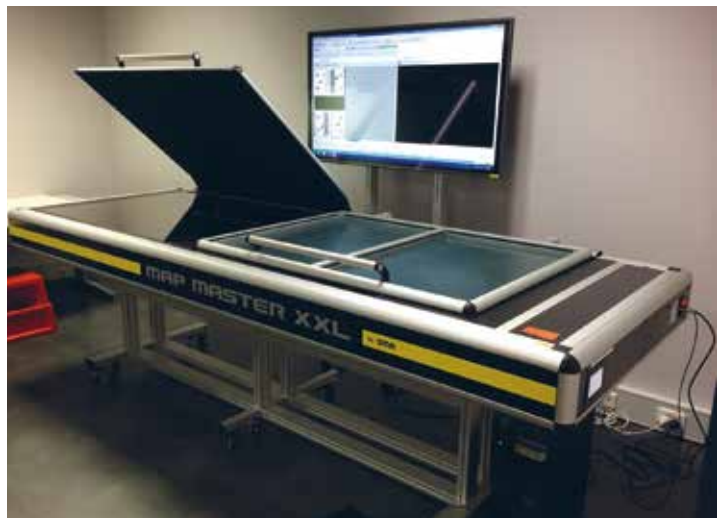
The State Records Authority of New South Wales has become one of only three worldwide installations of a MAP MASTER XXL large format document scanner. Described as "Simply Humongous!" by German manufacturer SMA, the MAP MASTER XXL is also in use at the Russian Navy Archive in Saint Petersburg and by the Chinese Navy which has several SMA Scanner installations.

The "Extra Large" format Document Scanner has a Scanning Range of Double A0+ which is 2540x915mm. It is designed for the colour scanning of fragile archival documents, maps and plans as well as engineering and other drawings.

The company says it produces superior results to expensive high resolution cameras as it provides a higher optical resolution over the entire scanning range.

Earlier this year, Australian distributor DME also installed an SMA SCAN MASTER 0A0 PLUS Size Book & Large Format Document Scanner with a Scanning Range of up to 1,270 x 915 mm with the UQ Library at the University of Queensland.

Konica Minolta allies with Hyland

Konica Minolta and Hyland Software are teaming up to address the enterprise content management (ECM) services market across the US, Asia-Pacific region, Japan and Europe.

The two companies announced a strategic alliance in January 2013 to integrate Hyland's OnBase ECM solution with Konica Minolta's bizhub product line. The alliance will now be expanded internationally to include large global accounts in the Asia-Pacific region, Japan and Europe.

"This is an exciting development for us. Hyland's enterprise content management solutions are a natural extension to our existing product portfolio and strategic partnerships, and will provide us with more ways we can help customers save time and money by providing easy access to their documents, automate manual paper-intensive tasks and provide improved customer service," said Stevan Caldwell, Marketing Director, Konica Minolta Business Solutions Australia.

The Hyland alliance complements Konica Minolta Australia's existing partnership with FileBound targeting smaller to medium sized businesses.

Telstra backs DocuSign

Telstra has announced a strategic investment in leading eSignature and Digital Transaction Management (DTM) provider, DocuSign. Telstra will leverage the DocuSign platform internally to accelerate manual, paper-based processes and offer the technology as a product to Telstra business and enterprise customers later this year.

DocuSign offers a cloud platform where users upload a document, add the names and email addresses of the signers, place tags in the document where the signature, initial and dates are required, and then hit send .

Mark Sherman, Telstra Ventures Managing Director, said: "Telstra's investment in DocuSign demonstrates our commitment to giving customers best-in-class technologies that can help them find new efficiencies, improve productivity, reduce costs and enhance customer service.

"Customers can now enjoy a faster, easier, flexible and secure transaction experience to collect client information and digital signatures on their compatible device connected to Australia's best mobile network. The workforce is becoming increasingly mobile and the combination of Telstra and DocuSign gives businesses the agility to carry out day-to-day tasks quickly and efficiently on-the-go.

"Telstra also has plans to use DocuSign internally, helping us further digitalise our business to increase the speed of information processing and document transactions," said Sherman.

Electronic signatures are recognized as valid and legally binding in many countries around the world. In Australia, electronic signatures can be a valid way to execute many types of documents.

Battle to build the corporate Dropbox

Of employees using file sync and share tools at work, 89% are using consumer products, and only 9% of the information workers using this technology are satisfied with the commercial offering given to them by the corporate IT department, according to global analyst firm Ovum.

Ovum's 2014 global employee survey of 5,187 full-time employees indicates that today's digital workforce is sticking with familiar consumer tools to share corporate documents and access them from mobile devices.

Ovum's survey data suggests that 29% of employees using the technology are using three or more consumer and/or commercial products to get work done, while 44% of the workforce is not using file sync and share products at all – relying on email and memory sticks to shuttle data around.

Richard Edwards, principal analyst at Ovum, commented: "These figures paint an anarchic picture of file sharing and document-centric collaboration within the workplace, and support Ovum's thesis that while there may be an enterprise file sync and share solution to address almost every business need, there is no product that meets them all."

The report – Selecting an Enterprise File Sync and Share Product – assesses 19 offerings from vendors including Box, Citrix, Dropbox, Egnyte, EMC, Google, IBM, Microsoft, Salesforce.com, and WatchDox.

"No commercial product is dominating the workplace," says Edwards. "The wide-scale use of Dropbox among knowledge workers highlights the power and impact of IT consumerisation, while the pervasiveness of Google Drive and Apple iCloud demonstrates the effects that mobile devices are having on the enterprise. And of course Microsoft is omnipresent in this market too."

The number of products listed in this report is indicative of the range of vendors that are targeting this important market, and each appears to have something unique to offer.

"As always, the challenge for CIOs and IT managers is to identify the solution that best meets the organisation's current and future requirements, with regard to a broad set of employee roles and business use cases. Herein lies the problem, as no single product on the market today offers everything that a large enterprise is likely to need." concludes Edwards

Kodak Alaris updates Capture Pro

A new quick start user interface included in the updates to KODAK Capture Pro Software v5.0 allows users to initiate a scan job with a single click. Capture Pro Software v5.0 enables users to convert forms, invoices, records, and other critical business documents into high-quality images.

Advanced indexing capabilities automate data extraction and deliver critical information to ECM systems and Microsoft SharePoint, as well as business applications.

Capture Pro Software is designed for centralised and decentralised batch capture workflows in a wide range of industries, with successful deployments in Government, Healthcare, Finance and Service Bureaus and proven impact in many business applications.

The most prominent new features in Capture Pro v5.0 include:

 • A new quick start user interface that allow users to initiate a scan job with a single click. The simple and intuitive new GUI eliminates the learning curve for knowledge workers who only occasionally use a scanner.

 • Productivity enhancements such as auto-deletion of header sheets used for document separation and multiple document splits, which is the ability to create a new document starting with each page selected in a single, split operation.

 • Support of Windows 8.1 and expanded support of new scanners from Kodak Alaris, as well as additional third-party scanners.

For a free trial of KODAK Capture Pro Software v5.0, visit kodakalaris.com/go/capturepronews.

Healthcare projects take to the cloud

Cloud solution provider Aconex has been chosen by Southern Cross Care (SA & NT), a leading healthcare provider in South Australia, to support the design, building and handover of two major projects for the Mount Barker and Myrtle Bank areas.

Southern Cross Care (SA & NT) will use Aconex to securely manage all project information and processes – including documents, drawings, communications, and workflows – and provide a complete snapshot of the projects from start to finish.

The not-for-profit organization also selected Aconex Smart Manuals to support the compilation of digital operation and maintenance (O&M) manuals during construction.

"It's important for us as an owner-operator to control the construction and maintenance of our facilities," said Daniel Rosato, development manager at Southern Cross Care (SA & NT) Inc.

"By using the Aconex platform, we can ensure that all documents and communications involved in the projects are processed the same way. This not only speeds delivery and improves quality, but also reduces overall risk. With Aconex Smart Manuals, we can produce digital O&M manuals that are complete, accurate and easy to manage."

Microsoft Matter Center for Office 365

Targetting law firms with a new document management and collaboration solution, Microsoft has previewed Matter Center for Office 365 at the International Legal Technology Association (ILTA) annual conference.

It aims to provide legal professionals a way to easily find, organise and collaborate on files without leaving the Office365 environment.

"Microsoft has built a security-enhanced, cloud-based document management application that allows our professionals to quickly locate and collaborate on documents with our counsel from virtually anywhere," said John Frank, vice president and deputy general counsel at Microsoft. "We've decided to make this solution more broadly available at the request of our outside counsel, who want to utilize it in their own environments."

Matter Center works with OneDrive for Business, providing 1 TB of individual storage and a personal briefcase.

It promises integrated and automated document management, allowing users to drag, drop and save emails and attachments from Outlook into the right matter. Tagging and sharing each document separately is no longer necessary, as the matter documents are automatically saved with the right metadata, permissions and version control.

Users can be granted or excluded access to a matter and all subsequent documents associated with the matter will inherit the same permissions, thereby reducing the worry about ethical walls and data leakage.

"Matter Center for Office 365 is the product of months of collaboration between Microsoft's Legal and Corporate Affairs (LCA) division, outside law firms, and our Office 365 product engineering teams," said Tejas Mehta, group product manager for Matter Center at Microsoft. "We are very excited to bring Matter Center to market in the near future."

Matter Center for Office 365 is available in a limited preview. Interested customers can learn more about participating in a beta program at http://www.microsoft.com/mattercenter.

Cotton On to AP Automation

The Cotton On Group, Australia's largest value fashion brand, has selected Xcellerate IT as the preferred solution provider to implement a best practice invoice automation solution within their Accounts Payable (AP) department.

With more than 1,300 stores and a team of over 19,000 employees in 17 countries across the globe, the Cotton On Group processes approximately 120,000 invoices per annum in the Accounts Payable department of their headquarters in Geelong, Victoria.

The capture and workflow platform includes Kofax Capture and e5 Workflow software to automate invoice processing and integrate into Dynamics GP.

"This is a very exciting endeavour for the Cotton On Group, and will enable the Accounts Payable team and drive efficiencies and automate our manual processes" said Brad Evans, Cotton On Group Purchasing Manager.

The solution is designed to automatically identify which branch/division of the Cotton On Group the invoice is for and to trigger complex workflow scenarios for electronic approval. Greater visibility of invoices, identification any duplicates and streamlined approval process into a web-based workflow management solution is now realised. Accordingly, this export of data into the line-of-business systems has reduced the manually entry of data thereby providing a substantial savings both in cost and time for their AP staff. As a result this allows for a more efficient use of organisational resources and time spent on more value-add tasks.

"We are thrilled to be working with such an iconic brand as the Cotton On Group and look forward to empowering the organisation to gain greater efficiencies by boosting staff productivity and providing operational visibility", said Howard Boretsky, Managing Director of Xcellerate IT.

Top Image Systems opens in Australia

Top Image Systems (TIS), developer of the eFLOW capture and workflow platform, has announced the launch of TIS Australia and the establishment of a new regional office.

For over a decade Top Image Systems has partnered with local company ASI to sell and deploy its solutions in Australia. During this time the company managed its business from the company's regional headquarters in Singapore while maintaining full-time TIS sales representatives and in the last two years also a General Manager, Matthias Holm, in Australia. To better support existing customers and partners, to strengthen its local base and to expand its foothold in the region, TIS as decided to form an Australian subsidiary which is jointly owned with partner ASI.

"We are very enthusiastic about the prospects of growing our business in the Australian market," commented Alex Toh, Managing Director, TIS APACJ.

"We expect not only to expand our market share in the industry sectors in which we are present already, but also to gain presence in new markets with our growth products such as MobiCHECK, MobiPAY and eFLOW CrowdBridge for data validation in the crowd and new cloud-based solutions we plan to introduce in the future. In alignment with the implementation of our global strategy to make our broad solution set available in all regions, we expect TIS Australia to grow rapidly and diversify our business in the continent."

TIS reports that the eFLOW document capture platform is in use at a number of Australian businesses, including government agencies, financial institutions, Business Process Outsourcers and Shared Service Centres.

The company states that after working with TIS for some 10 years via a pay-per-use subscription model, a leading global BPO active in Australia has reached the decision to strengthen its relationship with TIS and signed a prepaid license agreement for its expanding volume of capture activities.

The BPO is also considering the new eFLOW5 SUPERVISE module which allows BPOs to better monitor and measure different Service Level Agreements (SLAs) for different customers.

AN APPLICATION PROCESS TAKES

~~5 DAYS~~   15 MINUTES*
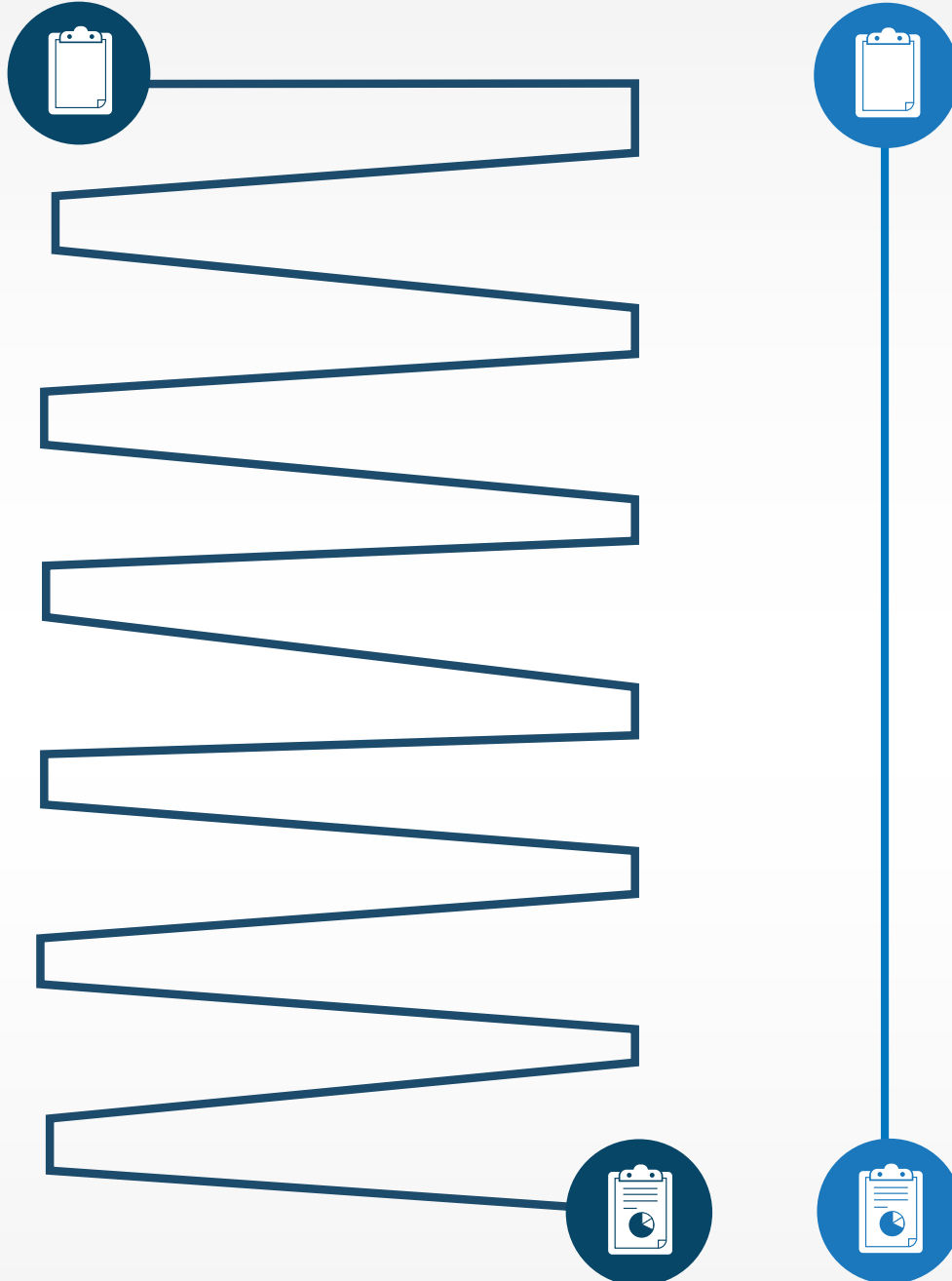
OPTIMISE YOUR BUSINESS PROCESSES. IMPROVE EFFICIENCY.

