

Site Visits and Workshop  
7 - 8 April 2010  
Novotel Melbourne on Collins

Book before  
5 March 2010  
to receive your early  
bird discount

# Document and Records Management Site Visits and Workshop

See the sites of:

- » **Department of Transport (DOT)**
- » **Department of Education and Early Childhood Development (DEECD)**
- » **Melbourne Water**

Participate in a workshop facilitated by:

- » **The University of Sydney Information Policy and Practice Research Group**

**Important:** Site Visits allow you to experience live documents and records management system and gain an insight into the look, feel and functionality of the system. Because you are actually at the host organisation, we are very limited in the number of people who can attend.

We also understand that it sometimes will take time in registering for an event, so you can reserve a spot by emailing [aga@arkgroupasia.com](mailto:aga@arkgroupasia.com).

**We can hold your spot only until 26 February 2010.**

Document and Records Management  
Site Visits and Workshop  
Location: Melbourne

## Feedback from previous Ark Group Document and Records Management Site Visits:

*"Really enjoyed the two days - will be sending my staff next time"*  
**Sensis**

*"Hearing the experiences of other organisations in their workplace with the opportunity to ask questions is extremely valuable and a great way to learn."* **Department for Environment and Heritage (SA)**

*"Great learning from people who've done it and made mistakes, yet make it work!"* **ACF**

## Benefits of site visits and interactive workshops

- Experience live demonstrations of each host's document and records management system
- Gain an insight into the look, feel and functionality of the system at each site
- Benefit from an interactive course format for an optimum learning experience
- Explore the areas and applications that are of particular interest to your company
- Enjoy superb networking opportunities
- Discuss the wider issues of document and records management strategies

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# Document and Records Management Site Visits and Workshop

Successful management of an organisation's document and records management system is critical to the cataloguing, classifying, storing, migrating and securing of documents and records that are essential to the day to day running of the organisation and are the starting point for the generation of information and knowledge.

The challenge for practitioners is to educate those who generate and work with these documents and records within the organisation to recognise the value of these resources, ensuring adequate management practices are entrenched. Governance and legal compliance requirements must be met and efficient archiving and destruction methods implemented.

Ark Group's *Document and Records Management Site Visits and Workshop* offer an opportunity to gather practical information and solutions from visiting organisations who have overcome the key obstacles associated with achieving document and records management success, and are proud to showcase their achievements.

During the course you will discuss challenges, new opportunities and best practices with the host organisations and witness key developments through live system demonstrations.

You will leave this event enthused and with critical insights on how to:

- Improve organisational understanding of the value of effective records management
- Ensure buy-in and ownership from users and decision makers to establish effective records management and dissemination capabilities
- Advance the management of legacy systems
- Establish effective channels to classify, archive, retrieve and circulate records and documents
- Optimise or transition to an electronic document and records management system
- Satisfy compliance requirements and legislation surrounding document and records retention and disposal

## About your host organisations

The **Department of Transport (DOT)** is moving Victoria into the future. The Department is building a safer, fairer and greener transport system for all Victorians to create a more prosperous and connected community.

DOT coordinates Victoria's extensive public transport network. It manages and develops train, tram and bus services as well as facilitating the relationship between the Victorian Government and the privatised public transport providers. DOT is responsible for the implementation of the \$38 billion transport blueprint, *The Victoria Transport Plan*.

The **Department of Education and Early Childhood Development (DEECD)** is committed to ensuring that every Victorian thrives, learns and grows, enjoying every opportunity to realise a rewarding and fulfilling life.

The Department has four main responsibilities:

- Providing policy advice to our Ministers about education, early childhood development and children's services in general
- Implementing Victorian government policy on early childhood services
- Implementing Victorian government policy on school education (including non-school based education approaches such as home schooling) for all school age students
- Managing and driving continuous improvement in the delivery of primary and secondary education in Victorian government schools

**Melbourne Water** is responsible for managing \$8.4 billion in assets and is the responsible authority for water supply catchments, treatment and supply of drinking water, removal and treatment of Melbourne's sewerage, providing recycled water for non-drinking purposes and managing rivers and creeks and major drainage systems. Their vision is to ensure a sustainable water future.

