

Global Convergence

Answers to Information Management and Compliance

1st May 2008 – Hyatt Regency, Perth

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This unique event provides a forum for learning about the issues of global convergence within the ICT industry. Today's information experts are increasingly concerned about information and data management in light of the wide range of technologies available and regulatory and compliance issues. These concerns are common to businesses and government organisations around the globe.

Whether you are a CEO with governance concerns, a CIO with technology expectations, or a Records or Information Manager responsible for maintaining information, our expert panelists from the knowledge, content and information management communities will:

- share their research results,
- assess various technologies, and
- explain how to deal with the evolving challenges in information management.

Symposium Program

Opening Address The Hon Francis M Logan MLA
Minister for Energy; Resources;
Industry and Enterprise

Global Concerns David Snowden
Cognitive Edge, UK
"Userland" Yathin Naidoo, Director, Consulting
Deloitte Touche Tohmatsu
Friends Romans RM Kemal Hasandedic MRMA,
Practitioners – RM and RMAA, Qld
Compliance?

Too much data; not enough Robert Mackinnon, Intelligent
information – gaining traction Business Research Services Pty
with BI initiatives Ltd (IBRS), NSW
The Final Information Gap Robert Eames
Fivenines Consulting, Vic

Q & A Session
Networking Lunch

SPEAKER TOPIC SYNOPSIS NOW INCLUDED BELOW

Date: Thursday 1 May 2008
Venue: Hyatt Regency, 99 Adelaide Terrace, Perth
Time: 8.15 am registration, 12 pm close followed by networking lunch
Cost: \$149 Event, morning tea and networking lunch included. *Corporate tables upon request.*
\$12 Pre paid parking (optional)
Registration: <http://www.starsevents.com.au/form/GlobalConvergence>

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THE HON FRANCIS M LOGAN BA(Hons) MLA
Minister for Energy; Resources; Industry and Enterprise, Western Australia

Welcoming address



Dave Snowden, Founder and Chief Scientific Officer, Cognitive Edge, United Kingdom

The future of information management is far from clear. The regulatory requirements of compliance and the pervasiveness of social computing provide compelling and conflicting pressures that cannot be easily reconciled; a true Catch 22 for the IT function. The information that we deal with, and organisations are increasingly fragmented in nature subject to rapid evolution and change. The open source movement with its philosophy of abundance, challenges traditional models of ownership; rapidly changing functionality outstrips the control processes of an earlier age of IT Governance.

Drawing on insight from the cognitive sciences, the scientific use of narrative and complexity theory Snowden will attempt to provide both a framework for managing this uncertainty and present practical, if challenging ways in which information management can reconcile these different pressures. He has spent the last decade working in the complex area of national security, developing software to handle weak signal detection, cross silo knowledge sharing and strategic decision support. In parallel with that he created and leads an open source movement for consultancy method and is an active blogger, user and developer of social computing tools. His article on Leadership was the cover article in the November edition of the Harvard Business Review.



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**Robert Eames, Principal, Fivenines Consulting
Victoria, Australia**

Often overlooked, staff practices can have more impact on information outcomes than information design or technology. Organisations that don't design for human interaction pay a high price. The presentation will look at:

Data Elements – The basic building block

Organising the Data – Leadership goes a long way

Process and skills – Getting Information out of Data

Knowledge – An undervalued asset

Twelve tips to win the hearts and minds battle



**Kemal Hasandedic MRMA
Queensland, Australia**
Is compliance really worth our time and effort?

I have often championed the cause of recognising the records and the information captured within our systems as a core critical asset and that asset needs to be properly maintained.

I am a firm believer that effective compliance systems are an integral aspect of good corporate governance.

I will discuss the components of what I believe is required for a Best practice ECM solution that reflects the core compliance requirements required by legislation.

The key in my mind is a:
Framework for Records and Information Compliance

**Robert Mackinnon
New South Wales, Australia**

Aspects of Business Intelligence

In 2008, corporate databases have reached unprecedented sizes. A recent US study, run in conjunction with the American SAP User Group (ASUG), discovered average SAP databases were 3.7TB and growing by 10 to 100 gigabytes per month. The largest ERP production database studied was 18TB.

Despite the apparent abundance of data, many organisations remain challenged by Business Intelligence (BI) initiatives. Against this backdrop, BI vendors continue to release increasingly sophisticated products.

We examine the wide array of BI technology currently available and some of the hallmarks that denote successful BI implementations.



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Yathin Naidoo
Director, Consulting
Deloitte Touche Tohmatsu

“Userland”

Organisations implement Information Management programs (specifically Document and Records Management Solutions) for a range of outcomes, including compliance in the global arena. Many of these programs only partially succeed, for what in hindsight are seemingly obvious reasons.

Organisations then typically seek to improve these systems and in the process deal with common themes of compliance complexity, data quality and metadata, governance and internal compliance, platform stabilisation, and others. The complication is that these themes need to be translated to their impact on the user's actions as this is where the rubber meets the road.