*REAL RESULTS ACHIEVED FOR BARWON WATER, VICTORIA.

OBJECTIVE.COM

Objective

What constitutes total data destruction?

By Jakki Jarvis

Earlier this year, an investigation undertaken by the Office of the Information Commissioner (OAIC) found that the Pound Road Medical Centre did not take reasonable steps to destroy or permanently de-identify personal information when it stored patient health records in a garden shed during renovations. The shed was subsequently broken into and the sensitive data was compromised, the majority of which was at least 11 years old and related to approximately 960 people who ceased to be active patients.

All Australian Privacy Principle (APP) entities, which are defined as an 'agency' or 'organisation', must take reasonable steps to destroy or de-identify the personal information it holds once the personal information is no longer needed. Are you confident that your organisation understands what constitutes total data destruction and what circumstances dictate the need for de-identification?

Unfortunately, the definition of 'reasonable steps' is not black and white but I will endeavour to explain at a topline level in this article. Reasonable steps will depend on a variety of factors, including the amount and sensitivity of the personal information. More rigorous steps may be required as the quantity of personal information increases or if the information is particularly sensitive.

As we increasingly work on a mix of mobile devices, any single employee could conceivably create multiple copies. Key consideration must also be given to the multiple copies that could exist across the business, in archive or held on back-ups.. The Information Commissioner has provided guidelines under the Australian Privacy Principle 11 (APP 11). Essentially, personal information is 'destroyed' when it can no longer be retrieved. However, the steps that are reasonable for an organisation to take to destroy information will depend on whether the information is held in hard copy or electronic form.

In hard copy, disposal through garbage or recycling collection would not ordinarily constitute as taking reasonable steps to destroy the personal information, unless the personal information had already been destroyed through a process such as pulping, burning, pulverising, disintegrating or shredding. This example is most relevant to the issue of confidential waste collected by third party suppliers and contracts for services should provide for immediate shredding in order to ensure data is 'destroyed' in an environmental manner.

In electronic form, reasonable steps will vary depending on the kind of hardware used to store the personal information. In some cases, it may be possible to 'sanitise' the hardware to completely remove stored personal information. For hardware that cannot be sanitised, reasonable steps must be taken to destroy the personal information in another way, such as by irretrievably destroying it.

Where it is not possible to irretrievably destroy personal information held in electronic format, an organisation could instead comply with APP 11.2 by taking reasonable steps to de-identify the personal information, or put the information 'beyond use'. We also operate in a world, where we connect our business with third-party service providers. Consideration must also be given to the personal information stored externally, such as in a cloud environment. If the organisation has instructed the third party to irretrievably destroy the personal information, reasonable steps would include taking steps to verify that this has occurred.

Where it is not possible for an organisation to irretrievably destroy personal information held in electronic format, reasonable steps to destroy it would include putting the personal information 'beyond use'. However, an organisation could instead consider whether de-identifying the data would be appropriate and if so, take reasonable steps to de-identify the personal information.

The APP 11 states that personal information is 'beyond use' if the organisation:

• is not able, and will not attempt, to use or disclose the personal information,

• cannot give any other entity access to the personal information,

• surrounds the personal information with appropriate technical and organisational security. This should include, at a minimum, access controls together with log and audit trails, and

• commits to take reasonable steps to irretrievably destroy the personal information if, or when, this becomes possible.

The APP 11 also indicates that only in very limited circumstances would it not be possible for an organisation to destroy personal information held in electronic format. For example, where technical reasons may make it impossible to irretrievably destroy the personal information without also irretrievably destroying other information held with that personal information, which the entity is required to retain. De-identification of personal information may be more appropriate than destruction where the de-identified information could provide further value or utility to the organisation or a third party. For example, where an organisation shares de-identified information with researchers, or an organisation uses de-identified information to develop new products.

To assist with ensuring full time compliance, it is recommended that organisations should have in place:

• A data destruction policy for information past its required retention period

• Regular training programmes to ensure that employees understand the role they play in the process

• Permanent secure shredding procedures which mitigate data breaches on a daily basis whilst ensuring that shredded material is environmentally recycled.

With the introduction of the Australian Privacy Principles, implementing and following a data destruction policy doesn't just make business sense, it ensures that reasonable steps are taken to destroy or de-identify information which is no longer needed.

Jakki Jarvis is the Marketing & Business Development Manager for Iron Mountain Australia

Papersuit legal launch

PaperSuit, a platform offering expedited document processes for law firms has had its public launch for the global market. The system is already available in Australia and is now being launched into the US, India, the UK and Western Europe. PaperSuit is a web-based document sharing service that aims to disrupt specialized document sharing services like virtual datarooms and legal extranets. Skyhatch, the makers of PaperSuit, discovered the need for a solution for lawyers and bankers seeking ways to expedite their document-related efforts during deals, cases and negotiations.

Most professional services firms have dealt with virtual dataroom or extranet providers in the past. These providers tend to offer a basic service covering mainly security and access control. Others offer a Swiss Army Knife of features: each adding only marginal benefits with a focus on compliance and reporting. PaperSuit offers document workflow management, document-integrated Q&A system, document access analytics and branded portals. Since it serves highly regulated and sensitive industries, PaperSuit wraps all these features in a blanket of high security, accountability and auditability.

"Our aim is to empower professional services firms to better handle their information management practices while amplifying their image in the process," said Ash Patel, Director of Business Development for Skyhatch. "We found that many firms are getting short-changed in terms of the value they get for the exorbitant fees they currently pay for such services."

The service is free for low-capacity and trial use where 1GB of documents can be stored and 5 collaborators can be invited. It's priced competitively in relation to similar specialised solutions – virtual dataroom and legal extranet providers – rather than competing against fast-growing document sharing providers like Box, Google Drive and Dropbox.

Nikec unveils Binder Express

Nikec Solutions has launched Binder Express, a light version of its Professional electronic ring binder designed to allow individuals and businesses of all sizes to take their first steps in using digital ring binders and improve the way they work with electronic documents.

Unlike Nikec Binder Professional which favours workflow automation and integrates with third parties applications (Document Management Systems in particular), Nikec Binder Express optimises the manual creation of binders for quick archiving, sharing and easy access to documents.

Nikec Binder Express allows users to collate all types of document including pdfs, spreadsheets, videos, images, html pages and more in a single convenient file. This makes searching for and browsing documents quick and easy while eliminating the need for users to open multiple applications.

Nikec Binder Express can be used by anyone working with multiple documents or on large projects, in cross organisation teams or with clients. Binders can include complete matter folders, with sources, reference documents, financial records, drafts or final versions of working documents. Such binders can be easily shared among colleagues, or clients, and opened from any location. Even if they don't have direct "physical" access (through the network) to the documents users are able to edit, mark up or annotate them to provide continuity to their workflow at all times, while improving productivity.

The visual aspect of Binder Express is largely inspired by the traditional paper-based ring binder which provides a friendly, familiar look and feel.

Cooper Grace Ward NetDocuments

Australian law firm, Cooper Grace Ward, has switched their document and email management from iManage to the NetDocuments cloud-based document management and collaboration platform. Cooper Grace Ward, one of Brisbane's largest independent law firms, has chosen NetDocuments to replace their existing on-premise document management solution with the help of Feynbrook, one of NetDocuments certified channel partners servicing the Australian market.

"We chose NetDocuments because it is the only document management solution that addressed our requirements of ease of use and management, along with increasing the level of security for our documents and emails", said Miz Brmbota, IT Manager at Cooper Grace Ward.

"It also allows us to share documents with clients and other professionals in a timely and seamless manner, and we look forward to leveraging the excellent functionality that comes out of the box."

DATA CAPTURE

OCR takes root in the Royal Botanic Garden Edinburgh's digital archive

By Jessica Twentyman

The preserved plant specimens stored in a herbarium are almost heartbreakingly beautiful, delicate objects. Dried between pieces of paper, mounted on stiff card and often dating back centuries, they are nevertheless expected to perform their role as part of a working reference collection, handled frequently by researchers and sent out on loan to other herbaria for scientists to study.

At the Royal Botanic Garden Edinburgh (RBGE), digitisation offers a new and better way to share these specimens with botanists and plant enthusiasts worldwide and, in the process, make a vital contribution to global conservation efforts, according to assistant curator Dr Elspeth Haston.

Haston is rightfully proud of RBGE's herbarium: much of the collection dates from the 19th century, but its oldest specimen was collected in 1697. Together, the almost three million specimens represent around half to two-thirds of the world's flora, making it a world-leading botanical collection. Between 10,000 and 20,000 new specimens are added each year, she adds.

This is an internationally important resource, but for hundreds of years, the options for sharing our specimens, so that vital conservation work could be carried out, were limited to people visiting our herbarium in person or us sending specimens out on loan. There's always a risk of damage, always a risk of loss.

So a key thing for us has been increasing online access to the collection, so we can ramp up research that is being carried out on biodiversity – while we've still got biodiversity to protect.

Ten years ago, with funding from the Andrew Mellon Foundation, RBGE was able to start imaging its specimens – but it was still left with the problem of how to capture the text either hand-written or typed on labels of herbarium specimens, in a variety of fonts and languages.

While many of the characteristics of a plant will be immediately visible from the dried specimen, Haston explains, some are not and must be captured in text: where and when it was collected, by whom, the habitat in which it was growing, flower colour or scent, and the height of the tree or plant from which it was collected, for example.

Previously, she says, much of this work was done through manual entry by an RBGE employee – a process that was time-consuming and often resulted in incomplete records in the database:

It quickly became clear that digitising the whole collection was never going to be achievable with that kind of effort.

What was needed was a way to capture the text on labels of herbarium specimens, without losing any information, even from source materials of poor quality or high complexity. And, into the mix, RBGE needed technology that could be incorporated into an existing workflow system and integrated with its Image Management System, where it keeps its digital images in TIFF (tagged image file format) files.

Recognising character

After attending a workshop run by the British Library, Haston and her team hit upon optical character recognition (OCR) as a way to automatically 'read' the text on labels and convert it into editable, usable digital information. After conferring with curators at other leading herbaria, RBGE team selected ABBYY Recognition Server as the best fit.

Today, this technology is used to convert images to text documents for the purpose of classifying, searching and exporting information to RBGE's internal system for document storage and management. Recognition Server accesses existing TIFFs in a folder on RBGE's Image Management System.

After processing the high-resolution specimen images through Recognition Server, two output files are created: first, a searchable image PDF that RBGE uses as a back-up; second, a plain text file, which is saved in a specified folder on the server.

RBGE's existing workflow picks up the plain text file from this location, and enters it into a MySQL database, from where it is easily accessible by researchers worldwide, through RBGE's website,, as well as other online resources.

While new specimens often arrive with accompanying data that can be immediately be loaded into the database, there's still a massive backlog to work through, says Haston:

"We've now databased around two-thirds, or 660,000, of our specimens to some level – but all the ones that are not yet databased need to be tackled. And we only have around 10 curation staff, along with temporary project staff when we have the funding, to help.

"The scale of the job is huge. We've accepted we can't capture all of the data straight away: one way is to image the specimens and run them through the OCR software. We can't automatically parse all that complex data into the various fields – which would be nice – but instead we're more pragmatic.

We use the OCR to sort the specimens into different batches, by collector, or by country, or both. And that allows us to database specimens much faster, because a single person, concentrating on a single collector or a single country, can quickly build up expertise in that field.

"But also, if we can batch them in that way, we're now thinking that we can bring in 'citizen scientists' and create projects for them, where we ask them to help. So a data-entry volunteer could focus on a really attractive project on Charles Darwin or Tierra del Fuego, for example."

The final goal, of making the collection available to anyone, from anywhere, is money-dependent, notes Haston:

"We're aiming for the broadest availability possible. If we had the funding, we could do it in around five years. That would be great.

"Our taxonomists based in Edinburgh are naming or describing, on average, about one new species a week. With flowering plants, we think around 10% to 20% have not yet been discovered and described. They're still out there, but as many as half of them could already be sitting in herbaria worldwide with an 'unknown' label on them."

But what RBGE has proved is that it already has the willingness, the competency and the technology it needs to achieve its goal, she concludes:

The decision to use OCR software is a great argument on our behalf, when it comes to new funding. So is the amount of use we've seen of the specimens we've already made available online. The number of downloads clearly proves the need.