The **University of Sydney Information Policy and Practice Research Group** includes students and researchers who have come from all over the world and all backgrounds to prepare for a life of challenge and change. They are unique among Australia's leading universities in the breadth of disciplines offered, providing wide opportunities for personal development and cross-disciplinary study that delivers unique insights and breakthroughs.

## Who should attend?

Directors, Managers and other professionals responsible for:

- Records Management
- Document Management
- EDRM/S
- Recordkeeping
- Digital Preservation
- Information Management
- Information Services
- Content Management
- Data Management
- Archiving
- Knowledge Management
- Intranet Management
- Library Management
- Cataloguing
- Library Services
- Research Management
- Risk Management
- Project Management
- Change Management

### DAY ONE Wednesday, 7 April 2010

8.00 Registration and refreshments

8.20 Chairperson's introduction and welcome  
The Chairperson will introduce the event objectives and discuss how the day will proceed. Attendees will participate in a brief "getting to know you" exercise, so that everyone is familiar with the backgrounds of their fellow attendees, and the outcomes they hope to achieve from the event.

*Tim Blandon, Senior Consultant, Opticon*

8.45 Transportation to the Department of Transport (DOT)

9.15 Improving TRIM: making it easy and improving take up  
In 2009, the Department of Transport undertook a project to upgrade TRIM from TRIM 6.1.1 to TRIM 6.2.4. While the upgrade was primarily for technical reasons they took the opportunity to engage with their people to improve TRIM interface. In this presentation, the following will be outlined:

- Processes used to gather feedback
- How they developed their new interface
- The results

*Virginia Swanton, Assistant Director, Facilities, Information Management and Library Services;*

*Greg Armstrong, Manager, Electronic Documents & Records Management, Department of Transport (DOT)*

#### Department of Transport (DOT) Fact File

**Total number of employees:** 1,900  
**Number of employees in document and records management division:** 40 specialists across the department  
**Number of people in the documents and records management support team:** 12  
**Technology used:** TRIM 6.2.4, Lotus Notes

12.15 Networking lunch

12.50 Transportation to the Department of Education and Early Childhood Development (DEECD)

1.20 Department of Education and Early Childhood Development (DEECD)

This session will outline the Department of Education and Early Childhood Development's recent initiatives to improve the organisation's document and records capabilities. The presentation will discuss issues such as:

- Analysing the reasons behind the new initiatives
- Securing organisational support
- What worked
- What didn't

*David Bull, Project Manager, edutrack, Department of Education and Early Childhood Development (DEECD)*

#### Education and Early Childhood Development (DEECD) Fact File

**Total number of employees:** 3,000  
**Number of employees in document and records management division:** 5

4.20 Chairperson's discussion and wrap-up

4.35 End of day one and transportation back to Novotel Melbourne on Collins

### DAY TWO Thursday, 8 April 2010

8.15 Registration and refreshments

8.30 Chairperson's re-cap and introduction to day two  
*Tim Blandon, Senior Consultant, Opticon*

8.45 Transportation to Melbourne Water

9.05 Melbourne Water's EDRMS journey

In February 2008, Melbourne Water replaced its physical file management TRIM system with Livelink 9.7 as a complete EDRMS. This presentation will focus on key success factors required for upgrades, enhancements or new implementations including:

- Stakeholder engagement
- Communication and change management
- Meeting the business needs versus the constraints and distractions of technology

*Belinda Toniolo, Information Manager, Melbourne Water*

#### Melbourne Water Fact File

**Total number of employees:** 900 employees + 1000 on-site contractors  
**Number of employees in document and records management division:** 6  
**Technology used:** Opentext Content Server – Livelink 9.5 & 9.7

12.05 Networking lunch

12.50 Transportation to Novotel Melbourne on Collins

1.20 Assisting your organisation in developing its information capabilities: a University of Sydney workshop  
This workshop will highlight some of the innovative research being conducted into the field of document, records and information management through Sydney University's Information Capability Research programme, which includes:

- Developing an information centric view in the management of information risk to meet increasing challenges associated with risk regulation and compliance in a changing IT landscape with multiple systems and users
- Examining the evolving role of the information professional and the requisite skills and knowledge to assist organisations maximise value from their information assets and compliance investments
- Constructing actionable information retention strategies to assist organisations assess the impact of changes in the information environment and meet their legal, regulatory and business obligations, specifically related to digital document retention policy and practice.

