Victorian University Records Management and Archives Group

April 5th 2005 9:30am

John Scott Meeting House, Room 2

La Trobe University

1. Welcome & Apologies

Present: Donna McRostie, Trevor Hart, Bronwyn Grinstein, Haydn Blennerhassett, Ross Elford, Sandy Gilliam, Julie Evans, Jan Getson, Shane Arnold, Richard Cooke, Thomas Munroe (arrived 10:30am), Dragana Mitrovich (arrived 10:30am), Antony Catrice, Ken Mould, Rod Dilnutt.

Apologies: Michael Piggot, Kathryn Dan, Janet Brennan, Murray Dri, Mario Costa.

2. Update on Action Items from last meeting

a. Caval representation

Haydn (HB) stated that he had met with Mr. Steve O'Connor (SO) from Caval in order to invite a representative from that organisation to attend VURMAG meetings. According to HB, SO had intimated that Caval would be willing to attend but on an irregular basis. SO was particularly desirous of speaking to the forum about the development of CARM Stage 2 (archives facility) and the opportunities that presented the various member institutions.

b. Addition of further member institution representatives

Donna (DM) reported that a handful of extra representatives from member institutions have been added as VURMAG members following an invitation to be included.

c. Invitation to VVCC representative to speak to VURMAG

The VVCC have not, as yet, been contacted. This action item has been deferred until after VURMAG has met on a few more occasions.

d. Benchmarking

Owing to Kathryn Dan's (KD) absence this action item could not be discussed at length, however it was generally determined that no great progress had been made due to limited feedback.

DM reported that the ASA UniSIG was also looking into this area.

Action: HB will endeavour to contact KD to gauge the status of this action item.

    e.   **Invitation to La Trobe University CIO to speak to VURMAG**

Due to current workload constraints, HB was unable to secure Mr. Rob Cook, Chief Information Officer of La Trobe University as a guest speaker. HB will endeavour to approach Rob Cook at a more convenient time regarding a guest speaking role for a future meeting.

3. **Guest speaker: Dr. Rod Dilnutt, Director, William Bethwey & Associates: "Enterprise Content Management – Where does records management fit?"**

Dr. Rod Dilnutt (RD) spoke to the meeting at length about what Enterprise Content Management (ECM) was, what could be achieved by applying the principles of ECM and, of course, how the market place was positioning itself to provide solutions to this relatively new business discipline.

RD maintained that ECM constituted an array of component strategies, disciplines, systems and technical applications which had, to a large extent, hitherto operated exclusive of each other. These components included:

- Content management
- Records management
- Collaboration systems
- Corporate portals
- Workflow systems
- Search & retrieval technology

ECM, RD said, strove to amalgamate these component parts into a single approach or enterprise. The productivity benefits that befell businesses as a result of the sharing of tacit and explicit knowledge enabled by ECM would be quickly realised.

Until recently the market place had reflected the disparate nature of the component disciplines, where one application would generally be developed to suit the needs of one discipline, for example, records management. However, there was now a real effort being undertaken to converge applications to enable multiple functionality. This convergence of applications was, RD said, still in its infancy but a true ECM product was only 3 – 5 years away (despite the fact that many

vendors were professing to have adequate ECM solutions available now).

Action: RD's PowerPoint presentation and accompanying paper are to be posted on the VURMAG website by HB.

4. **Haydn Blennerhassett, Manager, Records Services, La Trobe University presentation: "Challenges in developing a Corporate Information Program"**

HB provided the meeting with a brief overview of La Trobe University's Corporate Information Program (CIP) and the recent implementation of the TRIM EDRM software which now plays a central role in this program.

HB recalled that in 2003 a business case was developed by the Records Services office arguing for the need to implement an EDRMS system in order to manage the corporate records of the University in a consistent and inclusive manner. Initially this was answered with funding to investigate the worthiness of available applications alone. Following a rigorous tender process further funding was provided to deploy the TRIM product to 40 users within the central administrative area and the Faculty of Law & Management Faculty Office. This was completed in February 2006.

