

# 11<sup>TH</sup> DIGITAL RIM SUMMIT

REVOLUTIONISE RECORDS AND  
INFORMATION MANAGEMENT TO  
ALIGN WITH THE VISION OF YOUR  
ORGANISATION



17 - 21  
**FEBRUARY 2020**  
MELBOURNE CONVENTION CENTRE

## LEARN FROM



**Nicole Atkinson**  
Director of  
Information  
Management



**Manohar Esarapu**  
Head of Data &  
Information



**Esther Carey**  
Assistant Director,  
Information  
Policy Collection  
Management



**Mark Gill**  
Director, Health  
Information  
management &  
Standards



**Sheryl Mapp**  
Director,  
Enterprise Records  
Management



**Kerrie Webb**  
Head, Governance  
& Corporate  
Compliance



**Ryan McConville**  
Information  
Manager



**Annabel Hay**  
Information  
Management  
Lead



**Peter Francis**  
Manager  
Standards & Policy



**Dr Bethany  
Sinclair-Giardini,**  
MRIM  
Digital Archivist



**Leonie Short**  
Senior Business  
Analyst,  
GDPR Program



**Ruth Edge**  
Corporate  
Information Team  
Leader



**Susannah Tindall**  
Records Officer



**Mary Ann  
Rosenthal**  
Information  
Management  
Team Leader



**Carissa Rankin**  
Enterprise  
Records & Content  
Management  
Senior Manager



**Sev Eygelaar**  
Digital Solutions  
Specialist



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# EXPLORE NEW HORIZONS

Implementing robust records and information management infrastructure can save resources and fuel your organisation's growth in the digital age. The challenge lies in constructing an information governance framework and change management strategy amidst disruption.

Our lineup of industry leaders, policy implementers, academics, and educators will shed light on the essence of efficient records and information management practices and governance, highlighting the transformation journey of organisations. Sessions will address the 'whys' to prepare for the digital age and how to bridge the gap from where you are to where you want to be.

- ▶ **Incorporate** intelligent records and IM systems
- ▶ **Construct** a robust information governance framework
- ▶ **Implement** technology for enhanced efficiency and accuracy
- ▶ **Build** a skilled and sustainable digital workforce

## WHO WILL ATTEND?

### Industry:

- ▶ Public Sector
- ▶ Finance
- ▶ Universities
- ▶ Health
- ▶ Utilities
- ▶ Education and Training
- ▶ Consulting
- ▶ Web, ICT & Telecommunication

### Job Roles:

- ▶ Records Management
- ▶ Information & Knowledge Management
- ▶ Data Management
- ▶ Digital Transformation Specialist
- ▶ EDRM ProjectS
- ▶ IT/IM System Management
- ▶ Archivists
- ▶ Document Management
- ▶ Information Security Specialist
- ▶ Regulation & Strategy
- ▶ TRIM Administrator
- ▶ Business Analyst
- ▶ IT Change Management

## PRE-SUMMIT WORKSHOP

17 FEBRUARY

### ACQUIRE SKILLS TO MANAGE RECORDS & INFORMATION WITH OFFICE365 AND SHAREPOINT

Public and private segment organisations are progressing towards hybrid and cloud solutions. Accompanying this development, Microsoft Office 365 and SharePoint have risen as dominant records and information management solutions.

It is now vital for information and records managers, CIOs, SharePoint support teams, and organisational leaders to comprehend the advantages, gaps, and risks in this dynamic business environment. Organisations can instinctively and conveniently manage classification and retention policies using these platforms, across document repositories, collaboration, emails, personal files, and much more.

This workshop will help you gain an in-depth understanding of using Microsoft Office 365 and SharePoint as an evolving toolset and learn best practices to harness the powerful information management features, classification, retention, and compliance.

Regardless of whether you're an Office 365 expert or new to the platform, this session will leave you well equipped with practical skills for taking control and managing your organisation's records and information.