Bottomline Technologies downunder

Bottomline Technologies, a provider of cloud-based payment, invoice and digital banking solutions, has opened a new regional head office in Pyrmont, Sydney to support Australia and New Zealand. Bottomline Technologies works with Microsoft partners who focus on Dynamics AX, as well as systems integrators and other complementary providers. Existing Australian customers include Sanofi Consumer Healthcare, Bis Industries, John Sands, Downer EDi Mining, PGG Wrightson, and Yalumba.

http://www.bottomline.com.au

Eugene Chng Joins OnBase by Hyland

ECM vendor OnBase by Hyland has added former EMC executive Eugene Chng as its Director of Sales in the Asia-Pacific region. Most recently, Chng was the vice president of the information intelligence group, Asia-Pacific Japan at EMC, and he brings more than 30 years' experience in the IT industry. Prior to joining EMC, Chng held various senior leadership positions at multi-national IT companies including IBM, NCR, Avaya and PeopleSoft.

Nintex founder aids fileshare startup

Brett Campbell, serial entrepreneur and co-founder of Nintex, the provider of cloud-based workflow solutions, has been appointed into a strategic advisory role on the board of NZ software startup The Full Suite Ltd (Suite). The Full Suite has developed a platform to deliver file management and productivity tools to small-to-medium businesses around the world. SuiteFiles, and the recently released SuiteFiles for Outlook, have been developed on top of Microsoft Office365 and leverage the Microsoft Azure cloud.

www.thefullsuite.com

Grace acquires Qld records company

Grace Records Management has recently acquired Queensland archive and information management company, Securedoc. Securedoc has been operating for more than 15 years from Stapylton, located halfway between Brisbane and the Gold Coast. The majority of its clients are located in Brisbane, Gold Coast, Ipswich and surrounding regions.

Glentworth Director of Enterprise IM

Brisbane-based information management consultancy Glentworth has appointed Renee Pera as Director of Enterprise Information Management. With more than 20 years in professional services, Ms Pera has worked with organisations across diverse industries both in Australia and internationally. Prior to joining Glentworth, Ms Pera owned and operated a successful consultancy for ICT infrastructure, and has held a data management role within the global Shell Oil Company.

Glentworth's Renee Pera

Iron Mountain buys Fontis

ron Mountain has acquired Fontis International, a US provider of a cloud-based subscription service for records retention guidelines. This adds capabilities for continuously updating retention schedules that can be distributed in a fully-automated manner. Fontis' offering helps organisations better manage the storage and destruction lifecycle of their records according to industry and geographic laws and regulations, enabling compliance and legal defensibility for their information management programs.

Holding records for too long and failing to follow retention guidelines can hold back the expected benefits of an information management program, making it difficult to mine those records for insights into the business that can deliver real, bottom-line value.Fontis' cloud-based subscription service allows Iron Mountain to deliver automated, up-to-date retention guidelines from around the world that are researched, curated and vetted by legal experts within individual industries and geographies.

Organizations can update their retention schedule via Fontis' online interface, and then publish it so that those guidelines can be communicated to all employees across the enterprise - removing one of the biggest barriers to achieving defensible compliance.

The missing email that sent SA into a spin

It was a solitary email that became pivotal to a Royal Commission and a Parliamentary Inquiry; two investigations that have had significant implications for government recordkeeping in South Australia and continue to resonate today.

By Simon Froude, Acting Director, State Records of South Australia, Department of the Premier and Cabinet, Government of South Australia

The email in question was sent to a ministerial chief of staff on 2 December 2010 and provided information relating to an incident that had occurred at a school the day before. Through investigations that followed it became evident that the recipient had saved the message externally to the Outlook email client and that the original email was, at some point in time, subsequently deleted. The computer hard disk was also forensically wiped, as was the practice when ministerial reshuffles occurred. A forensic inquiry uncovered metadata that showed that the message had been forwarded on but was not able to determine to whom it was forwarded.

This detail became critical to the Royal Commission into the South Australian (SA) Department for Education and Child Development's (DECD) handling of an abuse case at a government school. Concerns raised in that Inquiry have influenced record-keeping in SA at both DECD and State Records of SA.

Although the case at the centre of the investigation raised many issues from a records and information management perspective, we must not lose sight of the fact that this is a very human story, one based on the suffering of an innocent. So while I may refer to positive outcomes, it is with an understanding that the outcomes pale into insignificance when compared to the suffering individuals have endured through this tragedy. My hope is that government collectively learns from this and other similar examples so that we can lessen the impact should something similar occur.

Firstly, it is important to understand something unique about the role of the office of State Records in SA. Unlike other Australian jurisdictions, as the archival and records management authority in SA, State Records also has a responsibility for other related functions. Of particular importance in this case is State Records' role in supporting the Minister responsible for the administration of the SA Government's administrative scheme for privacy – the Information Privacy Principles Instruction (IPPI). Unlike most other jurisdictions SA does not yet have information privacy legislation.

On 1 November 2012 the State Government of SA appointed former Supreme Court Justice Bruce Debelle to conduct an independent review (the Inquiry) into the events and circumstances surrounding the arrest and later conviction of an employee of an Out of School Hours Care Service at a metropolitan school on charges of sexual assault committed against a child in their care.

The Terms of Reference of the Inquiry were as follows:

To undertake an independent review in relation to the events and circumstances surrounding the non-disclosure to the school community of allegations of sexual assault committed by an employee of the Out of School Hours Care (OSHC) Service at the school against a child in [the individuals] care in 2010.

The review should consider the actions of all relevant agencies and make recommendations relating to the actions of parties involved and the procedures and processes that should be in place in these circumstances.

Following concerns raised by former Justice Debelle, he was further invested with the powers of a Royal Commissioner on

10 December 2012. Former Justice Debelle submitted his final report in June 2013.

The Inquiry's final report detailed a wide range of issues and recommendations, including matters relating to record keeping, privacy and information sharing. Of particular note was the management of emails within the Minister's Office and the sanitisation of ICT assets.

Continued questioning by the opposition and community also led to the appointment of a Parliamentary Select Committee with the express purpose to report on "*any matter raised by the Debelle Inquiry related to incident and records management, including compliance with legislation and policy*".

The incident

To provide some insight as to how the arrest and conviction of a person led to a Royal Commission which in turn made recommendations of a records management nature it is important to understand some of the key aspects of the incident.

On the evening of Wednesday 1 December 2010 a child who had been in the care of the OSHC service earlier that afternoon told their mother about an incident that took place at the OSHC earlier that day.

Police attended the house that evening and later informed the school's principal. Police returned to the house the following day and interviewed the child. At 1.00pm on the day following the incident the OSHC worker was arrested, charged and released under strict bail conditions.

It is not necessary for the purposes of this article to discuss in detail the incident or the response from DECD and the school – former Justice Debelle's final report adequately covers both and is available at *http://www.decd.sa.gov.au/educationinquiry/pages/default/edinquiry/?reFlag=1*.

It is important to note, however, that on advice from the DECD the school gave nothing more than cursory information to parents over the coming days, weeks and months, so that by the time the individual appeared before court in August 2011 many staff and families connected to the school knew nothing of the

incident. On 9 February 2012 the OSHC worker was sentenced to imprisonment for 6 years.

As details of the case emerged through the media parents at the school became increasingly frustrated and angry at the limited information being provided by the school and DECD. This led to an Ombudsman's investigation and questions being asked in Parliament on 30 October 2012.

When asked about why the school had not informed parents, the then Minister for Education responded that "the school did not send information to the community about this incident – on the advice of SAPOL".

SA Police (SAPOL) did not agree with the Minister's assertion and that same evening published a media release to that effect.

The dispute between SAPOL and DECD caused the Minister for Education to establish the Inquiry.

Management of government records

Former Justice Debelle raises concerns of a records management nature on a number of occasions throughout his report.

One criticism was the lack of a "central file" within DECD that incorporated all aspects of the incident and subsequent follow up. On many occasions he makes remarks such as "yet another example of the problems resulting from the fact that there was no central file". The problems associated with this include individuals not having all of the information they need to provide advice, staff scrambling to reconstruct events and misinformation leading to wrong decisions.

Other concerns raised by former Justice Debelle included staff failing to keep a written record of conversations or decisions and inaccurate recording of information.

Two other aspects of information management became a focal point of not only the final report but also subsequent actions by government:

• the management of electronic records and particularly email, and

• the need for greater clarity around the sharing of information.

Returning to the one particular email that caused questions to be asked and ultimately became one of the focal points of the Parliamentary Inquiry; on 1 November 2012, under questioning from the Opposition, the Premier, who had been Minister for Education at the time of the incident, stated that he had not been advised of the incident at the time it occurred. He reiterated this position at a press conference the following day.

Later that day the Premier received a call from his Chief of Staff, who informed the Premier that despite having looked previously and finding nothing, the email that had been sent to him when he was the Premier's Chief of Staff in the Education portfolio had been found.

This email was sent by a DECD employee to the Chief of Staff on 2 December 2010 (the day after the incident) and provided detail of the incident. The Chief of Staff had located the email in a personal folder on his computer. As the Inquiry progressed it became evident that upon receiving the email the Chief of Staff had forwarded it – however the recipients of that "forward" remain unknown.

The Chief of Staff had no recollection of receiving the email, or of later forwarding it on, and was of the belief he had not informed the Premier about it. The Premier also openly stated he had not received the email. Former Justice Debelle, in his final report, indicates that he believed the evidence of both the Chief of Staff and the Premier in relation to the email and the fact that the Premier was not informed.

A number of matters relating to the management of email became evident through former Justice Debelle's Inquiry:

This and possibly other emails, which were quite obviously "offi-

(Continued over)

inMailX®
by Digitus

cial records" for the purposes of the *State Records Act 1997*, were not captured and managed properly.

In line with the SA Government's Information Security Management Framework, DECD sanitised ICT equipment before it was re-used or sold. If official records were not already captured within the corporate system then they may be lost through that sanitisation process. Forensic analysis of various pieces of ICT equipment belonging to the Premier and his staff was unable to locate or determine who the email was forwarded to.

Former Justice Debelle's inquiry also raised a second issue, that of improving information sharing. As former Justice Debelle correctly pointed out, early intervention and assistance to those in need will be assisted if there are mechanisms or processes in place by which information can be shared between those individuals, agencies and organisations involved.

While mechanisms existed for the sharing of information (*Information Sharing Guidelines for Promoting the Safety and Wellbeing of Children, Young People and their Families* and the IPPI) former Justice Debelle believed that in the broader context a clearer picture was required.

Recommendations of the Inquiry

A total of 43 recommendations were tabled by former Justice Debelle, the majority of which were designed to improve DECD's ability to react, coordinate and effectively respond to allegations and/or cases of sexual abuse.

There were three recommendations that had implications for the management of official records within DECD.

Recommendation 8: It is recommended that when allegations of sexual misconduct are made against any person employed in any capacity at a school, the department will (a) appoint one person to supervise and co-ordinate the Department's management of the matter until all aspects of that matter have been resolved, and (b) create a central file for that matter in which all documents relating to the matter and a copy of all relevant correspondence including emails are kept for future reference.

Recommendation 9: It is recommended that the department introduce procedures to ensure that information is accurately recorded by departmental officers and correctly stated in all documents created by the department, including ministerial briefings, reports and other internal departmental correspondence including emails.

Recommendation 10: It is recommended that the department introduce systems which ensure that the flow of information within the department occurs in an accurate and timely manner to all relevant officers.

It is clear that improving the management of official records, particularly emails, became a key theme.

During the conduct of the Inquiry the Government amended information privacy principle (IPP) 10 (Disclosure of Personal Information) of the IPPI to include a new sub-clause to allow "the disclosure of information where the agency has reason to suspect unlawful activity has been, is being or may be engaged in, and discloses the personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities".

With this in mind former Justice Debelle also made three recommendations to improve understanding and clarity around information sharing.

Parliamentary Select Committee

The subsequent Parliamentary Inquiry commenced on 11 September 2013 when a Select Committee of the Legislative Council was appointed to focus on the Independent Education Inquiry.

The Committee's Terms of Reference were to investigate and report on:

Any matter arising from the 2012-2013 Independent Education Inquiry also known as the Debelle Inquiry;

Any matter raised by the Debelle Inquiry related to incident and records management, including compliance with legislation and policy;

Progress on the implementation of recommendations of the Debelle Inquiry.

The Committee noted that "the Debelle Report described a process in which certain critical emails from DECD to inform the Education Minister and staff did not arrive at their destination, and departmental actions that left parents uninformed on matters that clearly affected their children. It documented a culture in the department that did not facilitate a quick and effective response to serious incidents that occur on DECD sites."

The Committee also noted that "following the release of the Debelle Report, disciplinary action was taken against a number of public servants from DECD." Amongst a large number of witnesses, which included the SA Government's Chief Information Officer and staff from the Minister's Office, the then Director, State Records was asked to provide evidence on Friday 4 October 2013. That evidence included discussion on:

• The status of Ministerial Offices as agencies for the purpose of the *State Records Act 1997* and the applicability of standards published by State Records.

• The management, retention and destruction of records, with particular reference to emails and the use of approved disposal schedules.

• The increased volume of electronic documents, with specific reference to emails and the need to invest in systems to manage these records.

• The sanitisation of ICT equipment and relationship to the management of official records.

The Committee produced an interim report in November 2013 and its final report in February 2014, both of which provided insight into the issues it believed had been uncovered through the Debelle Inquiry and the Committee's findings.

Of importance is that in its final report the Committee stated that it felt "DECD has implemented all of the recommendations that were the responsibility of the education portfolio" arising from the Debelle Report.

The Select Committee made 11 recommendations in all and these were based on the evidence provided and the key findings of the Committee.

Of relevance to State Records are the following comments made within the final report:

Lack of compliance with the State Records Act 1997 and relevant guidelines. Such failure risks exposing citizens and government to legal and other risks.

Given the dramatic increase in electronic communication, it appears the government has failed to ensure the Act is complied with.

The following recommendation was also of relevance to State Records:

Recommendation: The terms of reference for the review of the State Records Act are too narrowly focussed and should be updated.

Government's response

In response to Recommendations 9 and 10 of the Debelle Report DECD concluded that a number of projects be initiated, which would run parallel to and complement one another. The aim was to enhance DECD's capacity to give full effect to those recommendations.

• An EDRMS Pre-Implementation Project was approved comprising four components and undertaken by Records & Archive Services:

• Business Process Mapping of State Office business units.

• The development of a Records Disposal Schedule for State Office.

How messages went missing

Following the release of the Debelle Commission report, a Select Committee of the South Australian Parliament undertook its own inquiry into the circumstances around the missing email. It reported to Parliament in late 2013

It undertook rigorous questioning of Telstra, provider of the South Australian Government Electronic Messaging System (SAGEMS), and the then SA Government Chief Information Officer Andrew Mills.

