

February 25-27, 2008  
Hilton Kuching Hotel, Sarawak, Malaysia

For latest updates, visit the Conference Website:  
[www.stratfos.com/events/IMC2008](http://www.stratfos.com/events/IMC2008)

## DAY 1: Monday, February 25

|          |   |  |
|----------|---|--|
| 7:30 am  | <b>Registration &amp; Breakfast</b>   |  |
| 9:00 am  | <p><b>Session 1:</b><br/><b>New Approaches to Recordkeeping in the Digital Era</b><br/><b>Case Study: The Government of Canada</b></p> <p><i>This paper will recount the internal process of discussion and reflection, from the tabling of first concepts and ideas in the proposition of a significant paradigm shift for IM to the current phase of testing and validating elements of a new regulatory environment for recordkeeping through a series of assessment projects.</i></p>   | <p><b>Dr Richard Brown</b><br/>Senior Advisor<br/>Government Records<br/>Library &amp; Archives<br/>Canada</p>       |
| 10:00 am | <b>Welcome &amp; Introduction</b>   | <p><b>Chin Koon Siang</b><br/>IMC2008 Chairman<br/>GM/ Principal Consultant<br/>Stratfos Consulting<br/>Malaysia</p> |
| 10:15 am | <p><b>Keynote Address</b><br/>by<br/><b>Yang Berhormat Datuk Patinggi Tan Sri Dr. George Chan Hong Nam</b>, Deputy Chief Minister, Minister of Industrial Development, Minister of Modernization of Agriculture, Chairman, SITRC</p>  |  |
| 11:00 am | <p><b>Session 2:</b><br/><b>Best Practices for Managing Unstructured Information as an Asset</b></p> <p><i>This presentation will cover Canadian perspectives on Information Management topics and initiatives within the Government of Canada with emphasis on governance processes, compliance, accountability frameworks, stakeholder participation, policy and guideline formulation, and other government sector challenges surrounding the broad topic of managing information as a strategic asset.</i></p>  | <p><b>Edan Puritt</b><br/>Vice President<br/>ICT &amp; Systems Automation<br/>AESI<br/>Canada</p>                    |
| 12:00 pm | <b>Lunch</b>  |  |
| 1:45 pm  | <p><b>Session 3:</b><br/><b>The Future of Information Management: Getting there and what to expect</b></p> <p>An increased focus on how organizations use information to affect key business objectives results in the emergence of information management as a top strategic initiative for CxOs. However, supporting information access and analysis, and the performance management requirements of diverse users is becoming more challenging and complex, particularly as organizations are pressured towards integrating content and information collaboration. There is an enormous amount of innovation yet to be realized. This session will provide insights into what to expect when there is an enormous amount of work left to be done by IT leaders seeking information management capabilities to advance the strategic role of information.</p> | <p><b>Eric Thoo</b><br/>Principal Research Analyst<br/>Gartner<br/>Singapore</p>                                     |
| 2:30 pm  | <p><b>Session 4:</b><br/><b>Transitioning from Paper Records to Electronic Records</b></p> <p><i>The investment in an enterprise content management solution is significant. An important part of the return on investment is achieved through designation of electronic copy as official record, eliminating the need for paper files. Historical reliance on print copy and original signature, coupled with the resistance to change, makes this transition a challenge. This session will outline the method adopted by the Canadian Department of Indian Affairs and Northern Development to establish the electronic copy of documents stored within a document management solution as the official record copy of the organization.</i></p>  | <p><b>Denise Going</b><br/>IM Consultant<br/>Denise Going Consulting<br/>Inc.<br/>Canada</p>                         |
| 3:30 pm  | <p><b>Session 5:</b><br/><b>Implementing Electronic Documents and Records Management System (EDRMS)</b><br/><b>Part 1: EDRMS Deployment Methodology</b></p>   | <p><b>Mark Smith</b><br/>President<br/>Bridgetown Consulting<br/>Canada</p>  |

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*What could an actual EDRMS implementation look like? In most cases, a set of proven master templates are used to get the project started. These are based on lessons learned from previous implementations. They contain a detailed set of phases that are then customized for each client. An EDMS Deployment Methodology can be made up of many phases. The most common phases are as follows:*

*Phase 1 – Project Planning and Initiation*

*Phase 2 – Requirements Analysis*

*Phase 3 – Procurement, Installation and Testing*

*Phase 4 – EDRMS Implementation*

*Phase 5 – EDRMS Post-Implementation Review*

4:30 pm

**Session 6:**

**Records Management Practices in Sarawak State Library (SSL), and Its Role as a State Depository**

*This presentation will share Sarawak State Library's experiences in adopting RM's best practices in its own record management programs towards the creation of a model for the other state government agencies. Being the State Depository, various measures have been put in place to ensure proper transfer of public records to SSL.*

**Rashidah Haji Bolhassan**

*Chief Executive Officer  
Pustaka Negeri Sarawak  
Malaysia*

5:10 pm

**End of Day 1**

6:30 pm

**Welcome Cocktail & Dinner Reception**

- All Delegates are invited.
- Transportation to/from the Welcome Cocktail & Dinner Venue will be provided. All Delegates to meet at the Hilton Hotel Main Entrance at 6:00pm to board the coach.