### Modules

- ▶ Learn the fundamentals of Microsoft Office 365
- ▶ Explore the functionality of the tools
- ▶ Design your records and information management system
- ▶ Achieve seamless records and information integration with Office 365 and SharePoint

### EXPERT FACILITATOR

#### Andrew Warland

Office 365, SharePoint Online, Records & Information Management Specialist

**Andrew Warland Consulting**

## Book and Save

### VALUE PLUS

Save up to \$800

Book before 15 November 2019

### SUPER SAVER

Save up to \$500

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### EARLY BIRD

Save up to \$300

Book before 24 January 2020

## DEVELOP EFFECTIVE STRATEGIES TO MANAGE CURRENT SYSTEMS

### DRIVE GROWTH BY REDUCING PAPER & STREAMLINING PROCESSES - GO PAPER-LITE KEYNOTE

9:00 - 9:50

The Department of Transport and Main Roads is a leading agency in Queensland for establishing and implementing governance arrangements for risk and value-based information management. Their paper-lite process optimisation strategy has shone a light on corporate business processes, ceasing redundant activities and reallocating resources to manage valuable information assets.

The uptake of this strategy by function and process owners has resulted in tremendous benefits since the launch of the Queensland Public Records Act 2002.

Nicole has established and is leading this program of work. She will advise and answer questions on how you can develop an efficient, contemporary, measurable, and transformative information management strategy for your organisation using existing resources.

#### Nicole Atkinson

Director of Information Management  
Department of Transport & Main Roads QLD



### AD HOC TO ADHERENCE - EVOLVE THE RECORDS MANAGEMENT CULTURE CASE STUDY

9:50 - 10:40

Implementing records management in different parts of a single enterprise requires an understanding of your target audience. EnergyAustralia has recently been building records management capability in three different business areas – Retail, Generation, and the Legal and Compliance units. Each requires a unique approach to establishing a case for change, system design, and deployment.

#### Annabel Hay

Information Management Lead  
EnergyAustralia



### MORNING TEA

10:40 - 11:00

### PAPER INDEPENDENCE - UNLOCKING THE VALUE FROM EXISTING AND FUTURE RECORDS CASE STUDY

11:00 - 11:50

Government and private enterprise alike have large stores of valuable information contained in paper records either onsite or with storage providers. Learn how Government are unlocking the value in existing paper records, making better informed business decision and reducing manual administration time and cost. Hear how utilising Artificial Intelligence (AI) and Machine Learning (ML) can assist in bringing structure to unstructured correspondence records, automate correspondence classification, workflow and ultimately customer (and staff) satisfaction.

#### Sev Eggelaar

Digital Solutions Specialist  
GRACE



### TRANSFORMATION OF A TRADITIONAL RECORDS MANAGEMENT & ARCHIVES PROGRAM CASE STUDY

11:50 - 12:40

The records and information management landscape is rapidly changing. Janet and Susannah will talk about the changes they have overseen in recent years to the Records Management and Archives programs at Monash University. You'll learn the core elements to their strategy, including record keeping literacy, digital preservation, and information asset register.

#### Sussanah Tindall

Records Officer  
Janet Brennen  
Manager BCM, DR, Records & Archives  
Monash University



### LUNCH

12:40 - 1:40

### CONSTRUCT YOUR INFORMATION GOVERNANCE FRAMEWORK - MAXIMISE VALUE & MINIMISE RISK PANEL

1:40 - 2:40

Information is a critical intangible asset of modern organisations. It's a survival tactic, providing businesses with a competitive advantage. One of the challenges enterprises face is the lack of information management across business processes. Constructing a robust governance framework will ensure your organisation leverages information across all divisions.

Our panel of experts will discuss solutions for building a feasible governance framework and highlight its capability to maximise the value of information while minimising associated risks.

#### Sheryl Mapp

Director, Enterprise Records Management  
National Australia Bank



#### Kerrie Webb

Head, Governance & Corporate Compliance  
TAFE NSW



#### Mark Gill

Director, Health Information Management & Standards  
Department of Health & Human Services Victoria



#### Esther Carey

Assistant Director, Information Policy Collection Management  
National Archives Australia



### MORE THAN METADATA - IMPORTANCE OF A HIGH LEVEL INFORMATION ARCHITECTURE MODEL EXPERT COMMENTARY

2:40 - 3:30

A high-level Information Architecture (IA) model that defines conceptual and logical information structures helps organisations understand their data, improve it, harvest, and use it in different ways. IA models are used in conjunction with other architecture models to provide a holistic understanding of corporate data.