At the time, more than 76,000 Exchange 2007 mailboxes were provisioned to 26 different SA Government Agencies through SAGEMS under contract through Telstra. The contract was for 3 years and completed in May 2014.

In 2012-13 just over one billion emails passed across the system, and that comprised over 110 terabytes of data.

Mills confirmed the SA Government policy of wiping data from computers used by the Minister and the Minister's staff when there is a change of Minster, after which the computer is then reused. The purpose of the DBAN process is to overwrite every sector in the hard drive on numerous occasions and thereby make it impossible to recover data from the computer. That process prevents forensic analysis of the hard disk.

This process had been followed when Mr Weatherill had ceased to be Minister.

Mills also commented that Telstra kept a backup of the Exchange mail server but was not responsible for email retention.

"Telstra doesn't hold the existence of emails. That's under the control of the user of every email box," he said.

"Telstra takes backups for technical restoration of the system if it breaks down. There is a series of different backups. They are snapshots in time of the system. They are not a continuous record of the system."

Daily backups were kept for a week, with weekly backups on a Saturday kept for a month and 12 monthly backups taken on the first Sunday of each month and kept for a year. Then there is a yearly backup taken on the last Saturday in June, and that is kept for contract plus three years. Only 14 days of deleted emails are retained in backups.

At the time of the email sent by Mr Weatherill's Chief of Staff in 2010, email archiving was not included as part of the SAGEMS Service, although there had been some discussions with Telstra about a potential rollout.

Mills was queried on how SA Government Agencies could comply with record-keeping obligations if they were routinely destroying all emails"

"Just because an email is not on the messaging system doesn't mean it has been destroyed," he responded.

"It could be on paper in a file. It could be held on other stor-age media because that is where agencies store their records.

"They vary from electronic document record management systems. Some agencies have implemented those and so they will shift the email to that system if it is a record, through to storage on what's called .psts, which is a way of storing messages away from the messaging system and maintaining those for a record."

Asked for his own regime for retaining emails considered to be records, Mills responded "At this stage I store them in .psts for myself. If I printed every email record, I would fill a file in probably a week with the paper, so I maintain them in electronic form on our file server."

Simon Blewett, then Chief of Staff for Minster Jay Weatherill, was asked how he came to find that he had retained a copy of an email deleted from Exchange.

" ... I had a set of folders from the education days on my computer in the Premier's office, and that is the set of folders that I searched on the day in which I found this email.

"My recollection is that I found that forwarded email by clicking on the original email—at the top of the email—and that indicates that the email was forwarded. I think what that then occurred was that I took a screenshot, or something, of that forwarded email."

The Select Committee also explored the possibility of forensic analysis of the SAGEMS mail server to search for the missing email, but this was shot down as hugely impractical by Telstra.

"Telstra does not have the technical capability to search across all 76,000 individual email boxes for a particular email," it responded.

"Telstra maintains back-up and disaster recovery facilities as outlined in clauses 25.1 & 25.2 of the EMSA. At the written request of a State Authorised Representative, Telstra is able to use the backup to recover the contents of individual mailboxes to a ".pst" file.

"This is done one mailbox at a time and carries an agreed charge by Telstra to the State. The restoration of 76,000 email boxes would be very time intensive. Based on current tools and processes this would take more than 12 months, and possibly much longer.

"Even if a particular mail box is restored, Telstra does not have the current capability or contractual obligation to search electronically for a particular email within the recovered mail box or boxes. Under Schedule 5 of the EMSA, when the restoration of a particular mailbox is required, Telstra is required to provide the entire contents of the individual recovered mailbox or mailboxes to the State Authorised Representative. Telstra does not access or view the contents of that mailbox."

• The development of a Business Classification Scheme dedicated to State Office.

• The development of an agency specific functional thesaurus.

At the time of writing the Business Process Mapping exercise has been completed, the Business Classification Scheme is ready for DECD Senior Executive Group endorsement and the disposal schedule for DECD State Office has been submitted to State Records Council for consideration at its meeting in October 2014.

The outcomes of the EDRMS Pre-Implementation Project provide the foundation for a broader EDRMS Project. A project team has been established to deliver the EDRMS Project and in June 2014 a contract between DECD and Objective Corporation was signed by both parties for the delivery of an EDRMS solution in DECD State Office.

In addition, an ongoing records management training program has been established, delivering to over 2000 DECD employees across sites since June 2013. DECD's response has been thorough and has led to positive change across the department.

State Records also undertook a number of initiatives in the wake of the Debelle Report. State Records met with representatives

of both the Minister's Office and DECD to consider further their records management practices and provided specific advice to both agencies. This included consideration and review of policies and procedures as well as work practices.

Specific advice was also provided to Ministerial Offices concerning the management of email and the importance of capturing official records within records management systems and to not rely on 'back-ups' as a form of archiving. This advice supplemented State Records' existing guideline on the management of email as an official record.

Further work with Ministerial Offices has led to the development of a Ministerial Handbook relating to records management. Once completed this document will provide a single reference point for Ministerial staff wishing to establish and maintain a records management program.

State Records also considered the policies and procedures of the OCIO (particularly the Information Security Management Framework) and DECD that established how certain aspects of the department operated, with particular reference to the sanitisation of ICT equipment prior to it being salvaged or re-used.

Following the publication of the Debelle Report, a range of further changes were made to the IPPI on 5 August 2013 to implement Recommendation 33 of the Inquiry and to further improve information sharing by public sector agencies

The Privacy Committee of SA also released two papers of relevance since the Inquiry:

Amendments to the Information Privacy Principles Instruction

Information Privacy Principles and Child Protection Guideline

State Records is progressing the development of information privacy legislation for SA and, while not directly linked to this matter, the Inquiry did note that there was a lack of effective mechanisms to ensure agency compliance with the IPPI and that this may contribute to agency apathy in implementing the IPPI. In addition, the lack of awareness and understanding of the IPPI represents a barrier to appropriate information exchange.

State Records is hopeful that replacing the IPPI with a legislative regime will address these issues.

Legislative Review

Finally, the Review of South Australia's *State Records Act 1997* has only recently concluded. Aware of the growing problem of retaining and storing official records and, in particular, electronic records, and spurred by events concerning missing records, in September 2013, the Attorney-General, in his capacity as the Minister responsible for the *State Records Act 1997*, appointed Mr Alan Moss, a Retired Judge of the District Court, to conduct a review of the operation of the *State Records Act 1997*.

The Review considered the extent to which the current legislative framework effectively achieves the objects of the Act with particular consideration being given to electronic records.

The Review published its terms of reference on the Government's YourSAy website on 25 November 2013 and invited submissions from interested parties. Submissions were accepted up to the end of January 2014.

In December 2013 Mr Moss held a consultation session with key stakeholders from the records management and archives community. 52 submissions were received by the Review outlining a wide range of issues with the Act and its operation.

Some of the more significant issues that emerged included:

 • Need for clear provisions in the Act with respect to electronic records.

 • Inability of the Act to ensure agency compliance with adequate records management.

 • Complexity, timeliness and cost of the process for disposal.

 • Replacement of paper based records with digital copies,

allowing for the reduction of paper stores and associated costs of temporary storage.

 • Lack of a central digital archive for the SA public sector.

 • Need for a default open access period under the Act.

 • Lack of investment in technical expertise and infrastructure within State Records.

 • General lack of expertise and professionalism in records management in public sector agencies.

Following consideration of the submissions Moss developed a final report containing 12 recommendations relating to all aspects of the current legislation including the functions and responsibilities established under the Act. It is important to note at this stage that the report has only recently been finalised and consideration will need to be given by government as to how it responds. State Records will play a key role in that process and the implementation of recommendations.

 The report notes that records management appears to be a low-priority for many agencies. It is hoped the recommendations address that.

The report and the recommendations represent a significant change to the current order. There are key themes that run through the whole report including:

 • The need to improve performance generally in the management of official records.

 • Stronger leadership and changes to the role of the State Records Council.

 • Strengthening the powers of the Director, State Records.

As government considers the report and its recommendations it is clear that the integrity of State Records and its ability to lead change across government will become an increasingly important aspect.

Conclusion

At the core of this is a very tragic human story and we should never lose sight of the fact that it has taken something of this magnitude to affect change. Government has a responsibility to its citizens and particularly to those in society who are, for whatever reason, vulnerable. This responsibility goes beyond providing services to support and enhance their lives; it gets to the very root of what a decent and moral society and government should be.

Whilst to many the management of a government's official records is a mundane administrative burden, cases like this highlight its importance.

Alan Moss in his Final Report opens by saying that "the adequate keeping and maintaining of records is an important function of a civilised society. Records document our history and social development and inform our customs, laws, politics, morality and social norms". He goes on to say that "the loss of official records can also adversely affect an individual's rights and remedies" and here he draws upon the State's 2004 Inquiry into Children in State Care where "the Inquiry documented the significant harm that had arisen from the destruction of a large amount of vital evidentiary records of children in state care".

I am hopeful that this may be the start of change, that the review of the Act, that came in some ways from this episode, leads to a stronger framework and deeper understanding of the need to manage official records.

It also raises the bar for State Records and its role in affecting change across government as well as the need for a central body to be responsible for directing government's management of this vital asset.

(*The complete version of this article was originally presented at the Records and Information Management Professionals Australasia inForum 2014 conference, Adelaide, September 2014.*)

Information Transparency™ with Nuix

Make fact-based decisions
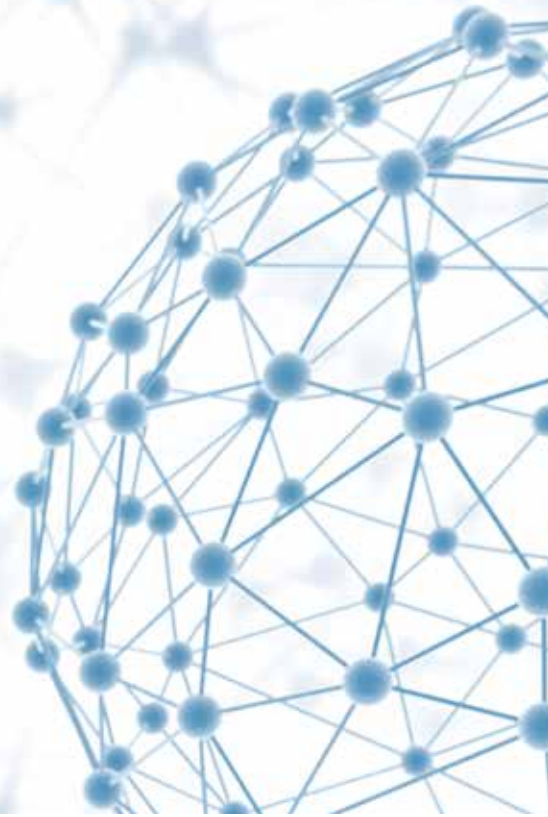
Information governance is about developing strategies and then implementing business processes to contain costs, mitigate risks and ensure compliance.

The Nuix Luminate platform, built on the patented Nuix Engine, gives organisations transparency into the content and value of their data so they can take action.

Start with the facts. Start with Nuix.

Nuix was awarded the #1 Information Governance Solution in the New York Law Journal's Reader Rankings for 2013 and 2014.

Find out more: nuix.com/information-governance

New York Law Journal Reader Rankings

Winner Best Information Governance Solution **Nuix** 2013

New York Law Journal Reader Rankings

Winner Best Information Governance Solution **Nuix** 2014

nuix

Simple. Powerful. Precise.

APAC
Australia: +61 2 9280 0699

North America
USA: +1 877 470 6849

EMEA
UK: +44 207 877 0300

Records management: Are you trapped?

By Esther Till

For any organisation big or small, an electronic document and records management system (eDRMS) implementation is complex, but if managed right, should be a positive experience for both the project team and the organisational users.

After being part of numerous eDRMS implementations across multiple organisations, I have noted several trends in project approaches – I've seen what works and what doesn't. In most cases, projects fly in and fly out, with residual impacts falling heavily on the end users, their day-to-day activities and tolerance to any future initiatives.

Some of the traps I've encountered, which could easily be avoided to reduce negative impacts, include:

 • Lack of focus on the end user
 • Inconsistent communication
 • Lack of planning
 • Unsuitable training and support, and
 • Poor change management.

Most importantly, although the issues that appeared were solvable, they could have easily been avoided if certain components of each project were better thought through and approached from a different angle. Three basic components to an effective and successful eDRMS system implementation include:

User Focus

An eDRMS system impacts the whole organisation – every employee and most of the activities they perform on a day-to-day basis. It changes the way users work, organisational operations, processes and procedures, and in some organisations the format of information, like moving from paper to electronic records. Engaging the end user to ensure they understand and appreciate these changes is very important; disengaged employees can lead to a reluctance to adopt the new process.

Lack of user adoption creates ineffective and inefficient business operations. It affects the ability to meet compliance requirements and can lead to user intolerance. Involving the user and getting them to adopt the solution from the start adds immeasurable benefit and increases the project's likelihood of success. Simple activities that can be done to place a focus on the user include:

 • Involving all employees in the process
 • Recognising the employees requirements
 • Tailoring the solution to meet their needs
 • Demonstrating the benefits to them
 • Tailoring communications and keeping them informed
 • Listening to their queries and feedback
 • Providing good advice and support.

Planning

Having a detailed understanding of what activities need to be completed and how long they will take is crucial to keeping the project on schedule and under budget.

You can best prepare for an eDRMS implementation by:
 • Focusing on business and information problems
 • Thinking about the big picture
 • Gathering detailed requirements
 • Choosing a system that supports your user, business and compliance requirements
 • Thinking through the consequences of the change
 • Focusing on getting the small components right before big ticket items
 • Thinking about the quality
 • Ensuring training is conducted at the right time, and
 • Ensuring ongoing support and management are in place.

Change Management

It is not uncommon for users to be left out of the journey, instead being asked to arrive at the destination without even a map. The result: a lot of users don't reach the destination they were promised. Most of the time this is not from lack of trying. If users aren't taken on the journey they either give up or appear at the wrong place, frustrated and confused, through no fault of their own.

