

New head in new position

MEET Jenny Moss, recently appointed by CALM to the newly created position of Manager Corporate Information Services.

Until a replacement has been found for Information Management Branch Manager Peter Bowen, Jenny will be responsible to the Acting Manager Colin Pearce.

Colin said that although it replaced the earlier position of Records Manager, the new position's brief was different, and reflected the changes occurring in the wider environment.

"The position was created as a result of the Deakin Consulting Review into CALM's information management processes, one part of which dealt with corporate records, and Jenny's brief includes implementing the recommendations of that review," he said.

Background

Jenny's background is in the library services sector of the information management industry.

For the past six years she was library services coordinator for the Department of Training, responsible for providing strategic advice to management on the provision of library information services for TAFE.

Jenny said that while she had never worked in the records management sector, the principles of managing corporate information were fundamentally the same.

"They both need information to be organised so it may be retrieved readily when people need it, enabling them to perform their jobs more effectively," Jenny said.

"Many people probably still envisage 'Records' as the repository for piles of old paper files, a backwater symbolised by dust and decay, silverfish and cock-



Jenny Moss, ready to manage CALM's information.

Photo by Verna Costello

roaches, and while there may be some element of truth in this, the scene is rapidly changing.

"Recent experience in WA and elsewhere has led to the acknowledgement of the importance of efficiently handled and effectively managed Government business information, particularly in providing evidence of accountability and responsibility.

Stark reminder

"The Royal Commission into 'WA Inc' is a stark reminder of the need for the responsible management of public records.

"And now, the Commission on Government has just completed the most extensive and thorough investigation into the delivery of records management services to the Western Australian Government yet undertaken.

"It has recommended extensive changes to legislation governing the management of public records."

So what is corporate information?

"It comprises our public records, created or re-

ceived by CALM officers in the course of their duties. They may be paper records or in any other format, including electronic, graphic and audio, and they contain information that has administrative, legal, fiscal, evidential or historical value," Jenny said.

"The Deakin review identified a number of deficiencies in CALM's management of corporate information, which have largely been caused by the highly decentralised nature of the department, and the incapacity of early records management software packages to provide an adequate solution in these conditions.

"This has meant that only the operational headquarters at Como can be reasonably catered for by the current records management system. Other metropolitan sites receive less support to varying degrees, and regional and district offices are largely left to fend for themselves.

"However, technology now offers the potential to greatly enhance the quality of corporate information

services to CALM officers."

Jenny expects to implement a new system that can greatly improve access to corporate information for all staff.

"The aim is also to cut down on the duplication of effort imposed by the deficiencies in the old system, and to eliminate the need to look for the same sort of information in more than one place," Jenny said.

"My first task is to review current practice at the Corporate Information Section at Como to ensure that sound procedures are carried over into the new system, and that all statutory obligations are met.

"I'll then be conducting a survey of all CALM staff to find out their needs and their suggestions for providing better corporate information services.

"This, in turn, will indicate to me the most appropriate new records management software and the design of new services.

Exciting challenge

"It's a big project and may take some time before everyone can enjoy the full benefits of the new system. But it's an exciting challenge, and one that my team of enthusiastic staff and I are looking forward to."

Jenny is married to Tom, a marketing strategist (also part-time opera singer and former rugby player), who has worked both for the government and for private enterprise.

Off-duty

"In off-duty hours, our dog, a turbo-charged schnauzer called Zoe, keeps us on our toes," Jenny said. "Otherwise I enjoy dinner parties and dressmaking, in fact, I enjoy most of the things that come under the heading 'off-duty'—which shouldn't be interpreted to mean that I don't also enjoy working at CALM."

Job No 286/1



Cliff GILLAM
New H R Mgr

Jenny Moss
New Mgr Corp Info

Front-counter
staff past-
D/uo visit

CALMfine staff
(Mapping story)

29/02/96