

Our Services

SSA offers a full array of information management services, including (but not limited to):

- records management systems performance and compliance reviews
- compilation of classification schemes/thesauri, disposal authorities, policy and procedure manuals
- information management training (including TRIM training)
- records and document management technology needs analysis, including software specification and evaluation
- development of business cases, change management and communication plans, and integrated information management strategies
- records and information systems configuration, design and implementation
- electronic data conversions and 'cleanup'.

To find out more about SSA's services (including our new services) , visit our website at www.siller.com.au, email us at siller@siller.com.au, or contact one of our consultants on (02) 9979 9974.

Upcoming Training

Training dates for *Retention and Disposal of Public Health Sector Records* in 2011 are as follows:

- November 30th – Western Sydney Records Centre, Kingswood

Note: SSA will also deliver in-house training courses on demand (minimum of 6 attendees).

What's New At SSA?

SSA's website is currently undergoing a revamp. With the increased demand for services and information, the website will feature an up to date and fresh new look, with comprehensive information about our current and newly launched services.

If you would prefer to receive future newsletters electronically, just drop us an e-mail at siller@siller.com.au

SSA News & Views

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NEW SERVICES

- Disposal Road show
- Locum Services
- Generic Classification Scheme

See page 3 for more information.



RM Tips

Know your records management ABC:
A: know what to keep
B: know what to destroy
C: know the difference between A and B.

Welcome back!

A number of our clients have asked: "What happened to your client newsletter?" or "When is your next newsletter being released?" Good questions. The aim of our newsletter was always to provide interesting and relevant articles for clients, and now is the right time to start looking again at some of the issues facing business information management. Our intention is to produce a bi-annual newsletter. We're currently mailing the newsletter to clients (some may find this rather ironic given the nature of the first article!) and will be publishing past editions on our website. We may eventually opt for the online publication only.

We hope you enjoy this edition of our re-launched publication.

In the media...

Article read time: 3 mins

Looming Losses in the Postal Industry

Have you ever been concerned about emails getting lost in the ether? Or perhaps worried about the security of your online or other digital information?



<https://www.usps.com/learn-more-video.htm>

A company who does have concerns for the security and safe delivery of information is the United States Postal Service (USPS), with their recent campaign to avert looming losses in the postal industry.

The campaign begins with 'A refrigerator has never been hacked' (assuming we are not referring to hungry teenagers!), and 'An online virus has never attacked a cork board'. This assures us that the delivery of physical mail will mean the secure and safe delivery of information which is 'better for business' and even better for our customers'.

So, can we be convinced that the good old fashioned services of the 'postie' are the future for information delivery?

Residents of Detroit, Michigan probably won't share the same view as the USPS after a rogue postal worker was found responsible for hoarding thousands of letters and parcels instead of delivering them! And closer to home, Sydney residents may also be unconvinced, after a similar incident involving a postal worker who hoarded some 1500 parcels in his garage.

Theft, viruses, hacking, hoarding, misuse, destruction or other tampering of information is done at the hands of individuals. Therefore, irrespective of the systems and processes we use to distribute and manage information, this will always remain a risk that needs to be managed.

Privacy : Are we our own worst enemy?

Suggest that clubs and pubs introduce facial scanning technology and finger printing, and we get a little wary. Find out that an agency has collected and shared our name, address and phone number with another agency (without our consent) and we get angry and irate. Watch a neighbour install a security camera which also scans our backyard and we contemplate legal action. But give us Facebook, LinkedIn or Twitter and we'll post our



"I can't explain it—it's just a funny feeling that I'm being Googled."

employment and education history, contact details, birthdays, our family pics, personal conversations and even (for some) our daily thoughts and movements! And of course, when it comes to the media publishing private and personal information about a celebrity or sporting personality, we're all ears.

So why is this? Are we naïve when it comes to the management of private and personal information? Or perhaps ill informed about the implications and risks of *not* managing it, and the potential hazards of using social networking sites?

This and other privacy issues were the topic of a recent 'Insight' debate on SBS. Experiences of invasions of personal privacy were discussed, along with potential implications of technology for current privacy legislation. The key issue raised was the need for privacy laws in Australia to be reviewed to ensure that:

- coverage is provided for individuals, small private business and media organisations (not just Australian Government agencies, large private sector business and credit reporting agencies)
- all states are covered by privacy legislation;
- privacy legislation keeps up to date with changes in technology.