Change management provides the map to get the user to the project's destination. Good change management turns a hard implementation into a journey. At a minimum, eDRMS change management approaches should:

 • Have a top down and bottom up approach
 • Ensure leadership support the implementation
 • Create of a champion or SME group
 • Have a well thought out plan covering:
 • where the users are currently
 • where they need to be, and
 • how they are going to get there
 • Ensure promises are followed through
 • Ensure communications are consistent and at all stages of the implementation
 • Manage expectations, and
 • Check in on the progress of users and support them where needed.

The three components outlined here can help make your organisation's implementation smooth and successful. Stay tuned for part two of this blog which will cover the areas of communications and training and support.

A specialist in records management, Esther Till is a consultant with Glentworth Consulting and has worked extensively with the public sector, as well as the utilities and mining and resources industries.

Records, social media and the right to access

By Elisa Hesling

Each State and Territory in Australia has a public records body to guide government agencies on managing records. Depending upon the type of record, once retained, these records can be accessed by the public under information access regimes, such as Freedom of Information Acts or "FOI".

Under FOI, members of the public can access documents held by government agencies. A "document" is defined broadly in FOI legislation and includes not just paper-based material but photographs, maps, labels and computer based information. A document for the purpose of FOI is almost the same as a "record" for the purpose of public records legislation.

About two years ago, our law firm started to receive requests for advice on how our government clients should respond to requests for access to social media posts under FOI. The questions related to various types of social media - Facebook, blogs and Twitter being some. However, all questions related to situations where the government agency was using social media to interact with its clients and a client then made an FOI request for "all documents" about the social media post.

Initially the answers to these questions seemed to be straightforward. FOI requests are for documents and, as the definition of document is so broad, we felt sure social media posts had to be included. A greater complexity became evident upon further analysis.

Possession

Possession of documents is all important in both records management and FOI. When documents are in the possession of an agency they can be accessed through FOI.

As a concept, possession may be as simple as being in physical possession or custody of an object. However, at law another form of possession exists. Constructive possession may occur where although there is no physical possession, a person or organisation has a right to control an object held by another. An example of constructive possession is where objects are housed at an off-site storage service which under contract must look after the objects for you until you want to remove them.

The Victorian case of *Mildenhall v Department of Premier and Cabinet (No 2)* held that an agency will be in possession of a document for the purpose of FOI not only when it has physical possession but also when it has constructive possession. The majority of Australian jurisdictions have approved the Mildenhall decision in cases considering when an agency is in possession (see breakout panel).

From FOI legislation, we understand that the public only has a right to access documents that are in a government agency's possession. From Mildenhall, we understand that the right of access is to documents in the physical possession, as well as the constructive possession, of an agency.

So who possesses social media?

Sometimes, we need reminding that social media sites such as Twitter or Facebook, are not located on one's computer. When a blog post or Facebook update is posted, that social media post resides on whichever server hosts the particular social media site. This server is most likely to be outside the government agency using the social media site; in fact it is most likely that the servers will be outside Australia. A government agency will not have physical possession of its social media posts, unless it hosts the site on which the post is located.

As to constructive possession, the right to use a social media site is created through agreement on terms and conditions of use. The user agrees to provide the site with information for the benefit of using the site to engage with others. It seems unlikely that amongst those terms and conditions a user will have a contractual right that would amount to a right of constructive possession over the posted information. The outcome is that without physical or constructive possession of social media there is no right for members of the public to access those documents under FOI.

Without something more, social media entries cannot be accessed through FOI.

Many Australian public records agencies provide guidance on capturing

Elisa Hesling is an Associate at FOI Solutions, Solicitors and Consultants, a law firm that advises government agencies on administrative law issues, such as FOI and privacy.

and storing records of social media. However, guidance varies on how social media records should be captured. Generally, agencies are invited to make a decision based upon whether the social media post is a business activity. If the agency believes the post is a business activity, then it should retain the post. It is ironic that by capturing records of social media activity, agencies are also creating documents that are in the physical possession of agencies for FOI.

What does all this really mean?

As a quick overview, a social media entry can be a document for the purpose of FOI because document is defined broadly enough to include computer stored information. For a member of the public to make an FOI request, he or she must be seeking documents held by an agency, that is, documents in the possession of the agency. A social media entry is unlikely to be in the possession of an agency unless the server hosting the social media forum is located at the agency itself. If that is not the case, social media entries made by government agencies will be in the physical custody of the owner of the servers that host the social media site. Therefore, the decision on whether a social media post is a business activity will also decide whether a document exists for the purpose of FOI.

What does this all really mean? The internet and social media sites are readily accessible. If a person is sufficiently interested in a social media post, they can probably find the entry for themselves, so why does this matter?

The answer lies somewhat in the fact that members of the public do make requests for social media posts and expect agencies to hold copies. Additionally, the increase in social media sites and rapid evolution of Web 2.0, along with budgetary restraints and inconsistent guidance from public records authorities can lead to inconsistent approaches to retaining social media records. Agencies may think that record keeping obligations can be met retrospectively through printing pdfs of social media activity if and when an FOI request is made. This will not work if the social media host changes accessibility or even ceases to exist (remember MySpace?). Social media records must be retained with method to ensure they can be found when required at a later time. This means that agencies must capture social media records in a consistent and searchable fashion.

Mildenhall v Department of Premier and Cabinet (No 2)

Mr Mildenhall sought access to documents relating to a particular survey that had been undertaken by the Department of Premier and Cabinet. The Department contracted an external company to create and manage the survey as well as to collect and compile the responses. This occurred prior to the occurance of the Victorian FOI Act.

While the Department held a copy of the final report, at no stage did it hold the survey responses, or compiled data. This information was held by the company: at the time of the request the compiled data was stored on a disc.

The Department argued that it was not in possession of the disc or of the data collected in the survey. Mr Mildenhall argued that the Department had a contractual right to access the disc and that this right should be treated the same as the Department being in actual possession of the disc.

The Tribunal agreed and the Department was held to have constructive possession of the disc for the purpose of responding to the FOI request.

What do we do?

Agencies need to establish concrete guidelines to identify when they are engaging in business activities in social media. The format chosen to record social media activities needs to be able to reproduce the social media posts, if required. Finally, however the record is stored, it must be able to be searched for and found in the event of an FOI request.

As social media sites develop and change, and our ability to source new areas of information evolves, it is important to ensure that social media activities are captured in a meaningful way to ensure future use and access. The decisions of today will affect our ability to access evidence of social media activity in the future.

5 Essential Ingredients for Information Governance

By Brian Tuemmler

The information revolution and the advent of big data have made formalised records and information management (RIM) programs essential for enterprises. Enterprise data yields knowledge, and knowledge is valuable for organisations that need to make fact-based decisions quickly. The inherent value of data has prompted organisations to track information-related transactions, build classification structures and conceive of behavioural principles relating to information. Not only do we now have specialised information managers, we are beginning to treat information as an asset in the same way that accountants track funds and physical items.

In the same way that good financial processes are crucial to the success of a business, it's important for organisations to standardise their systems for managing knowledge assets using proactive information governance (IG). IG processes are crucial to minimising risk, remediating sensitive information and finding facts fast.

Here are five non-traditional ways to leverage IG:

1. Map content to shares and sites to prioritise efforts

We tend to think of unstructured content as residing on a single, large, homogeneous shared M:\ drive.

The reality is that, over time, IT administrators and other users spread this content across many storage devices and repositories that contain many functionally-specific network shares. Access to a simple inventory that contains the types of records that exist, and their location, across thousands of shares or sites can save a record manger time and help prioritise efforts.

The traditional method for developing this inventory is through forms and interviews with content owners, who may or may not know what a record is, or on what technology the information resides.

IG solutions can act as a non-traditional alternative that allow records managers to build a taxonomy structure containing the names, acronyms and distinguishing characteristics of content types, and then tag the results across shares or sites.

This simple approach will not identify all records, but it will help target and prioritise record-keeping efforts across multiple data sources.

2. Determine and prioritise schedule categories

Not all retention categories are equal in value. Some are defined in correlation to their importance to the organisation, and others are catch-all categories. The latter has a much larger value from a clean-up perspective. These catch-all categories are broadly defined and, thanks to their short retention periods, house a lot of expired content.

About 80% of expired records will be classified into just 20% of categories. A simple and light index and analysis for content, based on file or folder names, can help an organisation visualise what voluminous categories should be addressed first. You can then achieve 80% compliance, and dispose of the largest volume of content, with the least effort.

3. Refine schedule descriptions for improved search

In a typical organisation, a RIM program manages electronic content by adapting a paper-based retention schedule. When boxes are organised based on subject matter, it is likely that there will be records descriptions on the boxes such as 'and files relating to accounting'.

This phrase is usually short-hand for 'whatever else might be in that accounting box'.

This level of classification is highly inefficient for electronic records unless there is already a very organised folder structure.

A more straightforward approach to classifying electronic records is to enhance the schedule description with content type, or the discrete designation of name, title, or description of content with similar retrieval and retention periods.

This method of classification replaces the text description to read 'and files related to accounting, such as invoices, credit memos, debit memos, journal entries and balances'.

The search classification capabilities of IG software can leverage this approach to help search for and refine these definitions in the master retention schedule descriptions.

4. Perform a cost-benefit analysis

Counting the pages in a four-drawer cabinet or figuring out how long it will take to destroy 200 boxes has become an easy science for seasoned records managers. Doing the same for electronic content, however, is impractical without tools in place to help quantify the level of effort.

IG software offers a file analysis capability that illuminates critical metrics that can be used in a cost-benefit analysis, such as the number of files and volume of storage, percentages of purgeable content, growth rates and migration and manual classification efforts.

5. Connect with the user community

Good records management places the responsibility for compliance on content owners. However, if there is only a small team of records managers and liaisons in a company of over 100,000 employees, a human connection to the content owners is often impossible.

A clean-up program that targets temporary files, identifiable duplicates, and personal media, without the heavy lifting of a full records classification, is an excellent opportunity to drum up some publicity for RIM. In other words, don't just delete the eTrash, take the opportunity to introduce the RIM program to the file owners, liaisons, and department heads, and show how it can add value.

When it comes to IG and RIM, systems for managing and rationalising information play a similar role to factory machinery—the more efficient the process, the more productive and profitable the enterprise will be.

Information governance technologies such as Nuix's Luminate can help records and information managers to identify where content is stored, gain transparency into that content, classify it, and take action to grow and expedite a RIM program.

Brian Tuemmler is Information Governance Program Architect at unstrtuctured data analyis specialist Nuix.

EDRMS in the cloud

Public, private or hybrid

Powered by **HP TRIM or HP Records Manager** for true enterprise compliance.

Accessed via collaborative WCAG 2.0 AA compliant portal to maximise usability.

Secure and mobile ready!

A Big Opportunity for Search

By Rob Barrow

Search is at an interesting crossroads. As the keystone of the information age, this truly transformative technology now blends into almost every digital nook and cranny without fanfare. It goes without saying that smartphone apps, web pages, social networking tools, productivity software and operating systems have started off with simply having a search box embedded somewhere.

Today, search technology is able to pinpoint valuable information inside every document, file and email buried within every content repository, email system, network and social media platform, across an organisation. As a result, search is now a business critical function for compliance audits, freedom of information enquiries, legal discovery mandates, better decision-making, improving customer service and reducing complaints from knowledge workers. With enterprise search products now taking on all shapes and sizes, how can organisations best help their employees seek the information they need from anywhere, in any format and from any data source?

Never having been more essential than it is now, enterprise search presents a clear path for vendors that face the daunting challenge of finding, analysing and using precise content, anywhere and anytime. In order to enable the end customer to unlock valuable content regardless of where it exists, organisations are now required to have technology that can provide unified data access across various content repositories – that is, the ability to search across the various information management and existing legacy systems within the enterprise.

Drowning in Data

It is undeniable that the influx of data is slowing organisational processes down instead of speeding them up. Information is everywhere, but it is now harder than ever to actually find reliable answers. This is a result of the gaps present between the software used to drive business routines and the volumes of unstructured pieces of information that surround them. A typical organisation has a few core business systems, maybe a content management repository or two, and a growing number of disconnected SharePoint sites, email servers, local and network drives, databases, mobile devices and other places where unorganised information is tucked away. Beyond SharePoint, intranet and ECM systems, most content is beyond the scope of the search tools.

With new content being produced at an expected annual growth rate of "40-fold over the next decade" and Australia's big data market forecast to be worth more than $538m by 2017, according to IDC, the gaps are quickly widening into gorges. Interestingly, in a recent AIIM study, it was revealed that 1 in 4 responding organisations have no advanced or dedicated search tools. As manual methods prevail across the enterprise, more than half of organisations surveyed, agreed that their discovery procedures are "ad hoc, manual, disruptive and expensive". In addition, 47 per cent feel that their policies and mechanisms were putting their organisations at risk.

Searching for Answers

Although the importance for having a search capability is widely acknowledged (71 per cent of organisations cite ready access to documents to be vital staff productivity and effectiveness), majority of enterprises are failing their knowledge workers, with only 11 per cent having an enterprise search capability.

While this is where the opportunity for search presents itself, a number of vendors still lack the technology and the knowledge to back the best approach to take advantage of the solution.

At a foundational level, a search technology must provide a single access point to information that is plain and simple. The process of retrieving data should be straightforward and quick, and without the prerequisite of having to type in a perfect search query or know exactly where to look to find the right content. User acceptance is often the biggest hurdle for any technology, so intuitive, fast functionality is crucial. It is important to note however, that this kind of simplicity does not equal a lack of technical sophistication. In fact, it is quite the opposite.

Search must also be able to bring information to the surface despite its location, as it is safe to assume that important content is slipping through enterprise cracks by being inappropriately stored. Though technology is replacing storage rooms packed with filing cabinets, the concept of stuffing files in folders and stashing them in drawers is very much alive and well in the digital world. As a result, today's search technology must be able to reach into every possible repository for answers, regardless of whether they are structured or unstructured, or if they are inside or outside an organisation's firewall.

> Beyond SharePoint, intranet and ECM systems, most content is beyond the scope of search tools.

Currently, unified data access across content repositories is a struggle for most organisations. AIIM reports that 61 per cent "would find it 'very useful' to link structured and unstructured datasets." In addition, 70 per cent claim that it is 'harder' or 'much harder' to research information held on their internal systems compared to the Web.

The Bigger Picture

There are much more significant business implications of unified data access that go beyond improving employee productivity and the decision-making process. The task of locating information easily across disparate sources from a single application, can dramatically add value to any industry or business process, by shaving time and eliminating unnecessary associated costs. There is no longer a need to migrate every piece of enterprise content into a single repository, which poses a major drain on budgets and resources. If there are multiple information management and legacy systems in place, organisations are likely paying maintenance and support fees that could be reduced or eliminated. Time and money spent on training employees to use these different systems can be reallocated.