Drawing on seven years' experience developing and maintaining an IA model, Andrew will examine and discuss its value. Discover why an IA model is essential, how it's developed, the benefits it will bring, and how it connects with records management metadata.

#### Andrew Warland

Office 365, SharePoint Online, Records & Information Management Specialist  
Andrew Warland Consulting

### AFTERNOON TEA

3:30 - 3:50

### EXPLORE THE PAST, PRESENT & FUTURE OF RECORDS MANAGEMENT CASE STUDY

3:50 - 4:30

As we enter the digital age with advanced methods of records and information management systems, staff face diverse challenges which can be emotionally and mentally exhausting. Ruth, Tracey, and Jess will discuss their transitioning journey, how to think outside the box, and what it means to look "beyond and deeper" to embrace countless opportunities.

#### Ruth Edge Corporate Information Team Leader

Tracey Wade Data Analyst  
Jess Sharlott Business Support & Liaison Officer  
Cardinia Shire Council



### DRINKS & CANAPÉS

4:30 - 5:30

Continue to network while you enjoy complimentary refreshments.

## PROGRESS INTO THE DIGITAL AGE

### CHALLENGE & REINVIGORATE THE WAY RECORDS MANAGEMENT IS DONE IN YOUR ORGANISATION

KEYNOTE

9:00 - 9:50

Information and records management has evolved. The systems, processes and skills that helped us manage records in 10-20 years ago, are no longer suited to today's way of working. How do you wrangle these modern data, information and records management challenges, and energise your organisation to care! Jade will explain how a vision for information and records management can enable your organisation to stay in tune with customer needs and proactively ensure that the customer experience is optimised in every way possible.

**Jade Carson**

Chief Information Officer

Commonwealth Ombudsman



### PREPARE FOR THE DIGITAL AGE - ENABLE GREATER USABILITY & ACCESSIBILITY

CASE STUDY

9:50 - 10:40

Demand pressures for storage and access to information in a discoverable format have made digital preservation a top-line issue for archives departments. Bethany will discuss the advantage of digital preservation, how to conquer the barriers, and achieve what is required to be prepared for the digital age.

**Dr Bethany Sinclair-Giardini, MRIM**

Digital Archivist

Yarra Ranges Shire Council



### MORNING TEA

10:40 - 11:00

### ACCOUNTABLE RECORDS MANAGEMENT WITH OFFICE 365 & SHAREPOINT

EXPERT COMMENTARY

11:00 - 11:50

The uptake of Office 365 and SharePoint Online by public sector agencies has focused attention on their ability to manage information per government requirements. Information managers have struggled to gain access and control over these complex products, posing a risk to agencies' ability to maintain authentic and reliable records.

Drawing on PROV's engagement with agencies, hosted service providers and consultants, Peter will set out some of the key risks and benefits identified. He will share approaches to implementation and management of the products agencies are using to support their business needs and meet their legislated obligations.

**Peter Francis**

Manager Standards & Policy

Public Record Office Victoria



### HARNESS THE POWER OF AI & ML TO IMPROVE RECORDS & DOCUMENTATION ACCURACY

CASE STUDY

11:50 - 12:40

An intelligent information management solution focuses on automating the time-consuming and manual processes within a business. The Australian Human Rights Commission is the first Australian Government agency to use the power of artificial intelligence and machine learning to automate

records classification. Ryan will take you on the journey of project RADICAL from scratch to success.

**Ryan McConville**

Information Manager

Administrative Appeals Tribunal



### LUNCH

12:40 - 1:40

### ESTABLISH A CHANGE MANAGEMENT STRATEGY FOR RECORDS & INFORMATION MANAGEMENT

PANEL

1:40 - 2:40

A practical change management strategy enables a smooth transition for stakeholders and facilitates faster adoption of newly implemented systems. An emergent change strategy ensures a well-ordered transition, engaging stakeholders and establishing the language of records and information across all divisions.

**Manohar Esarapu**

Head of Data & Information

City of Port Phillip



**Carissa Rankin**

Enterprise Records &

Content Management Senior Manager

NBN



**Mary Ann Rosenthal**

Information Management Team Leader

Whittlesea City Council



### CHALLENGES & CONSIDERATIONS OF GDPR IMPLEMENTATION

CASE STUDY

2:40 - 3:30

The European's Union General Data Protection Regulation (GDPR) imposes significant changes to privacy laws in Europe and beyond. It has a significant global impact due to its extra-territoriality provisions – applying to small and large organisations, public and private, who operate in the EU, offer goods or services, or monitor individuals within the EU.