Although the Federal Privacy Commissioner, Tim Pilgrim, indicated that privacy legislation reforms and increased powers were in the pipeline, should we be concerned that a potential broad based action for privacy breaches could potentially open up a can of worms for potential legal action by the masses? Would it limit free speech? Or would it serve a purpose in ensuring appropriate protection for all Australians? Striking that balance will no doubt be a difficult task.

To read the transcript of discussions on the 'Insight' privacy debate, visit: <http://www.sbs.com.au/insight/episode/index/>

Points of View: The future for classification Article read time: 3 mins

SSA has been developing records classification schemes for our clients for over 20 years, and we understand that the process can certainly be an imperfect science. Records classification schemes are typically developed following extensive consultations with business areas, and rolled out across the organisation.

The development process is not without its challenges as:

- staff find it difficult to understand function-activity concepts;
- training and awareness programs are required in order to familiarise staff with classification schemes development and use (often prior to consultations);
- business unit preferences may influence development away from 'better practice', and more aligned to jargon or organisation structure.
- user acceptance and uptake may be less than expected;
- users may see little benefit in a records classification which outlines the obvious. For example, a staff member working in the Human Resources selection area may think "Personnel – Recruitment, is *all* that I do";
- classification is pitched too broadly to be of specific use for end user searching and retrieval; and
- lower levels (3rd & 4th levels):
 - ⇒ may be identified under some classifications, but should not necessarily be limited in such a manner (potentially leading to confusion)
 - ⇒ may reflect specific record aggregations of some, but not all users
 - ⇒ tend to require more frequent administration, and
 - ⇒ although not typically enforced, the network drive mentality of 'drilling-down' to the lowest level is often ingrained in thinking.

Despite these challenges, information managers understand that classification schemes are an essential tool to ensure that information can be readily identified, placed into business context, and managed over time.

But does that mean a records classification scheme should be a 'front-face' tool developed *and* used by all staff? Does it need to include 'specifics'? And should it be seen primarily as a title, or label for files / folders?

To increase user acceptance and uptake of classification schemes, and to cater for increasing pressures to search for and retrieve information amongst a mass of electronic data, perhaps we should take another look at how they are developed and how they might be used?



Consider:

- Developing schemes at the broadest function-activity level, and including subjects *only* where they are able to cater for *all* possible user requirements for records aggregation;
- Off-setting the reduction of specifics (subjects) with the development of comprehensive indexing tools and titling guides to assist users in the application of relevant metadata;
- Implementing the records classification scheme as a high level 'model' which may be leveraged to any business system where information is captured and managed;
- Separating records classification scheme terminology from record titles, and incorporating classification simply as additional metadata, as opposed to a structured terminology that users have to see as the first identifiable 'label' for their files and folders;
- Keeping staff involvement in the scheme's development to a minimum, identifying business functions and activities via available documentary sources, and seeking clarification of business functions and activities where required;
- Placing more time on the identification of specific titling and other metadata requirements that individual business areas *will* be using to search for and retrieve information; this could include specific 'free text' structures, controls, guidelines, and the establishment of other metadata tags that could be applied to assist targeted information searching and retrieval.

The benefits?

Whilst the broad, high level metadata from the records classification scheme will still allow information to be placed into its business context:

- less time and money will be spent on developing classification schemes, and associated user education and training.
- users are more likely to accept a classification scheme which is simply a 'tag' for information as opposed to a folder label/ title.
- classification schemes may exist as simple, robust and intuitive metadata tags which stay true to business process.
- more time and money can be devoted to end user titling requirements.
- increased flexibility can be provided for end users to more specifically identify/title information.
- classification schemes can be better applied as a base 'model' across many business systems.



NEWS, NEWS, NEWS

With a commitment to meeting the needs of our clients, SSA is introducing:

Disposal Roadshow

Our team of experts will be travelling throughout Queensland to provide onsite disposal assistance, offering:

- the assessment of disposal requirements;
- disposal project plan development;
- compliant disposal implementation for physical records;
- the development of disposal procedures and staff training;
- periodic onsite assistance.

TRIM Locum Services

For small organisations with only a single HP-TRIM Administrator, or for large organisations running highly configured systems, SSA can provide relief personnel when internal Administrators are unavailable.

Generic Classification Scheme

SSA is launching a simple, intuitive and robust generic records classification scheme (covering administrative records). Developed as a high level classification model, the scheme offers more flexibility in its application and implementation, not only for your EDRMS, but potentially other business information systems.