A final requirement for organisations to help people find the information they need is the ability to power a larger vision ie. business and industry process improvement. Specifically, search must be able to be packaged with other functionality, like workflow or intelligent capture, into a cohesive solution that addresses the unique needs of a particular process. Needless to say, that solution must work seamlessly with all of the business systems and content sources the organisation has in place.

Despite not having a single killer application at hand that solves every information and big data-related problem, progressive organisations can bet that those few search vendors that have the right technology and the right approach have zeroed in on the right target.

Rob Barrow is General Manager ANZ, Perceptive Software

Can you defend your decision to delete?

By Michael Osterman

Can you defend your decision to delete data your organization no longer requires? That's a critical question that every organization must address at some point.

A 2012 survey conducted by the Compliance, Governance and Oversight Counsel found that data can be placed into one of four "buckets":

- At any given time, 1% of data must be retained for litigation holds
- 5% of data must be retained because of regulatory obligations
- 25% of data has some level of business value
- The remaining 69% of data has little or no business value

Consequently, more than two-thirds of data can be safely deleted with little or no consequence.

When unnecessary content is not deleted, storage requirements and costs increase over time as a growing proportion of content must be stored and managed.

For example, if we assume that the typical user generates five megabytes of content per day, that 69% of this content is not necessary to retain, and that the amount of content generated by users is growing at 25% per year, that means that at the end of seven years in an organization of 5,000 users there will be 534 terabytes of superfluous content.

Moreover, content that is not deleted complicates and lengthens searches for information, such as those required for eDiscovery or regulatory audits. These searches become more difficult and more expensive simply because there is more content – most of it not necessary – that must be searched and for which paralegals and others must be paid as part of the discovery and production process.

It is also important to note that most of this content is unstructured and so becomes more difficult to search and analyze – classification of this data in some form would add structure and make the eDiscovery and regulatory compliance process easier to manage.

Finally, the potential value of undeleted data diminishes over time while its potential risk does not, thereby increasing its relative risk. Moreover, undeleted data becomes more risky over time because the context that would help to explain it disappears. For example, a set of emails between senior managers that discusses a decision to terminate an employee for misconduct can easily be taken out of context in later years if those who were involved in the decision process are no longer with the firm to provide context or help in its interpretation.

Many decision makers are reluctant to delete content for two important reasons. First, most organizations have inadequate information governance processes or technologies in place, and so most decision makers simply don't know what can safely be deleted and what must be retained. Second, some data retention obligations are rather vague, and so many decision makers opt for a more cautious approach and retain more content than is necessary "just in case".

At a high level, Osterman Research recommends a four-step process for implementing defensible deletion:

1. First, develop consensus among senior managers and all other stakeholders across the enterprise that there is value in deleting unneeded content. This process must include senior line-of-business managers, the CIO, IT management, legal and others that will be impacted by a decision to delete unnecessary information.

2. Second, decision makers need to become aware of how long certain types of content must be retained, as well as what and when content can be safely deleted. This involves establishing retention and deletion policies based on advice from legal counsel, education from regulators, adhering to industry best practices, and creation of specific corporate best practices about appropriate retention and deletion schedules.

3. Third, develop a realistic plan for deleting content – start with one system (e.g., email or SharePoint), one operation within the company, or the oldest data in the organization first. In order for a defensible deletion plan to work, it must be manageable and not overly ambitious if it is to be successful.

4. Finally, implement the appropriate technologies that will aid in the process of deciding what content can be defensibly deleted. These solutions will include archiving systems that can index content appropriately, classification systems that will categorize content properly, eDiscovery tools that will help to determine what is important and what is not, etc.

While not a simple process, defensible deletion will pay enormous dividends, both in elimination of the direct costs associated with storing too much content and in reduced risk to the enterprise.

Michael Osterman is President Osterman Research.

Unleashing information intelligence

Kodak Info Insight Platform is a new solution platform from Kodak Alaris that employs Artificial Intelligence (AI) to help organisations deal with the challenge of managing a multitude of inputs from different communication types, such as email, traditional mail, social media, text and online forms. Kodak Alaris' Roderick Hughes recently travelled to Australia to outline the capabilities of Info Insight to major enterprise, government and BPO customers in the region. IDM editor Bill Dawes asked Rod to explain the business proposition.

IDM: Rod, this looks to be a very different product to Kodak's traditional Digital Imaging business?

RH: Kodak Alaris has a long history of developing document scanners and the ability to take a really good picture of a piece of paper. About 15 years ago we saw the need to expand into the next step of most business transactions, the capture layer of document processing.

The natural evolution of our business has been to look at how can we move beyond (a) just paper and (b) add more intelligence and more value to the overall transaction. Where we saw the gap was the explosion of unstructured information as a whole.

For every chat, every email, every postal letter that somebody sends in, the average enterprise has trouble in knowing how to handle that consistently, and how to eliminate the enormous amount of labour it takes to read and understand and last but not least respond those types of communications.

Email is completely unstructured and for most firms it's a problem.

The traditional call centre often has to create a separate silo of labour to process and respond to emails. Then you have the problem of people getting a different response than the phone centre personnel would give, and in this case it's in writing so therefore it's a little bit more legally binding and a little bit easier to follow up on.

Social media continues to grow and create another silo of people in contact centres reading tweets and responding.

The challenge in a contact centre is how to cost effectively handle all of these different inputs and be able to manage them and provide back to customers a timely and consistent response.

With Info Insight they can have the software read and understand any of those inputs and begin quickly to classify it. What is it? Is it simply a change of address request, is it something more than that, a customer complaint or accolade. And then depending on what type of request it is we can assign it to a different business processes. Often this will require us to do is integrate into your existing strategic systems, your data warehouse, your ERP, your CRM, and enrich that input.

For example if a prospective customer was to write in "Can I buy

the iPad in blue?" we can see who you are, we can understand what you're asking, and by that input we can marry it up with the static information in your firm using that same artificial intelligence, that same ability to read and truly understand language thereby presenting your contact centre agent with an approved and consistent response no matter what the input.

When you have a customer that's impatient and hitting you four different times via four different channels, that's often 4x the cost for a contact centre. We can unify all four and provide one consistent and timely response back to the customer across all four channels that they came in with lower the cost to the parent firm by 4x in that scenario.

IDM: What is the competitive landscape for Info Insight?

RH: Other players in the market may offer capabilities that partially overlap with what Kodak Alaris can provide, however, none cover the full spectrum of text based documents and communications as we do. Out platform's ability to actually interpret and understand natural language provides superior assets. So we're not picking key words or a series of key words and wrapping around rules around it.

The Kodak Info Insight Platform makes use of virtually all available algorithms and adds several of its own to arrive at the best possible and most reliable result. In addition to being able to understand natural languages, the platform can also apply continuous self-learning to improve and adapt. So it learns the decisions it's made up to that point and if it comes across a customer interaction or a document that it hasn't come across before, you need to give it instructions. So that's the only time a human would be involved and this would be your super user.

Once an expert user has made a decision or guided the AI in terms of how to handle that particular document or interaction the system remembers that so the next time it comes across a similar case it doesn't have to go through that expert user again. So you're continually building this knowledge and capability.

Roderick Hughes, General Manager, Software and Solutions at Kodak Alaris

This leaves you able to automate a lot of your very simple cases and that means your staff which are more expensive in a contact centre environment only have to deal with really high value or complex cases. That also means as a contact centre operation you'll be able to scale up or down your operation. Because typically when you look at call centre or contact centre operations they'd be resourced based on the peak volumes that they anticipate. What that means is they're spending on resources that they probably utilise only be about 60% most times of the year. So this allows you to optimise that as well.

IDM: The AI technology that you've developed to do language processing, where did that come from?

RH: Kodak Alaris is strategically involved with a German firm that is strongly aligned with the University of Koblenz. Unlike almost every document capture vendor that grew into intelligent document recognition by figuring out how to read data from structured forms, this company's founder chose to tackle the a much greater challenge and started by figuring out how to build a way to handle unstructured information in emails with which they approached a major German airline.. At the time thought, email wasn't such a big problem yet; "fortunately", dozens of emails a days have growth to many thousands, necessitating and intelligent solution that happens to work just as well with structure and semi-structured content. What the technology was quickly applied to do was eliminate the time consuming task of reading those emails, figuring out what the problem was and

then routing it to the right person who could solve the problem Going far beyond mere routing, today's solution actually provides suggested responses to the agent so that the entire process of responding to the customer emails can be reduced to just a few mouse clicks.

That allowed the airline to continue to grow as new mediums came out like social media, like chat and like everything else, their operation was able to remain consistent and scalable because no matter the input, no matter the channel that the input comes in, the people who are well trained and understand how to respond are able to do that all in the same way, whether it's a phone call or any type of other input.

IDM: Can't firms do the same thing using Web forms with menus that route stuff where it needs to go?

RH: I would say it's a Band-Aid solution and the reason I say that is twofold. One is most customers get really frustrated with those forms. If it's the case where you've simply lost your luggage and you know all of the information the airline's requesting on the form, what was your ticket number, your route, etc. they work okay. Most customers or a good subset of customers either hate the forms or the vast majority of the information that they put in is at the very bottom, in the comments or the "describe your problem" field. That area still needs human intervention to read, understand and figure out in that case where to send it. So behind those forms there is simply lots of people for most industries.

With Info Insight we can take the comment, enhance it with the CRM, look up the flight that you were on and why your baggage was lost and present that seamlessly to the contact centre agent. What that eliminates is the agent having to query multiple systems, then route it to the correct person to handle the problem and all of the back office stuff that occurs in a contact centre to make that work. Even so, Info Insight can handle from web forms just as well; after all, web forms can contain unstructured customer input as well.

IDM: These solutions require a very different channel to scanners and capture software,

What is Kodak Alaris' strategy for getting into organisations at that level?

RH: Our strategy is and remains partner driven. It will likely not be our traditional hardware or software reseller that does this, but someone who is interested in building a professional services capability with deep business understanding of customers.

The technology in the Info Insight platform goes beyond just contact centre operation. The competitive landscape today means organizations cannot afford for online quotes to be processed manually, they need to be able to respond instantly whether it's on the Web or via social media.

IDM: It's a very young industry that's evolving rapidly, with a lot of players attempting to make a stake in this market and really no obvious leaders or anyone with entrenched market share in this because it's so new. Who is deploying this technology for automated classification today?

RH: Some leading companies in the world, many of which are in the Global 100 and 500, are currently using this technology in their systems, either as input management to handle the first couple of steps of classify and extract, or overall in response management or full customer experience management mean-

(From previous page)

ing. Eliminating the mundane manual tasks really allows your business to grow in scale over time without having to add a lot of cost to the structure. Furthermore it keeps employees happier because they're doing higher value tasks versus again just sorting through a bunch of paper to see if a signature is there or not.

For one major online-only insurance company it used to take about two hours for an employee to query different systems just to generate a quote for a customer. Now they can do that in about two minutes. The AI can go through the different systems, read through the customers email to understand what type of quote they're looking for, assemble the quote, and what the agent does now is simply reads it and proofs it and hits send to deploy the quote out to the customer.

Many contact centres have taken strategies around deflection. Whereas most firms will post a static frequently asked question on their website and hopefully you can go find it and hopefully understand it based on your language and understanding, Info Insight can automatically present solutions.

The applications that we're all chasing at this point is how to get the right information to the right people at the right time.

In the past people would digitise documents purely to store them and archive them. Nowadays it's about extracting information and doing something with it.

So in some ways the new Info Insight business is just an evolution of what we have always done. Paper is just one input and we treat it no differently to an email, to a mobile app, to a social media post, to a forum in a community, so all of these are what I would class as conversations and conversations by the nature of it means you need a person trying to understand what it means. That's where our AI comes into play.

Also the natural evolution of those big tiff archives is to use them to build analytics, to build business intelligence. Currently the customers that have been scanning to archive are perfectly positioned to use the technology that's in the market right now to go through and extract the relevant data from those systems and build their data warehouses in the right way. So it's a pivotal time to actually be able to use all of those "scan to archive" applications, and now take them to the next step to help manage your business more appropriately.

IDM: What is the technology stack behind Info Insight?

RH: Info Insight is a versatile solution powered by an artificial intelligence engine that can read and understand unstructured data, it's an integration platform to enable you to tie into your back end strategic systems, and then finally it's a business process design engine.

It is built in Java and runs as a Web service in a RESTful architecture, and integrates with any of the major database players from DB2 to Microsoft SQL, to Oracle. The vast majority of our customers are on MySQL which is the open source evolution now owned by Oracle. That allows us to be completely agnostic, whether it be database or operating system, inside of an environment. The system considers that every business process step is a web service that's advertised throughout the enterprise so you have the ability to hook in and out of Info Insight with any step of a business transaction. And that gives you the flexibility as well as the database layer integrations and everything else to really use it with any modern system that has been built in the last 25 years.

IDM: Where does it sit in a spectrum with workflow and BPM technology? Is it something extra, a replacement, or an alternative?

RH: I wouldn't refer to it as a workflow engine in the traditional sense of a K2 or Nintex or something like that. What we do well is document and outline a business process that involves some-

thing to do with either an input or an input management or static information and then drive it throughout the different systems inside of your enterprise. You wouldn't use it for your expense report internal approval, there'd be cheaper, easier ways to do that at the end of the day, what we do really well is anything that you'd have a human reading an input, reading information and doing a business process over and over again, we automate that so that the human doesn't need to be bothered with it.

IDM: The business case for automating business processes largely hinges on the rate of exception processing. Are you able to estimate what this will be for info Insight in different scenarios?

RH. Never is it the case that 100% of transactions can be automated. There is always some bit of end user validation or exception processing that needs to happen but one of the key aspects of this solution is that the artificial intelligence engine has the ability to learn from the exception process The system is always getting better at what it does but any new input, any new question, any new type of response, will absolutely fall on humans to figure out how to solve the problem.

Also, when we talk about classification we speak about it at the transaction level. Not at the field level, not at the character level, but at automating the entire input or, for lack of a better word, the entire document through the system. We don't advertise a classification rate, however, depending on the complexity of the input stream, large customers in the US can achieve straight through processing. Rates up to over 90% But even lower rates can yield a very compelling ROI; think of companies utilizing hundreds of agents to respond to customers.