HB defined the CIP in terms of the records that were required to be captured into the Program and, just as importantly, the records that were to be excluded from the Program. HB maintained that the focus of the CIP was the high level "corporate" records of the university. By excluding other records of less importance, the system could maintain a high rate of recall.

Ongoing efforts were being made post-implementation to ensure an adequate and appropriate take-up by users. This included personal consultations, the development of training manuals, a dedicated website and refresher training sessions.

HB stated that Records Services was now actively seeking other units within the University to roll the product out to. Furthermore, Records Services were also involved in a business case proposal to digitise examination script books for the Borchardt Library and were also looking at digitising accounts receivable and accounts payable batches for the Finance department.

HB then invited representatives from other member institutions to speak about the status of any of their own similar initiatives:

- Jan Getson from Monash University reported that funding had been made available for the first phase in implementing an EDRMS system which involved deploying to users currently

using the legacy system. Following phases will include other users throughout the University.

- DM reported that the University of Melbourne were currently developing a business case to deploy the latest version of TRIM. The deployment would be centrally funded to overcome the financial constraints of various units and would also operate centrally in an attempt to overcome the current decentralised nature of the University's record keeping.

  The deployment of TRIM was dependent upon the roll-out of Microsoft Outlook and other Standard Operating Environment (SOE) applications but also had to be seen to meet the recently defined Information Architecture Standards of the University. The deployment was expected to take place over the next three years.

  DM also reported that a separate but associated business case was being developed for the digitisation of University records.

- Shane Arnold from Swinburne University of Technology reported that they were presently looking at TRIM and that an information strategy was being developed to ensure a SOE existed in time for any future deployment.

- Ken Mould (KM) from Deakin University reported that although funding to assist in deploying a new product had not as yet been provided, feedback from within the University suggested that such an enterprise was worth pursuing. In the meantime, KM said, the University was developing a business classification scheme and were actively seeking a records project manager.

- Sandy Gilliam and Julie Evans from RMIT University stated that they were currently using TRIM and are looking to roll that product out further following a recent record keeping review.

Action: HB will post his PowerPoint presentation on the VURMAG website.

5. **Proposed updating of PROS 02/01: Authority for the Records of Higher and Further Education Institutions**

DM suggested that the Group organise a working group with the purpose of reviewing the retention authority PROS 02/01. Some discussion ensued regarding at what point the Public Record Office of Victoria (PROV) should be contacted, if it was appropriate to have a PROV representative to speak to the Group about the process of reviewing an authority or if, indeed, they should be included in the process of review itself. Ultimately it was agreed that a working group should be organised with a representative from each member

institution (to be volunteered by that institution) with the purpose of reviewing PROS 02/01. The working group would endeavour to meet prior to the next meeting of VURMAG. At what point the working group would report its' findings and to whom was not defined.

Action: DM will coordinate the composition and meeting details of the PROS 02/01 Review Working Group.

6. **Update on Projects (round table discussion)**

   See Agenda Item 4.

7. **Other business**

   a.   Trevor Hart (TH), of the University of Melbourne Archives, reported that Ms. Helen McLaughlin had been appointed Principal Archivist at the Archives. Her new role would invariably include assuming Michael Piggot's VURMAG membership.

   b.   DM thanked all those representatives who had provided their classification schemes to her but also asked that those institutions that had not as yet forwarded their (University) crests to her, for posting on the VURMAG website, do so at their earliest possible convenience

   c.   Dragana Mitrovich urged members to visit the RMAA website to keep abreast of important upcoming events hosted by the RMAA.

   d.   It was agreed that the next VURMAG meeting should take place at Monash University, sometime in July. KD will post meeting details on the VURMAG listserv. Prospective agenda items for the July meeting should be emailed to KD.

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