Organisations must be able to demonstrate they understand where, what, and how their data is used. ANZ bank has taken this approach to build a compliance framework for organisational information management. Leonie will discuss the impacts of the compliance strategy on the gold standard of data privacy and its ongoing impact on the evolution of privacy codes around the world.

**Leonie Short**

Senior Business Analyst, GDPR Program

ANZ Bank Australia



### AFTERNOON TEA

3:30 - 3:50

### EXPLORE NEW HORIZONS

ROUNDTABLE

3:50 - 4:30

Records and information management has reached a long way. At present, organisations are required to keep with the pace and hence are required to re-evaluate their current information and records management system to enable efficiency and effectiveness. The roundtable discussion will focus on the 'whys' and 'hows' of entering the digital age with the significance of making the information and records more valuable, accessible, and usable.

### DRINKS & CANAPÉS

4:30 - 5:30

Continue to network while you enjoy complimentary refreshments.

## RIM & ICT PROFESSIONALS LEADERSHIP WORKSHOP

The evolution of technology-driven data and IM systems is reinventing the role of RIM and ICT professionals. While traditionally seen as the custodian of company records, RIM and ICT professionals need to go beyond ensuring IM compliance and security to lead transformation and provide strategic, analytical foresight for business growth. On top of having technical knowledge and competence, you must hone broad leadership skill-sets that include driving change management, stakeholder communication, enhancing team collaboration, as well as delivering innovation and IM project excellence.

This practical workshop is specifically designed to prepare you for future challenges and potential growth. You will explore modern concepts in leadership, digital transformation, information governance and user experience, to ride the tides of disruptive change and deliver expert solutions for robust business outcomes.

### BE A BETTER LEADER OF YOU

DAY ONE | 20 FEBRUARY

#### Latest trends, issues, and potential impacts facing RIM & ICT professionals

- ▶ How RIM and ICT is evolving and how you can prepare for future challenges
- ▶ Delve into the impacts of technological advances
- ▶ Explore essential leadership qualities

#### The transition from technical specialist to a strategic business enabler

- ▶ The shift from technical specialist to leader - What's the difference?
- ▶ What does authentic leadership mean to you?
- ▶ Characteristics of exceptional leaders and how to develop them

#### Modernise your skillset

- ▶ Identify and break habits that derail us
- ▶ Develop positive personal leadership habits - planning, productivity, deep work, and continuous learning
- ▶ Identify your values and goals

#### Prepare to be a change leader

- ▶ Communicate change effectively and promptly
- ▶ Break down complex jargon and processes to communicate with non-IM business peers
- ▶ Build consistent visions, goals, and messages of your digital transformation plan

### EXPERT FACILITATOR

#### Kate Fuelling

Consultant, Facilitator & Digital Transformer

Kate Fuelling Consulting

### BE A BETTER LEADER IN YOUR ORGANISATION

DAY TWO | 21 FEBRUARY

#### Leading digital transformation

- ▶ Understand how businesses are evolving and the impact on the existing resource/technology structures in your organisation
- ▶ Align your digital transformation plan with business needs
- ▶ Create and lead an integrated information, data, and technology approach

#### Explore project management methodologies – the good, the bad, the ugly

- ▶ Lead an IM change project - What is required? What works? What doesn't? How do you avoid the pitfalls?
- ▶ Challenges and issues to mitigate risk and maximise competitive advantage
- ▶ Practical strategies to approach change resistance
- ▶ Manage challenging conversations

#### Digital by design - Create and deliver a seamless user experience

- ▶ Understand IM and ICT from the users' perspective
- ▶ Explore and understand Design Thinking
- ▶ Applying design thinking to digital transformation and projects
- ▶ Support an organisational culture that welcomes innovation

#### Establish networks and connection for digital transformation

- ▶ Identify and understand your internal and external stakeholders
- ▶ Practical approaches to building better connection, collaboration, and how to facilitate co-creation
- ▶ How to support and partner with others to achieve greater efficiency and productivity