For traditional scanning to a document management system we can achieve around 95% such that you don't need any manual rekeying. Enriching the scanned data through your back end systems is the next step and that really becomes dependent upon your CRM data. It also depends on the threshold levels you set which depends on your confidence levels and the testing we do during the install.

If it's a question like does the iPad come in blue you may choose to just let that go through the system without human intervention. If it's a question about my billing or my contract you may want to ensure that an agent is always looking at the question before you send it to your customer.

IDM: There are many well-known obstacles to deploying automated capture and OCR technologies, whether its organisational cultural change or user resistance to workflow change. What are some of the obstacles that prevent people considering automated classification solutions?

RH: I don't think the obstacles are fundamentally different. With the economic volatility of recent years firms have started to get a better handle on the cost of manual intervention in every step of the business process and begin to look at outsourcing to a BPO for rekeying and certain steps like that.

Firms have become very aware of the cost of getting new customers, very aware of how important customer experience is to retaining customers, and therefore closely examine traditional mailroom applications and the way they manage receiving complaints. The need to serve customers more quickly and more effectively has become really, really important to the long term viability of the firm.

The traditional call centre role may disappear in three to five years' time as more organisations adopt technology and better ways to actually handle their customer interactions.

For simple cases you can handle them with Info Insight and then for really complex cases you put that in the hands of a contact centre agent. We think the whole contact centre operation will be a hybrid combination.

Splitsville for HP and Symantec

Tech giants HP and Symantec have each announced plans to carve themselves in two to provide a better focus on the information management market. HP Enterprise is hiving off its PC and printer business into a separate organisation that will retain the HP name and current logo. CEO Meg Whitman who will stay on with HP Enterprise says it will become more "nimble" as a result. It will also be left with less debt.

Bloomberg reports that in the decade before she took over as chief executive officer, Hewlett-Packard spent almost three times as much on takeovers and related banker fees — about $US66 billion in all — than it was left with in market value at its lowest level.

"Although we are less bullish on this split than on the EBay/PayPal split announced a week ago, we still think that this development is a small net positive for the stock," FBN Securities analyst Shebly Seyrafi wrote in a research note.

The Symantec Board hasapproved a plan to separate the company into two, independent publicly traded companies by the end of December 2015: one business focused on security and one business focused on information management (IM).

Symantec says its IM businesses IM business generated revenue of $US2.5 billion in 2014 including backup and recovery; archiving; eDiscovery; storage management; and information availability solutions.

Immediate plans for this sector include delivering new integration with cloud providers that enable its customers to help manage data across public and private clouds, such as cloud connectors for NetBackup and Recovery-as-a-Service (RaaS) for Azure Cloud. Symantec also has plans to deliver what it calls an "intelligent information fabric layer" that will allow customers to view a map of their information, including Personally Identifiable Information (PII), to reduce the risk that their confidential and sensitive information is compromised.

VERS tick for Alfresco RM

Australian enterprise solutions provider Parashift is confident the Alfresco Records Management Module is set to make waves in the Australian market after receiving the VERS Compliance seal of approval from the Victorian Public Record Office. Parashift is an Alfresco reseller and integrator looking to raise the profile of open source solutions for capture and ECM with alternatives from Alfresco and Ephesoft.

The Victorian Electronic Records Standard (VERS) is an influential standard that is designed to ensure electronic records can be referenced, exported and imported, and be sustainable over changes to software systems. VERS certification is a requirement for state and local government in most Australian states and New Zealand. VERS compliance for the Alfresco RM module adds to certifications such as DOD 5015.2 and ISO 15489.

Parashift Managing Director Kieren Fitzpatrick said the Australian market now had an enterprise-grade open source records management solution that now meets the robust Victorian, South Australian and New Zealand government standards.

This included meeting VERS requirements for metadata, encryption, digital signatures and the use of media formats that would ensure long term accessibility. Fitzpatrick believes the Alfresco approach to Records Management is unique in combining automation with giving personal responsibility to normal business users to declare records.

"The huge volume of email and document throughput in organisations today makes it impossible to delegate the job of determining what is a record to the records management department.

"Alfresco RM asks you if you want to declare an item as a record and from then on it handles the OCR and classification automatically, only exceptions are sent to the records manager."

EzeScan

Phone: 1300 393 722
Fax: (07) 3117 9471
Email: sales@ezescan.com.au
Web: www.ezescan.com.au

EzeScan is Australia's most popular production document scanning software solution and product of choice for many Records and Information Managers. This award winning technology has been developed by Outback Imaging, an Australian Research and Development company operating since 2002. With more than 750 installations world-wide, EzeScan enables its clients to substantially reduce the cost of deploying batch scanning and data capture solutions for documents of all types.

EzeScan works with virtually any TWAIN/ISIS/WIA compliant scanner or any brand of networked MFD, often being selected to replace the software that ships with scanners. With "out of the box" seamless integration with many industry standard EDRMS and/or ECM systems, EzeScan saves both time, money and lowers the risks associated with developing and integrating third party scripting or custom programming.

EzeScan has a proven track record with HP TRIM, Objective, TechnologyOne ECM, Autonomy iManage WorkSite, Open Text eDOCS/Livelink, Microsoft SharePoint, Xerox DocuShare, infoXpert eDRMS, infoRouter, Meridio, Laserfiche and Alfresco. EzeScan solutions range from basic batch scanning with manual data entry to automated data capture, forms and invoice processing.

Kodak alaris

Contact: Francis Yanga
Email: francis.yanga@kodakalaris.com
Tel: (03) 8417 8132
www.kodak.com/go/di

From the world's fastest scanners and integrated imaging products to service and support, KODAK Document Imaging creates solutions that meet real-world customer demands. Today, we are meeting the need for high speed colour output, plus integrated imaging technologies that convert digital files to film... and back. Our mission is to make it easier for customers to manage their documents for less cost -- with greater efficiency, and with guaranteed access to images -- by delivering innovative, customer-focused, and operational best-in-class products and services. KODAK Document Imaging has redefined document scanning with a host of built-in innovations applied throughout the imaging chain.

We call it Perfect Page Scanning. It is a perfect example of how we apply Kodak's imaging resources and experience to a whole new application, leading the industry in innovative solutions for digital document preservation.

With one of the largest, most experienced service organizations in the industry, our products are rivalled only by our award-winning service and support

Objective Corporation

Phone: 1800 065 640
Email: enquiries@objective.com
Web: www.objective.com

The Objective ECM solution has been engineered to meet the complex and stringent requirements of Government and highly regulated organisations, which have high volumes of unstructured information, complex business requirements and require flexible deployment requirements.

Objective ECM is a comprehensive suite of modules that connects content to people and the business systems they work with on a daily basis. Designed to maximise user adoption with zero training interface options, Objective ECM delivers a simple, fast and personal experience that can be shared on a vast scale. Objective Corporation is an established leader and specialist provider of proven content, collaboration and process management solutions for the public sector.

Our solutions empower public sector effectiveness; efficiency and transparency helping government deliver better services to the community at a lower cost.

Through direct customer engagement, Objective is committed to delivering outcomes that have a positive effect on the public sector, its citizens and the community.

ABBYY

Phone: (02) 9004 7401
E-mail: sales@abbyy.com.au
Web: www.abbyy.com.au

ABBYY FlexiCapture 10 is a powerful data capture and document processing solution that provides a single point of entry for automatic and accurate conversion of forms and documents into business-ready data. FlexiCapture recognizes multiple languages and automates a variety of tasks, such as data entry, document separation and classification by type—providing the data you need, fast. Thanks to its up-to-date technology for document classification and data extraction, this software is easy to configure, use and maintain. The state-of-the-art architecture of ABBYY FlexiCapture 10 allows building solutions that meet a wide range of throughput needs—from cost-effective standalone systems for small-to medium businesses and departments to highly scalable server-based solutions for medium sized and large businesses and government projects. In addition, ABBYY FlexiCapture can be integrated with back-end systems and into specific business processes to improve overall efficiency and reduce costs.

Nuix

Phone: 61 2 9280 0699
Email: sales@nuix.com
Website: nuix.com

Nuix enables people to make fact-based decisions from the content of unstructured data. The patented Nuix Engine is the world's most advanced technology for accessing, understanding and acting on human-generated information. Our unique parallel processing and analytics capabilities make small work of big data volumes and complex file formats. Organisations around the world turn to Nuix software when they need fast, accurate answers for digital investigation, cybersecurity, eDiscovery, information governance, records management, email migration and privacy. And the list of uses is always growing because our customers expect us to make the impossible possible.

Kapish

Tel: (03) 9017 4943
Email: info@kapish.com.au
Web: http://kapish.com.au/

At Kapish we are passionate about all things TRIM. As a HP Software Gold Business Partner, we aim to provide our customers with the best software, services and support for all versions of the Electronic Document and Records Management System, HP TRIM. We understand that it can sometimes be an all too common problem where document and records management is seen as being just too difficult'. To help improve this perception we offer easy to use business solutions to overcome the everyday challenges of information governance using HP TRIM. As a software and services company focused exclusively on HP TRIM, we work with our customers to improve their everyday use and experience with the system. Designed to bridge the gap between users and technology, our software solutions are easily integrated into existing systems or implemented as new solutions. Quite simply, our products for HP TRIM make record keeping a breeze.

Information Proficiency/
Sigma Data

Tel: 8 6230 2213 Email: info@sigmadata.com.au
Web: infoproficiency.com.au/sigmadata.com.au

Information Proficiency and Sigma Data are at the forefront of Information Management Services and Streamlining Business Processes. We supply and support HP and Kofax software solutions, as well as developing our own range of productivity and connectivity tools based around Kofax and HP Records Manager (HPRM). Focusing on Information Management Technology and Services, we work hard to understand our client requirements, and implement solutions to match. Implementing efficient processes are critical to enhancing productivity, transactional speed, reducing costs and achieving regulatory compliance for your organisation. Our team of industry certified professionals are able to design and deliver systems to meet your requirements. We strive to build lasting relationships with our clients, providing continuous improvement and mature solutions.

Glentworth Consulting

Tel: 1300 634 430
Email: Procurement@glentworth.com
Web: www.glentworth.com

Glentworth is an information management consultancy with a core focus on shifting the way information is used to create value.

The Glentworth team specialise in understanding business challenges and solving them through galvanising data, information and knowledge within organisations. Through enabling organisations to increase the value they gain from their information, this increases productivity, promotes growth, reduces transactional costs and enables process optimisation. Information is woven through the fabric of the modern organisation and consequently drawing the secondary value of this strategic asset will play a critical function if costs and waste are to be contained. Successful growth will directly rely upon the capability to reduce errors, increase quality and make timely decisions.

Our consultants have proven capability in providing innovative and effective data, information and knowledge management solutions across sectors and problem domains.

We carefully discover the circumstances of the situation and design a fit-for-purpose approach. This allows informed decision making and the right techniques to help achieve the outcome.

Glentworth is a trusted partner of organisations across the government, commercial and not-for-profit sectors.

iCognition

National Hotline: 1300 00 4264
Telephone: +61-2 6257 4264
Facsimile: +61-2 6230 4264
Email: info@icognition.com.au
iCognition website: www.icognition.com.au
Diem Enterprise Solutions: www.diemsolutions.com

iCognition is an Australian company delivering specialist consultancy, implementation and managed services centred on Information Management and Governance, particularly around HP TRIM/Records Manager. The company provides consulting, strategy development, innovative solutions, systems integration, product development, implementation and managed services that cover strategic and project level services. As a HP Gold Partner we are certified to provide HP TRIM/Records Manager technical and business services, including HP TRIM upgrades and support. We are also an Intelledox Partner and a Microsoft Silver Partner focused on SharePoint. As a HP Alliance One Partner we develop the Diem Solutions that add value to HP TRIM.

Our flagship products, Diem Portal and Diem Broker, are designed to maximise the efficiency, effectiveness and satisfaction in capturing, discovering, managing and collaborating around corporate information.

OPEX Corporation

Contact: Jon Stevens
Phone: +1 856.727.1100 Fax: +1 856.727.1955
Web: www.opex.com/contact/sales-contact/

OPEX Corporation is a recognised global technology leader in document imaging, high-speed mailroom automation and material handling. Since 1973, OPEX systems have provided performance enhancing workflow solutions and cost-effective results to thousands of organisations worldwide. OPEX systems are designed for a wide variety of industries including financial services, insurance, healthcare, government, retail, non-profits, utilities, telecommunication, service bureaus, educational institutions, and fulfilment operations.

OPEX has developed innovative prep reducing scanners that address the root causes of workflow issues our customers face. Minimising preparation, paper handling, and other manual tasks not only improves efficiency, but also results in superior transaction integrity and information security. As documents are removed from envelopes/folders and scanned, operators can view each image to ensure it is properly captured. This prevents time-consuming and costly re-scanning later in the process. Moving image capture upstream also reduces information management risks.

inMailX by Digitus

Phone: 02 9993 8000
Email: info@digitus.com.au
Web: www.digitus.com.au

inMailX provides enterprise email management and compliance for Microsoft Outlook and SharePoint, TRIM/HPRM, Worksite, Worldox, network shares or cloud repositories such as Dropbox, GoogleDrive or OneDrive. Enhance work practices and improve email filing compliance by allowing users to file incoming and outgoing emails into your chosen records management system in a very intuitive and simple process. inMailX reduces the complexity of managing and sharing email correspondence, and can also be configured to force users to file their emails, mitigating risk and ensuring compliance with corporate policies. Emails and attachments may be filed into single or multiple containers in one process, saving time and increasing productivity.

Streamline email management for your users by allowing them to:
• "Send & File" or "Send & Quick File" outgoing emails;
• File" or "Quick File" incoming emails;
• Force users to file emails on Send; and
• "Auto File" tagged emails

ELO Digital Office

Contact: Rainer Krause – Managing Director
Tel: 02 9460 0406
Email: info@elodigital.com.au
Web: www.elodigital.com.au

Developed with the user in mind, ELO ECM & Records Management implementations provide compliant, secure and future proof solutions for all levels of Government and highly regulated industries.

As a VERS compliant supplier for Australian Federal, State and Local Government entities, ELO has been labelled as "One of the Best Value for Money Solutions!" in Australia.

A global company with Australian professional resources! ELO provides a comprehensive suite of modules for all aspects of RM, DMS, business process improvements, efficiency analysis and collaboration – onsite or in the cloud. ELO's scalability allows department implementations (from 5 users) as well as enterprise wide solutions (up to 50,000 users).

