

## Cloud computing

(contributed by Sam Foster-Davies)

The GRK Unit has recently completed a revision of *Guideline 17 Managing the recordkeeping risks associated with Cloud Computing*, to coincide with the release of *Advice 44 Cloud Computing Information Security considerations*, which forms part of the Information Security suite.

The revision has incorporated some mandatory requirements for agencies, including the requirement for risk assessments to be undertaken prior to the decision to implement cloud computing solutions.

There has also been a section incorporated on consumer class applications such as Dropbox, Google Docs, etc where individual subscriptions may circumvent existing ICT procurement policy frameworks.

Agencies are advised to review the requirements of *Guideline 17* and ensure steps are taken to incorporate risk assessments as part of any decision-making process.

In addition, TAHO will be publishing an article in the June edition of the quarterly LGAT magazine specifically on Cloud Computing, to support records staff when highlighting associated risks to senior management.



## New Website for GRK

(Contributed by Sam Foster-Davies)

Later this year the GRK unit will be involved in a migration of their existing website content from within the LINC Tasmania website to a standalone site to be developed in Sharepoint 2013. Agencies should expect to see some changes in the way information is presented,

as well as new functionality that we are hoping to incorporate as part of the migration plan. Upon completion, we hope to provide an information portal which will provide direct access to GRK tools, and also plan to incorporate new features including a blog, knowledge base and access to forums/discussion boards. We hope the opportunity to engage will be of particular assistance to regional and remote agencies, and provide a central place to share information and build online communities of practice, and provide peer support by bringing records staff 'closer' together in the virtual space. A couple of examples of how we believe the forums may be useful in the future include the ability to conduct online reference group reviews of new advices for release; or the ability for agencies to share cheat sheets/tips and tricks they've developed for end users for commonly used EDRMS systems. We are looking forward to our new site and will keep you posted as to its progress!

## Local Government - Recordkeeping for Councillors

(Contributed by Sam Foster-Davies)

Agencies may recall from our November edition of "On the Record" that the GRK Unit had met with the Local Government Association of Tasmania (LGAT), and subsequently published an article in the December LGAT magazine about Recordkeeping for Local Government Councillors. Earlier this year, Ross Latham and Allegra Huxtable attended the LGAT GM meeting in Inveresk, and conducted a presentation to attending GM's and Mayors, along with some strategies as to how Councils may implement improved recordkeeping practice amongst their elected members. This month, the GRK Unit have released a Recordkeeping policy for Councillors template, and records disposal list as addendums to Advice 49, that Council staff may use to help educate and support Councillors to develop required recordkeeping habits.

## Legacy records project at Port Arthur Historic Site Management Authority (PAHSMA)

A few weeks ago I visited The Port Arthur Historic Site to discuss the development of their Retention and Disposal Schedule. During the visit the Resource Centre Manager, Susan Hood, showed me the work she had been undertaking with the agency's legacy paper records.

Records Management is only part of Susan's full time position, so this project was carried out off the side of her desk, showing what can be done when a project is managed effectively, even with virtually no resources.

I was so impressed I asked Susan if she would write an article for 'On the Record' as an inspiration to those of you out there in similar circumstances.

Congratulations Susan on a job VERY well done!

Contributed by Susan Hood, Resource Centre Manager

The Port Arthur Historic Site Management Authority (PAHSMA) is a GBE responsible for the preservation and maintenance of one of Australia's most important heritage sites and tourism destinations. In 2008 the time had come to assess an accumulation of paper records in a storage space that due to a lack of records staff, were not being assessed. Add to that the evolving digital environment and electronic directory structures based on personal folders which left PAHSMA with issues that needed to be dealt with. Some serious work was required to bring the organisation of the Site's records up to date. Not to do so would have been to encumber not only existing staff with the obvious issues of an ever-increasing burden of paper records, but future staff would be burdened in particular with a very messy electronic directory structure.

A working group and project plan were put together and in summary, the file register was brought up to date, a staff induction in records management was implemented, storage of paper and digital records was addressed, and the backlog of records for disposal was appraised. Since 2009 much has been done and the Site's financial and HR records have been sorted out and at the time these photos were taken, over 3.5 tons of paper records were appraised and disposed of in accordance with the disposal schedule for Common Administrative Function, and a further 2.5 tons since 2010.



These photos show what the 'storage areas' looked like before the cleanup.



This photo shows how the area looks now. A new compactus was also installed for current and closed files – freeing up space in various offices and improving accessibility and storage conditions

In the absence of dedicated records staff and an EDRMS, the current system works well albeit there are some limitations. Being a small agency with a relatively small number of staff who use a computer to do their job and being decentralised, PAHSMA relies on staff to take responsibility for recordkeeping. As well, librarians in the corporate environment are increasingly becoming involved in records management related issues.

