

Overview of the IIM ACT Annual Conference Held in Canberra on 7th October 2009

“Managing Information Today and Tomorrow” is the main IIM event in Canberra, which traditionally provides a forum for information practitioners, vendors and solution providers to get together and develop their understanding of theory and practice in various aspects of information management.

IIM ACT Branch conference 2009 explored various tactical and operational aspects of information governance.

At the conference we explored various topics of interest to information practitioners, such as challenges of compliance, interoperability, collaboration, continuous evolution of Information Management discipline and ways to address common challenges that information professionals face in managing information today



Vladimir Videnovic, the ACT Branch Program Coordinator and IIM National President chaired the conference and facilitated panel discussion on *Freedom of Information (Fol) and Web 2.0*.

The IIM ACT Conference 2009 was officially opened by Tony Corcoran, Assistant Secretary for Freedom of Information and Records Management, Department of Defence. Tony’s speech was about “*Managing Information Better in Defence*”.



Getting the right information at the right time to the Minister has been a major problem for Defence, particularly over the last decade where expectations, fed in part by the promise of technological solutions for instant access, have far exceeded reality.

To find out more about what Defence is doing to improve information management, see the [abstract](#).

The opening key note by Tony Kwan from FAHSCIA - *Top Ten Myths of Enterprise Information Management*



Tony shared the Enterprise Information Management journey from his perspective and experience.

[Presentation](#)

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Stream A: Governance, Risk, Compliance



Alan Wheat, DocsCorp

Metadata Threat

An interesting and informative presentation, with actual examples concerning some well know industries and organisations that have had their metadata exposed, causing at the very least embarrassment.

The presentation highlighted the importance of information ownership, the need to communicate the importance of metadata to your organisations, especially the risks that are associated with metadata when information is being forwarded outside your organisation.

Some of the highlighted key risks include: Who takes ownership, review what happens in your work place concerning documents and information, understand the risk and provide education. Provide a safety net by using third party software tools that are currently available to provide assistance. Emails - analyse document at source, and ensure you clean your information prior to sending the emails.

[Presentation.](#)



Pierre Truter, AirServices Australia

Implementing Information Management to Support Collaborative Decision Making in Air Traffic Control

Pierre, an excellent and engaging presenter explained the role of Airservices and that it is an engineering environment with very few IT staff. Number of flights is increasing worldwide, therefore the collected information is also increasing.

The increase in information needed to be managed in real time, and be able to be used quickly by pilots that have to make important decisions about flights and safety of passengers and crew in real time. He discussed the core information domains within AirServices, and that he recently finalised their IM Strategy.

This strategy was required because an IT strategy was not sufficient to address IM issues. Airservices IM strategy concentrates on the foundations, policies and procedures, business innovations and improvement incentives and importantly the business value. The strategy is services focussed - not technology focussed.

Delegates were presented a short video, showing a plane landing safely in a dense fog with extremely low visibility. This was accomplished due to having the right information at the right time.

[Presentation.](#)

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Seamus E. Byrne

E-Discovery – Where Information Management and Litigation Meet
In his presentation Seamus informed delegates that discovery is still the most time and cost intensive litigation process and that 98% of required documents are stored electronically.

The participants worked through a \$2 DVD case study, to get an understanding of the effort involved in analysing/ assessing documents electronically. Seamus explained that if your "electronic house" is not in order, then the ability to efficiently manage a litigation is greatly reduced and highlighted that his experience has proved that most government organisations are in a high risk category in this area.

He also mentioned that the Federal Court recently updated Practice Note 17 and renamed it to PN CM 6. The role of PN CM 6 is to provide organisations a better practice check list and assist in managing an E-Discovery process.

[Presentation.](#)

Stream B: Enterprise Content Management



David Eade, Objective

Government 2.0: Information Innovation, Citizen Engagement and Effective Agency Collaboration

David's presentation focused on three key areas - information innovation, citizen participation and connected government.

David spoke of how the combination of policy directives and technology maturity are accelerating the creation and adoption of innovative and collaborative technology for better information management and greater citizen participation in government.

Presentation not available



Alison Hawkins, The Nous Group

Case Study: Benefits of successful provision of information for the Community

Alison discussed the health information environment generally, some scenarios to outline community expectations and experience in using health information and how the Better Health Channel successfully meets these needs.

She then covered the key success factors that the Nous Group has determined are critical to any organisation involved in the provision of online content to the community.

She spoke about how excellent content management can be achieved through strategically selected and prioritised content that is up-to-date and of high quality, delivered in optimised formats through high impact channels and that it should be underpinned by practical and efficient work processes, robust governance and appropriate technology.

Presentation not available

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James Robertson, Step Two Designs

Where do social tools fit in?

While LinkedIn, Facebook and Twitter are hugely popular on the web, their relevance within enterprises is less clear. There is also considerable confusion about the business case for these types of tools.

James' presentation highlighted a number of award-winning examples of collaboration and social tools used by corporations around the world. Each providing a compelling business case, often quantified in dollar terms and making the point that these solutions are not toys, they are a vital part of the business landscape.

Presentation not available

Stream C: Business Intelligence



Mark Grundy, Consolve

Towards the Successful BI Strategy

Mark has delivered another excellent presentation about the Business intelligence (BI), focused on BI strategy. Mark has outlined its importance and his experience.

[Presentation](#)



Peter Maskell, Booz and Co.

Netcentricity and SOA: Defence and Whole-of-Government Information Management

[Presentation](#)



Cheryl Brickell, Australian Government Solicitor

Capturing Your Business Intelligence for Strategic Positioning

Cheryl has provided a detailed insight into the work that her team delivers to support the Australian Government Solicitor.

[Presentation](#)

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Panel Discussion *Freedom of Information (Fol) and Web 2.0*

The Panel discussions covered topics about Web 2.0 and the recent FOI reforms, which are currently hot topics in the IM space. The members of the panel were able to provide discussion on these topics from their respective areas of expertise, educational institutions, government and private industry.

The discussions that were had, were thought provoking and sometimes a little confronting: *“this is all too hard therefore we should keep everything forever”, “How is that possible, if storage costs are rising?” “What would happen if we kept everything forever or if we were to classify and destroy information in a managed method?” “The solution could be to develop and apply more policies and procedures, but are these really effective?” “Who would / should ensure the policies and procedures are being correctly understood used by organisations and their staff?”*.

“Does the government really need to communicate with their stakeholders using Web 2.0 capabilities?” . “Is it for all manner and purposes for collaboration, or will there always be a place for traditional communication/ collaboration methods?” “What will happen to our current Websites, will they further evolve or will they shrivel up and disappear?”. Wish we had an IM crystal ball.

If delegates were seeking solutions from the panel, they may have been a little disappointed. But if they were seeking to exchange and trial some ideas they might of been exploring themself or with their work colleagues, in regards to assisting their own organisations with current IM challenges, then they definitely would left the panel discussion satisfied.

The closing key note by Kevin Noonan, Intermedium - *Overview of the Enterprise Information Management in ACT*



Kevin provided an overview of the Information Management in Federal Government.

Presentation not available

The Conference was formally closed by Margaret Chalker, Assistant Director General, Government Information Management, National Archives of Australia



In her speech, Margaret has highlighted impacts of the evolution of digital information management and the challenges in demands for information and ensuring its authenticity and preservation and appropriate access over time.

Margaret has emphasised that the key strategic priority for the Government is its policy of achieving accountability and transparency and the obligation on agencies to develop a pro-disclosure culture while ensuring the appropriate protection of the privacy of citizens.

For more information about Margaret's speech, see the [abstract](#).