Proven in over 35 countries ELO delivers user-friendly, problem solving and flexible solutions to Governments, Non for Profit Organisations and the Private Sector to the greater good of the community. ELO's open architecture allows integration with major software/hardware solutions of other vendors. ELO is a partner, not a vendor.

Iron Mountain

Phone: 1800 476 668
Email: sales@ironmtn.com.au
Web: www.ironmtn.com.au

Iron Mountain is a global provider of electronic and physical information management services for complete information lifecycle management. To make it easy and reduce costs, we provide an affordable, hosted document management platform that will suit a business' tactical needs, provide scalable low cost of entry that will grow to become your full enterprise document management platform. Our hosted, subscription-based EDRMS can be configured to suit your needs, growth strategies or specific requirements, to provide:
• Full EDRMS and search functionality in a PCI compliant environment
• Access through integrated Office desktop, browser or mobile apps
• Hybrid, VERS compliant, records management for digital and physical documents
• Email management and scanned image processing
• Document-centric workflow for approval, review or routing
• Manage HR Files, Legal Files, Accounts Payable, Contracts Management, etc. If you need to always keep it in safe hands, keep it easy; think outside the box – Iron Mountain.

OpenText Records Management

Phone: 02 9026 3400
Fax: 02 9026 3455
Web: www.opentext.com.au

OpenText Records Management reduces the risk and cost of unmanaged information. As a key component to the OpenText Content Suite, OpenText Records Management empowers your organisation to govern corporate holdings according to organisational policies, managing the complete lifecycle of all enterprise information, ensuring regulatory compliance, reducing the risks associated with audit and litigation and maximising the value of the information. By enabling a common records management program for all types of information, it provides an automated system removing the complexities of electronic records management while making the process completely transparent to end-users. OpenText Records Management features are embedded in the interface of the relevant business application, allowing users to access records management functions from within the interface they are most familiar. OpenText Records Management ensures all content that is captured, generated, received or used while conducting business, is preserved as evidence of an organisation's functions, policies, operations, projects and activities. It is certified to VERS specifications 1-5 with SharePoint, SAP and OpenText ECM Everywhere.

inMailX integrates with TRIM workflow
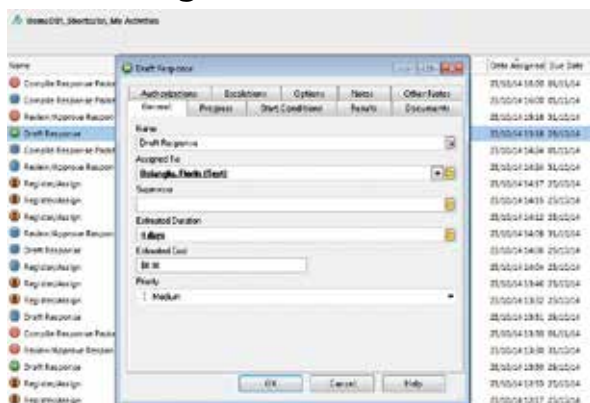
The inMailX email management, compliance and productivity suite for Microsoft Outlook now integrates with TRIM/HPRM workflow, enabling users to view the status of their workflow processes more quickly and easily, and access the associated activities within each workflow in Outlook.

Accessing and processing the TRIM/HPRM workflow activities through a simple and intuitive Outlook interface enables users to record correspondence requiring action, track correspondence requiring action, and have visibility of allocated activities in Outlook.

The "Activities Due" shortcut enables users to quickly view, sort, access and process personal activities, team activities, and suspended activities inside Outlook

Depending upon the selected activity status, users are able to Complete/Uncomplete, Rollback, Reassign, Suspend, Open Link, or check the extended Properties of the selected activity.

The user interface has been designed designed to combine most common tasks, such as "Send, File & Print", "Close, File & Print" or "Attachments Clean, Rename, Reorder and PDF conversion", into simple one-click actions. Digitus has developed several inMailX modules that can be purchased separately or bundled in two cost effective suites, inMailX Standard and inMailX Professional.

Parascript module for Kofax Capture

Parascript has launched a Kofax Capture custom module that provides access to Parascript's advanced recognition technology for process handwriting and machine print for structured and semi-structured documents, cheque recognition, and signature verification.

The software automatically installs on the server where the Kofax software resides and integrates with the Kofax Capture user interface, enabling users to:

 • Process forms with hand-completed information, including job applications, patient applications and health updates, and staffing records.

 • Automatically locate address information on purchase orders, invoices, and remittances to perform lookups that support reconciliation.

 • Automatically locate signatures to verify that forms are completed. Sort documents based upon matching signatures held within a master file.

Perform automated check data location and extraction to support validation of remittance data or update account records.

www.parascript.com/Kofax

Tableau TD2u speeds forensics

Guidance Software has announced its Tableau TD2u Forensic Duplicator is able to image digital storage devices at speeds in excess of 15 gigabytes per minute while concurrently generating MD5 and SHA-1 hashes.

In addition to the 15 GB-per-minute imaging speed, the TD2u offers:

 • Integrated, native imaging of USB 3.0, SATA, and IDE/PATA storage devices

 • Imaging of SAS drives with the same TDP6 module used with Tableau TD1 and TD2 duplicators

 • Direct output options for either USB 3.0 or SATA devices

 • Easy-on-the-eyes colour display for crisp operational and device-status information

www.encase.com/tableau

DocsCorp cleanDocs Desktop 1.6

DocsCorp has updated its software for managing metadata risks for desktop and mobile users with the release of cleanDocs Desktop 1.6. Already in use by more than 150 businesses globally since its initial release in February 2014, the cleanDocs 1.6 version release extends integration with the HP WorkSite document management system, MS Word and MS Outlook.

It enables Right-click on a supported document, or set of documents, in HP WorkSite to remove certain metadata types and integrates with HP WorkSite 8.5. 9.0

Cleaned documents can be saved as a copy, as a new document or as a replacement document

IT Administrators can control how users interact with the cleaning process, e.g. all documents can be cleansed on send without user intervention

cleanDocs 1.6 now supports Outlook 2007 and can analyse and clean documents for 100 plus metadata types directly from MS Word 2010 and 2013. The hybrid solution consists of two modules – cleanDocs Desktop and cleanDocs Mobile - that can be deployed independently or together for a more comprehensive metadata management solution.

SpaceMonger 3 curbs cloud storage costs

EdgeRunner has released SpaceMonger 3.0, bringing the power of Treemap analysis to the challenge of managing local, shared network and cloud storage. SpaceMonger creates a visual Treemap graphic, simplifying the task of freeing up space and avoiding increased storage costs with its user-friendly toolset for finding the files and folders hogging your storage space.

SpaceMonger 3.0 introduces new cloud storage management capabilities for Microsoft OneDrive, Google Drive and Dropbox. Users can now generate a visual Treemap highlighting the relative space consumed by folders and files on their local and network drives as well as cloud services.

Combined with SpaceMonger's custom search and filtering capabilities, users can quickly isolate the files that have the greatest potential for freeing up storage space for reuse and take immediate action.

"SpaceMonger is very useful in data centre operations where the staff is not familiar with all the storage devices they may need to work with," said EdgeRunner President Jamie McGuffie.

"In these operations the storage capacities are typically very large, as are the directory structures. When something unexpected happens and systems are running out of storage, SpaceMonger's ultra-fast scanning and treemap graphic enables a rapid understanding of what is going on and response to the problem."

Treemaps are a graphic presentation of complex directory hierarchies showing folders and files as a series of nested rectangles. The relative amount of space consumed by a folder or file is reflected by the size of the rectangle. This enables users to immediately zero in on objects that are large enough to free up the space they are looking to recover.

EdgeRunner.com

Easy mergers with Brava Enterprise 7.2

Informative Graphics Corporation (IGC) has released Brava Enterprise 7.2 for SharePoint. The new release offers these features and enhancements:

• Doc Merge allows users to drag and drop pages from multiple files to create a new file -- all while leaving original source files intact.

• Checkview enables guided review of forms, focusing a reviewer's attention on items that need to be reviewed or acted upon.

• The new Brava 3D ActiveX client displays 3D models, allowing users to measure, locate and identify parts; access part and subassembly info; view multi-plane cutaways and cross sections and explode assemblies.

• Enhanced text comparison shows differences between two documents more distinctly. Highlight colours, fonts and text wrapping can all be customized to suit individual preferences.

• Electronic signatures, initials or professional seals can be applied easily to validate documents or show that they have been reviewed.

• The cross-platform Brava HTML5 client now offers faster page loading and vector viewing for crisp views at tight zoom levels, plus the ability to set CAD layer visibility and view object attributes.

• Redaction can be done more quickly with new selection features.

• Administrators have streamlined ability to customize configurations.

http://www.infograph.com/

Alfresco's SharePoint ECM integration goes open source

Alfresco Software is contributing to the Apache Software Foundation an open source integration, named Chemistry Parts. The integration connects Microsoft SharePoint to virtually any enterprise content management (ECM) system, including Alfresco, using the open standard CMIS (Content Management Interoperability Services) from OASIS. The integration is contributed by Alfresco to the Apache Chemistry project, which is an open source implementation of CMIS.

Chemistry Parts is based on a configurable framework and Microsoft SharePoint Web Parts provided as an open source CMIS client implementation. Using Chemistry Parts, developers can quickly and easily create their own content solutions that connect to multiple content repositories and are accessible from Microsoft SharePoint.

Implemented using simple, lightweight HTML5 JavaScript, developers create new solutions through configuration alone. Applications such as document libraries, records management, imaging applications and process applications can integrate with SharePoint yet have the scalability and compliance found in Alfresco or another ECM platform.

Alfresco has worked with Armedia, an Atlanta-based services company specialising in content solutions, to create the SharePoint integration.

Jim Nasr, CEO of Armedia said, "We have seen a lot of demand for this type of integration with our US Federal customers. The widespread use of SharePoint in the government and the availability of this framework provide an opportunity to solve some real content problems that have not been addressed. We are proud to have worked with Alfresco on making this framework available as open source."

Alan Pelz-Sharpe, Research Director at 451 Research, commented, "There is almost never one content management system in medium-to-large enterprises, but the majority have some sort of implementation of SharePoint. There is clearly a need for SharePoint and ECM to coexist and cooperate. An open source and open standards approach could be a promising way for that coexistence to work."

CMIS was created as an open standard and proposed to OASIS in 2008 by IBM, EMC, Microsoft, SAP, OpenText and Alfresco. Considered the "SQL of Content Management", the standard defines application programming interfaces (APIs) that can query, update and manage content in repositories such as IBM FileNet, EMC Documentum, Microsoft SharePoint and Alfresco. CMIS is the content integration standard of choice of companies like IBM and SAP.

Ephesoft Smart Capture for Linux

Ephesoft, creator of the Smart Capture advanced document capture platform, has launched a Linux version that mirrors the capabilities of the Windows equivalent.

"The preferred platform for web servers worldwide is Linux," says Don Field, CEO of Ephesoft. "Ephesoft is elated to be the first capture provider to support Linux. It's something our customers and partners have requested for years."

Ephesoft's Smart Capture for Linux offers an enhanced algorithm that automates classification and separation at a faster rate while generating fewer exceptions. Another feature, email import, organises and imports groups from multiple emails into a single batch instance for faster processing.

A new tool, the regex builder and tester, helps all users to test and refine their regular expression interactively while they are building it.

Ike Kavas, Chief Technology Officer, said, "Whether pioneering intelligent Document Capture on thin clients, enabling their use on browsers, or introducing Web Service APIs that offer a wealth of powerful features, Ephesoft has always led the way!"

Ephesoft offers its Smart Capture intelligent capture technology on-premise or in a SaaS model.

www.ephesoft.com

O'Neil Software launches oneilMobile

O'Neil Software, a provider of technology solutions for commercial and corporate records management, recently introduced their oneilMobile, an Android application designed for smartphones and tablets.

It allows record center customers to immediately search for and view the status of web orders and look up data on individual items stored in facilities utilizing O'Neil Software's RS-SQL Version 4.07 system. oneilMobile requires Android 4.03 (ICS MR1) or higher.

When the application launches, by default it automatically searches for all orders placed in the last 72 hours and notifies users if none are found. The default can be changed once additional searches have been created and saved.

Using oneilMobile, users can search fields such as Saved Search, Tracking #, Batch #, Order Status, Ordered By, Ordered Date, Requestor, Service Priority, Account and Saved Searches. It's as simple as tapping the field, typing in the criteria and then pressing the Search button. Under some fields, several preset options are available.

Users can also create a search with multiple fields, then save the search for use again in the future. Once the search is complete, basic information regarding web orders displays on the screen. A simple swipe up and down, or left or right enables users to view the order and web order details, if desired.

Users can also sort orders that they have loaded. By default, orders with higher tracking numbers will be displayed first. oneilMobile also allows users to look up individual items either by typing the item code, or scanning the item's barcode, then tapping the Search button. Item information is displayed including contents, description and contained items.

Transaction-friendly so you can focus on customers

Kodak ScanMate
i1150 & i1180 Scanners

In customer-facing transactions, you need to scan documents, capture information, return documents, and stay focused on your customer. The transaction-friendly, quiet, compact Kodak ScanMate i1150 Scanner scans a mix of materials – documents, IDs, even hard cards – quickly. It's designed for the way you work today – featuring a 60% faster "burst speed" transaction mode for the first 10 documents to turbo-boost customer satisfaction.

i1150 - 25 ppm and up to 3000 pages per day
i1180 - 40 ppm and up to 5000 pages per day

Small, Quiet and Quick
In transaction mode the i1150 speeds up 60 % to capture first 10 documents

On board renowned advanced image processing and web connect ready for cloud based application

Model	RRP	Rated Speed	Special Features	Warranty
i1150	$459	25 ppm	Speeds up to 40 ppm in transaction mode (for the first 10 pages)	3 yrs RTB
i1180	$899	40 ppm	On board Perfect Page and bundled web connectivity	3 yrs RTB

Newly launched
Kodak **ScanMate** i900 &
Kodak i1100 Series Scanner

Kodak i2000 Series Scanner

New Models Integrated Flatbed
Kodak i2900 Scanner
Kodak i3000 Scanner

Kodak i4000 Series Scanner

Kodak i5000 Series Scanner

Please contact **Kodak Alaris Australia Pty. Ltd.**
Toll free No: 1300 ALARIS (1300 252747)
Email: askme@kodakalaris.com
www.kodakalaris.com

Kodak alaris

© 2014 Kodak Alaris Australia Pty. Ltd.
The Kodak trademark and trade dress are used under license from Eastman Kodak Company.