## Spotlight: Kirstie Mountain – Client Record Advisor - DHHS



### What is your role at DHHS?

My role at DHHS is Client Record Advisor. I advise business units within the Agency on the management of their medical, clinical, patient and client records and the documentation within those records. The main focus is providing advice to ensure compliance with relevant legislation, policies, procedures, guidelines and professional practice standards. In the last 12 months I've also been heavily involved in the development of retention and disposal schedules within the Agency.

### How did you become involved in Information Management?

I have a Bachelor of Applied Science in Medical Record Administration from Latrobe University, Melbourne, where I am originally from. These days the degree is known as Health Information Management. Back when I was in the latter years of high school and had to be making decisions about what to do with my life, I had no idea. I had an inkling that I would like to do something in the health field, but I wasn't too confident with people (which I've gotten over) and had an aversion to poo and vomit (which I haven't gotten over) ...which ruled out nursing and the like. The careers teacher at school put me onto the degree in Medical Record Administration and given the lack of any other better idea, that's what I decided to apply for.

### What's the thing you like best about your job?

The best thing about my current role is the variety. The scope is a lot broader than purely working in hospitals, which was my background before my current role. My role is agency wide, state wide and I have worked for many different areas within the Agency from acute hospitals to Population Health and everything in between. It never ceases to amaze me the work that is done by staff, in often very difficult and stressful situations.

### What's the thing you like least about your job?

I think the worst thing is the frustration caused by the lack of recognition of the importance of good information management. Many areas no longer have record keeping specialists, with administration staff expected to have the time, skills and knowledge to perform these duties as well. It's frustrating to hear that information is an asset, yet not see it treated as one. I think the current Royal Commission into Institutional Responses to Child Sexual Abuse will increase awareness of the importance of good information management and promote change for the better within the Agency.

### What do you see for the future of Information Management?

In the area of health information management I'm wondering whether the day will come when we will all carry around our personally controlled electronic health record embedded in chips placed under the skin in our hands or arms!

### What do you do for Professional Development?

For PD I do loads of reading, plus I am a member of my Professional Association (Health Information Management of Australia). I enjoy attending as many in house educational opportunities as possible and have been to some excellent TCCI training courses.

### Share with us something about your life away from IM?

I'm full of contradictions. I live on my own, but enjoy the company of good friends. My idea of a good night can be a night reading a great book in perfect solitude or going out to a concert surrounded by hundreds or thousands of others. I like peace and quiet, but equally think I may be a bit deaf from all the loud music I've listened to in my life. I don't cry in movies or when reading books, but show me an example of animal cruelty and I'm a basket case. I'm uncomfortable doing small talk, but engage me in a meaningful conversation and I feel right at home. I've enjoyed a backpacking trip to South America, but equally enjoyed a holiday at home doing DIY chores.



**Preparing hard-copy records for transfer to the Tasmanian Archive & Heritage Office**  
(Contributed by David Bloomfield)

There have been a few recent incidents of confusion for some agencies preparing records for transfer to TAHO. **Please** contact TAHO early in the process to prevent potentially undertaking a lot of unnecessary work, or work you'll need to redo.

The key points to remember are that all records being transferred to TAHO must be;

- arranged in original order (ie the order of accumulation as they were created, maintained and used),
- listed on an Application to Dispose of State Records (AOT 48), and
- placed in archival quality acid-free boxes or other suitable packaging. A list of suppliers of archival boxes and other materials can be found on our website at

<http://www.linc.tas.gov.au/global/govtrecordkeeping/services/transferdisposal/boxes>



Archival quality acid-free boxes

For further information please refer to our Advice 12

<http://www.linc.tas.gov.au/global/govtrecordkeeping/services/guideadvice> on this subject. We also

conduct training on Disposal Procedures details of which can be found at

<http://www.linc.tas.gov.au/global/govtrecordkeeping/services/trainingevents/training>

**CIO Breakfast – the unveiling of plans for the future.**

On the 6<sup>th</sup> June 51 participants attended TAHO's inaugural CIO Breakfast. The State Archivist, Ross Latham spoke about the Information Management Framework for Tasmania.

Ross spoke of the issues arising from digital recordkeeping:

- Decentralisation
- Mass quantities
- Complex and fragile content
- Born digital printed to paper
- Difficulty in discerning the correct version
- Difficulty finding the record you need
- The demands of a more informed society

TAHO is beginning work on the new framework by rewriting Guideline 1 with a new set of mandatory Principles.

Out of this will fall an Audit Tool and 2015 will see the commencement of biennial Recordkeeping Audits of all government agencies, local councils and GBE's.



**Training Calendar**

Developing an Agency Disposal Schedule	Hobart	2 July
Contributing to STORS*	Hobart LINC	6 August
Records Management Introduction	Hobart	3 September
Information Management Forum	Hobart	26 September
Digital recordkeeping on a shoe-string budget	Hobart	15 October

**Deborah Drinkell**

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