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## DAY 2: Tuesday, February 26

|                          |   |  |
|--------------------------|---|--|
| 8:00 am <b>Breakfast</b> |   |  |
| 9:00 am                  | <p><b>Session 7:</b><br/><b>Applying Information Management/Records Management Best Practices to Structured Data</b></p> <p><i>Structured data is less expensive to manage than unstructured data. This belief has driven governments and large organizations to adopt database focused solutions wherever possible (e.g., web pages, transaction based ERP solutions like SAP and Oracle). Much of the savings result from the choice NOT to manage these records through their lifecycle (e.g., versions, data integrity, provenance, disposition). The total cost of ownership for structured data should include backup and restoration costs at a minimum. This presentation examines options and issues pertaining to the management of structured data through its entire lifecycle.</i></p>   | <p><b>Edan Puritt</b><br/>Vice President<br/>ICT &amp; Systems Automation<br/>AESI<br/>Canada</p>            |
| 10:00 am                 | <p><b>Session 8:</b><br/><b>Industry Information Management Practice: Capturing corporate documents at source</b></p> <p>Although many organizations have made significant investments in document management (DM) or enterprise content management (ECM) solutions, however these enterprise solutions are seldom extended down to distributed workgroups/locations even though these workgroups are often the major points of receipt and distribution of key documents. The speaker will explore the challenges faced in enabling information capture right at the source and available approaches to address them.</p>  | <p><b>Lee Chin Guan</b><br/>Senior Manager<br/>Fuji Xerox<br/>Malaysia</p>                                   |
| 10:45 am                 | <p><b>Session 9:</b><br/><b>Information Management (IM) and E-Learning</b><br/><b>Case Study: Algonquin College</b></p> <p>This is a case study of using IM to improve service delivery. How does technology impact today's learner? Does technology make teaching and learning easier or just different? How do faculty make use of course management software (CMS) such as Blackboard? Do students learn any better in an online or blended learning environment? Come along on a case study which tracks the introduction of Blackboard at Algonquin College in 2003 to its current state with 2900 active courses in the Winter 2008 semester. Blackboard is used college-wide and is attached to every course, ranging from face-to-face use solely as a document repository, to hybrid/blended use with some collaborative tool use, to full online use with complete collaborative tool use.</p>  | <p><b>Judy Bauer</b><br/>Professor<br/>Algonquin College<br/>Canada</p>                                      |
| 11:30 am                 | <p><b>Session 10:</b><br/><b>Industry Information Management Practice: Fast Track Business Innovation with Information on Demand</b></p> <p>At this session, learn about what is driving the convergence of information management, the proof points, opportunities, the future trends and how organizations can fast track innovation by taking advantage of IBM Information On Demand strategy and best practices.</p>  | <p><b>Mark McConnell</b><br/>Asia Pacific Sales<br/>Executive for Data<br/>Services<br/>IBM<br/>Malaysia</p> |
| 12:15 pm <b>Lunch</b>    |   |  |
| 2:00 pm                  | <p><b>Session 11:</b><br/><b>Implementing Electronic Documents and Records Management System (EDRMS).</b><br/><b>Part 2: Awareness as part of Risk Management</b></p> <p><i>There is a common high risk issue for all Enterprise Resource Planning (ERP) projects, one that is compounded with the specifics of an EDRMS project. Namely, ERP projects are notorious for underestimating, during the sales and planning phases of the project, the level of organizational impact, and hence involvement, that is required from the business. Quite simply, if the business doesn't lead the project, then the technology will. That awareness inevitably develops during the course of a project, and it then inevitably leads to increased involvement near the end of the project, but by that point in the project lifecycle, time and budget has been eaten up by the IT lead approach. The resulting conflict leads to either cost and time</i></p> | <p><b>Mark Smith</b><br/>President<br/>Bridgetown Consulting<br/>Canada</p>                                  |

