



Building the right environment for EDRM efficiency

Electronic Document and Records Management for the Public Services

One-day connected forum and workshops
14-15 February 2012
The Sebel Surry Hills, Sydney
Early Bird (Save \$200)
Before 13 Jan 2012

Post-forum workshops : Wednesday, 15 February 2012

A EDRM and the new world of linked data
Facilitated by: Anni Rowland-Campbell, Director, *Intersticia Pty Ltd*,
Public Officer, *Institute of Metadata Management*

B Driving EDRMS adoption for successful implementation
Facilitated by: Kevin Dwyer, Managing Director, *Change Factory*,
Regional Vice President- Australia, *EQmentor*; Michelle Linton,
Managing Director, *Linked Training Group*

Hear practical case study presentations from:

- Reserve Bank of Australia
- Australian National Audit Office
- Institute of Metadata Management
- PowerMark Solutions
- AusAid
- Intersticia Pty Ltd
- Seqwater
- Comcare

In this connected forum we will address the following topics:

- Gaining user acceptance
- Using SharePoint as a recordkeeping system
- Integrating the EDRMS with other business systems
- Transitioning from paper to electronic document and records management

Collaborative Partners:

Presented by:



Connected Forum– Tuesday, 14 February 2012

In this technologically advanced and information rich era there is an ever growing need for organisations to manage their digital records in a secure and risk-free environment. A well-designed electronic document and records management practice not only helps the organisation to comply with legal and regulatory obligations but also ensures that there is a single source of information, leading to business efficiency and improvement.

However, electronic documents and records management practitioners face challenges in obtaining senior management and user commitment and integrating the EDRMS with other business systems.

In this connected forum we will address the following topics:

- Raising the profile of electronic information management for greater senior management support
- Gaining user buy-in for electronic document and records management
- Using SharePoint as a recordkeeping tool
- Complying with legal and business requirements for electronic document and records management
- Integrating your EDRMS with other business systems

8:45 Registration and refreshments

9:15 Chairperson's opening remarks



Anni Rowland-Campbell, Director, Intersticia Pty Ltd, Public Officer, Institute of Metadata Management

9:30 Implementing a successful EDRMS: Best practice

- Analysing the successes and achievements
- Outlining the difficulties and issues faced during implementation
- Sharing the lessons learnt and improvements needed



Sheryl Mapp, Manager, Information Management Division, Reserve Bank of Australia

10:15 Building a business case for senior management support

- Elevating the profile of electronic information management within your organisation
- Ensuring clear accountability for electronic document and records management
- Proving the ROI of electronic document and records management



Brigid Costello, Assistant Director Knowledge Management, Comcare

11:00 Morning refreshments and networking

11:30 Interactive session: Getting end-user commitment when transitioning from a paper to a digital system

After a short introduction from the facilitator you will get the opportunity to participate in the discussion and gain a better understanding of the topic!



- Ensuring champions at the top, to drive user acceptance
- Communicating effectively and transparently with users
- Training staff in the use of the EDRMS



Facilitated by: Anni Rowland-Campbell, Director, Intersticia Pty Ltd, Public Officer, Institute of Metadata Management

12:15 Achieving compliance through good business practice

- Creating an innovative approach to managing compliance
- Acquiring the right technology solution
- The importance of design
- Successfully transferring compliance messages to staff



Trish Wichmann, Manager Records & Information, Seqwater

1:00 Networking lunch

2:00 A collaborative discussion: Managing electronic document and records through SharePoint, TRIM and other systems

- Assessing the capabilities and limitations of various recordkeeping systems
- Overcoming the limitations and evaluating the benefits
- Can SharePoint be a compliant records management system?



Sheryl Mapp, Manager, Information Management Division, Reserve Bank of Australia; Simon Rawson, Principal, PowerMark Solutions

Facilitated by: Anni Rowland-Campbell, Director, Intersticia Pty Ltd, Public Officer, Institute of Metadata Management

2:45 Integrating the EDRMS with different business systems within your organisation: an AusAid case study

- Collaborating all the business systems and the EDRMS for better digital records management
- Incorporating emails in your EDRMS
- Managing and securing information from cloud based applications



Richard Legge, A/g Director Information Management Section; Alistair Sherwin, Assistant Director General, AusAid

3:30 Afternoon refreshments and networking

4:00 Planning for digital retention and disposal

- How to get started on migration of records
- Preparing records before moving it to digital archives
- Complying with legal and business requirements for disposing digital records



Anisha James, Records Manager, Australian National Audit Office

4:45 Chairperson's closing remarks and end of connected forum

Post-forum workshops – Wednesday, 15 February 2012

A EDRM and the new world of linked data

Registration: 9:00am

Workshop time: 9.30am - 12:30pm

Facilitated by: *Anni Rowland-Campbell, Director, Intersticia Pty Ltd, Public Officer, Institute of Metadata Management*

About the workshop:

This workshop will explore new and evolving ways in which EDRM is changing as Web and information management technologies mature. It will investigate the potential of linked data and semantic technologies to enhance and improve EDRM systems, and will give an overview of the maturity of these technologies. In addition it will provide practical and hands-on examples of how information managers can begin to prepare for these technologies now. This will include practical examples of how recordkeeping is changing as social media, the cloud and big data, mature and gain greater acceptance.

About the workshop leader:



Anni Rowland-Campbell is a skilled facilitator and has been involved in training and education for the past twenty years. She has developed programmes for a range of organisations including the NSW Government, Institute of Metadata Management and Microsoft Corporation. She currently co-facilitates the ANZSOG (Australian and New Zealand School of Government) Managing Public Communications programmes, and delivers tailored workshops and seminars to clients around the country.



B Driving EDRMS adoption for successful implementation

Registration: 1:00pm

Workshop time: 1.30pm - 4.30pm

Facilitated by: *Kevin Dwyer, Managing Director, Change Factory, Regional Vice President- Australia, EQmentor; Michelle Linton, Managing Director, Linked Training Group*

About the workshop:

The key success measure of an EDRMS implementation is the level at which end users integrate the functionality of their chosen EDRMS package into their business processes to improve productivity and reduce risk. This experiential workshop helps attendees understand how to identify and create the environment for increased adoption within their business. Attendees will take away a framework for adoption that suits their business environment and current level of EDRMS skills and usage.

About the workshop leaders:



Kevin Dwyer is a Change Management professional with more than 30 years' experience in the planning, design and delivery of change management programs. Since the establishment of Change Factory in 2001 he has been involved in a diverse range of projects. His approach to engaging organisations and driving individual adoption of new behaviours has struck a particular resonance with EDRMS projects.

Michelle Linton is a Learning & Development Manager with 24 years' experience in the planning, design and delivery of training programs. Michelle has developed and delivered innovative, outcome focused EDRMS training for over 30 government and private organisations since 2005. Michelle's pragmatic approach to learning strategies leading to application adoption has been enthusiastically welcomed by the industry.



Together Change Factory and Linked Training formed the change management and training partners in the REX project which was awarded the J. Eddis Linton Award for Excellence – Most Outstanding Group in 2010 and was a finalist in the AITD 2011 National Training Excellence Awards - Best Implementation of a Blended Learning Solution.

5 WAYS TO BOOK YOUR PLACE AT THIS EVENT

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Electronic Document and Records Management for the Public Services

14-15 February 2012, The Sebel Surry Hills, Sydney

AB -WEB

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Event venue and accommodation

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