Taking a user experience approach we have started to analyse some of the implementations we've seen. I'd like to present these to you. At times you will recognise your own situation, at other times you will learn from others. You will also find out where we think the industry is going; but most of all we hope that you get a sense of “where to from here”.



Register at

<http://www.starsevents.com.au/form/GlobalConvergence>

or call Jo Hutchinson, Objective Corporation

0438 965443

for more information.

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KM Australia 2008

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Moving forward with an enterprise approach to knowledge, information and digital cultures

21-23 July 2008

Melbourne Convention Centre

Drawing on the input of the knowledge, content and information management communities, Ark Group has developed KM Australia 2008 with the specific needs of KM, IM and CM practitioners in mind.

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THE HON FRANCIS M LOGAN BA(Hons) MLA Minister for Energy; Resources; Industry and Enterprise, **Western Australia**

Francis Logan grew up in South London in the United Kingdom and was educated at St Thomas More School and Croydon College, where he completed his trade as a mechanical technician. He arrived in Western Australia in October 1980 and his first job in Australia was pegging mining leases in the Goldfields. During the Gallop Government's first term in office, Francis served as Parliamentary Secretary to both the Minister for Agriculture, Forestry and Fisheries and the Minister for the Environment. During this time, he chaired the Greenhouse Policy Taskforce and produced the State Greenhouse Strategy and co-wrote a significant policy paper on geosequestration, was deputy chair of the ministerial committee on Local Content Policy and a member of the Ministerial Advisory Committee on Forests. Appointed to Cabinet at the beginning of the Gallop Government's second term in 2005, Francis assumed responsibility for Housing and Works, Heritage and as Minister Assisting the Minister for Planning and Infrastructure. In February 2006, he was appointed as Minister for Energy, Science and Innovation in the Cabinet of new Premier Alan Carpenter and, as result of a reshuffle in December 2006, was appointed as Minister for Energy, Resources, Industry and Enterprise.



Dave Snowden, Founder and Chief Scientific Officer, Cognitive Edge, **United Kingdom**

Dave Snowden pioneered the use of narrative as a means of knowledge disclosure and cross-cultural understanding. He is a leading keynote speaker at major conferences around the world and is known for his iconoclastic style, pragmatic cynicism and extensive use of stories to communicate what would otherwise be difficult concepts. The Cynefin framework, which lies at the heart of his approach, focuses on the practical application of complexity theory to management science. Tom Stewart, the new editor of Harvard Business Review in his latest book states in the context of tacit knowledge "Dave Snowden, the best thinker I've found on the subject ..." although by way of counter he also comments "he is Welsh and a bit mad".



Robert Eames, Principal, Fivenines Consulting **Victoria, Australia**

Robert Eames has over 25 years experience in management and consulting in the UK and Australia. Fivenines places itself at the boundary of business and technology – the scene of most business change in the last thirty years. Robert is focused on outcomes – tangible results that can be achieved from doing things differently. He is recognised for his ability to draw ideas from stakeholders and inspire their support in bringing about beneficial change. Robert's core work is in strategy development and the allocation of business reform techniques to processes and systems. Information is a vital element and solutions typically involve the development of knowledge or information frameworks. The part played by people in exploiting processes and data, information and knowledge is another of Robert's areas of expertise.



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Kemal Hasandedic MRMA Queensland, Australia

Kemal Hasandedic has 22 years experience in records and information management with extensive experience at the strategic planning level along with delivering operational efficiencies. Kemal's management style is empowering staff and developing strong relationships with clients.

Kemal holds a Masters Degree in Business Information and Innovation through Records Management Information Technology.

Kemal was the recipient of the Records Management Association of Australasia - J. Eddis Linton Award for Excellence in Records Management - Outstanding Individual (2004), holding the status of Fellow, Records Management Association of Australasia (RMAA)

I believe for those of us in this field our greatest challenge is promoting the idea that "information in our Organization is the most important asset," and seeking ways to protect and increase the value of that asset.

Robert Mackinnon New South Wales, Australia

Robert provides senior management executives with business IT advice, IT strategy development insight, and assisting with project delivery and project recovery. With over 30 years IT and business experience, Robert has held a variety of senior positions within the IT profession working for both vendors and end users. He has authored and presented commercial courses in project management for IT professionals. Outside of

Australia, his work has taken him to Denmark, France, The Netherlands, New Zealand and the U.S.A. As CIO, he has headed the IT function for a number of well known Australian organisations including State Rail, FreightCorp, David Jones, BBC Hardware, Blackwoods and The University of Sydney.

Yathin Naidoo Director, Consulting Deloitte Touche Tohmatsu

Yathin has over 15 years of information management experience. He is currently the Enterprise Content Management (ECM) competency leader within the Deloitte Enterprise Information Management (EIM) group.

His wide ranging information management experience has seen him deliver solutions within and outside Australia to organisations in Government, Banking, Telecommunications, FMCG and Resources. He is recognised for his breadth of knowledge across information management solutions, ranging from compliance and control to reporting and analytics.

Drawing on both his own experience and the vast collective Deloitte experience, he brings to the table refreshingly practical and effective approaches to compliance in a global context using information management enablers.