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*overruns, or to an implementation that more closely reflects the capabilities of the technical product, than the business requirements of the organization. So, what to do? Well, identifying this risk up front is critical, and then developing mitigating strategies.*

3:00 pm

**Session 12:**

**Nurturing IM Behavior – “The training and change management challenge for organizations new to IM”**

*It’s not just about the technology. Your EDRMS solution is robust and compliant, your IM policies and procedures are clearly written but if your users cannot make the link and see the value add to their day-to-day work (and that of their workgroups), if they see the changes as just another set of things to do (or to avoid), or feel threatened by the perception of opening up their files for all the world to see, your project is in trouble.*

*This session looks at the cost to your project of not paying sufficient attention to human and organizational factors, the unique challenges associated with getting users to buy into your IM vision and the importance of building a long term training program within a wider change management framework.*

**Paul Roberts**

*Senior Consultant  
 Office of the  
 Superintendent of  
 Financial Institutions  
 Canada*

4:00 pm

**Session 13:**

**Development of Information Management (IM) Policies and Programs for an Enterprise**

**Case Study: The Sarawak State Public Service**

*The Sarawak Government has embarked on several IM initiatives since 2003. This session will highlight the approaches and major activities undertaken by the State Government in identifying and documenting two core components necessary in getting started with IM implementation. The speaker will share the State Government experience in developing IM policies, and identifying IM programs and projects for the overall State Public Service.*

**John Wong**

*IT Planner, Information  
 Planning  
 ICT Unit, Chief Minister’s  
 Department Sarawak  
 Malaysia*

5:00 pm

**End of Day 2**

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## DAY 3: Wednesday, February 27

|          |  |   |
|----------|--|---|
| 8:00 am  | <b>Breakfast</b>   |   |
| 9:00 am  | <p><b>Session 14:</b></p> <p><b>The Evolution of the Enterprise Information Management Program</b></p> <p>The electronic handling of information within a government department requires adaptation of records management practices to the multi-media environment. The introduction of document management discipline, the evolution of appropriate rules and standards, and the development of information management staff are part of this evolution. This session will outline measures taken to engage the knowledge workers in the re-design of the information management program and develop a new support activity to address the electronic information management needs of the organization.</p> | <p><b>Denise Going</b><br/><i>IM Consultant</i><br/><i>Denise Going Consulting Inc.</i><br/><i>Canada</i></p>                               |
| 10:00 am | <p><b>Session 15:</b></p> <p><b>Developing Documentation Standards for Business Activity</b><br/><b>Case Study: The Government of Canada</b></p> <p>This paper will explain the theory and concepts of documentation standards as they are being developed in the Government of Canada, and report on their first phase implementation through assessment projects in partnership with early adopter departments and agencies.</p>   | <p><b>Dr Richard Brown</b><br/><i>Senior Advisor</i><br/><i>Government Records Library &amp; Archives</i><br/><i>Canada</i></p>             |
| 11:00 am | <p><b>Session 16:</b></p> <p><b>IM Training for IM Tools – “Getting your user community up to speed with the new IM toolset”</b></p> <p><i>IM training for IM Tools is just one slice of the IM training equation. This session offers practical suggestions on how to design and deliver straightforward but effective training on your new IM toolset and offers techniques on how to make learning ‘stick’.</i></p>   | <p><b>Paul Roberts</b><br/><i>Senior Consultant</i><br/><i>Office of the Superintendent of Financial Institutions</i><br/><i>Canada</i></p> |
| 12:00 pm | <b>Lunch</b>   |   |
| 2:00 pm  | <p><b>Session 17:</b></p> <p><b>Records Management Implementation – ‘Setting our records straight!’</b></p> <p>This presentation aims to share the Records Management Implementation in Shell EP Asia Pacific including the business case, key objectives and deliverables, the approach, issues and challenges faced during the implementation.</p>   | <p><b>Desmond Law</b><br/><i>Records Management Implementation Manager</i><br/><i>Asia Pacific</i><br/><i>Sarawak Shell Berhad</i></p>      |
| 3:00 pm  | <p><b>Session 18:</b></p> <p><b>Panel Discussions</b></p>  | <p><b>Facilitator: Edan Puritt</b><br/>All Speakers &amp; Invited Panel</p>   |
| 4:00 pm  | <b>Closing Remarks</b>   |   |
| 4:30 pm  | <b>Conference Adjourns</b>   |   |
| 5:00 pm  | <p><b>Roundtable Discussion (Optional)</b></p> <p><b>Outsourcing Documents Archiving – Issues and opportunities</b></p>  | <p><b>Facilitator: Edan Puritt</b><br/>Invited Panel &amp; Interested Delegates</p>   |