*Catherine Hardy, Senior Lecturer, Business Information Systems, The University of Sydney, Information Policy and Practice Research Group*

4.20 Chairperson's discussion and wrap-up

4.35 End of event

# 5 WAYS TO BOOK YOUR PLACE AT THIS EVENT

PHONE: +61 1300 550 662

FAX: Send the completed registration form to +61 1300 550 663

EMAIL: aga@arkgroupasia.com

WEB: www.arkgroupaustralia.com.au

POST: Send the completed registration form to Ark Group Australia Pty Ltd, Main level, 83 Walker Street, North Sydney, NSW 2060

## Document and Records Management Site Visits and Workshop

7 - 8 April 2010, Novotel Melbourne on Collins

AG-WEB

### PUT YOUR DETAILS HERE:

ORGANISATION NAME

POSTAL ADDRESS

STATE

POSTCODE

FAX

PHONE

Site Visits and Workshops	
<b>Standard Pricing</b>	<input type="checkbox"/> \$2495 + 10% GST = \$2744.50
<b>Early Bird</b> (exp:05/03/2010) Not valid with any other offer	<input type="checkbox"/> Save \$200 \$2295 + 10% GST = \$2524.50
<b>Member Discount</b> (exp:05/03/2010) I am a member of RMAA, ALIA, IIM ASTC (NSW, VIC), Strategic Path	<input type="checkbox"/> Save \$300 \$2195 + 10% GST = \$2414.50

Delegate	Name	Job title	Email address
1st			
2nd			
3rd			
4th - FREE			

Signature

I have read and accepted the booking conditions

Please note: Payment must be received in full prior to the event to guarantee your place

Mastercard  Visa  American Express

Card number

Expiry date

Cardholder's name

Cardholder's signature

Payment enclosed (Cheques should be made payable to Ark Group Australia Pty Ltd)

Please invoice me

#### Booking conditions

- Bookings can be submitted at any stage prior to the event, subject to availability. A limited allocation is being held and booking early is therefore recommended. In the event of the booking not being accepted by Ark Group Australia the total amount will be refunded.
- Payment must be received in full prior to the course.
- All speakers are correct at the time of printing, but are subject to variation without notice.
- If the delegate cancels after the booking has been accepted, the delegate will be liable to the following cancellation charges:
  - Cancellations notified over 45 days prior to the event will not incur a cancellation fee.
  - In the event of a cancellation being between 45 and 30 days prior to the event, a 20% cancellation fee will be charged.
  - For cancellations received less than 30 days prior to the event, the full delegate rate must be paid and no refunds will be available.
- All bookings submitted by e-mail, fax, or over the telephone are subject to these booking conditions.
- All cancellations must be received in writing.
- Ark Group Australia will not be held liable for circumstances beyond their control which lead to the cancellation or variation of the programme.
- All bookings, whether Australian or overseas will be charged Australian GST at the prevailing rate at the time of booking.
- Delegates are responsible for their own travel, accommodation and visa requirements.

#### Event venue and accommodation

Best available rates at Novotel Melbourne on Collins. Please contact the hotel directly to make your reservation, quoting 'Ark Group Australia' as your reference.

#### Novotel Melbourne on Collins

270 Collins Street  
Melbourne, VIC 3000  
Tel: +61 (03) 9667 5800  
www.novotel.com.au

#### Group Discount

When you bring a team of three, you can bring a 4th delegate for free!

#### Sponsorship or Exhibition Opportunities

If you are interested in sponsoring or exhibiting at this event please contact Bhuwan Rai:

Phone: 1 300 550 662

Email: brai2@arkgroupasia.com

We occasionally allow reputable companies to mail details of products we feel may be of interest. If you do not wish to receive this service, please tick this box

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