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*“A lot of our history lies with the ordinary people out there, our grandparents and grandmothers, our aged neighbours, the limping elders in the streets, our unsung heroes, our elders. Such knowledge and history is with the very elders we sit and share our dinner with daily, under our own roofs.”*

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**ESARBICA NEWSLETTER**

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## Events

### May 2005

30-1<sup>st</sup> June **Developing standards, policies and systems for Electronic Document and Records Management** Convened in Johannesburg South Africa by International Quality & Productivity Centre (IQPC). Contact Fran Lupton Phone + 27116695034 Email: [fran.lupton@iqpc.co.za](mailto:fran.lupton@iqpc.co.za) **Website:** <http://www.iqpc.co.za>

30<sup>th</sup> – 3<sup>rd</sup> June **Registry management course** Workshop convened by the Kwa Zulu Natal Archives at Ulundi Archives Repository. Tel: (035) 879 8500. Fax: (035) 879 8518  
E-mail: [archives@uld.kzntl.gov.za](mailto:archives@uld.kzntl.gov.za)

### June 2005

6<sup>th</sup> – 10<sup>th</sup> **Registry management course** Workshop convened by the Kwa Zulu Natal Archives at Pietermaritzburg Archives Repository. Tel: (033) 342 4712. Fax: (033) 394 4353  
E-mail: [pmbarchives@kznedu.kzntl.gov.za](mailto:pmbarchives@kznedu.kzntl.gov.za)

7<sup>th</sup> – 10<sup>th</sup> **“Records Management course”** Workshop convened by National Archives of South Africa in Pretoria, South Africa. Contact Arie Bot, Phone: (012) 323 5300, Fax: (012) 323 5287. E-mail: [rmc@dac.gov.za](mailto:rmc@dac.gov.za) website <http://www.national.archives.gov.za/rms/rmc.htm>

20<sup>th</sup> – 21<sup>st</sup> **“Paper based documents and records management”** Workshop convened by Intelligent Africa Marketing and Training in South Africa. Contact Faith Kafula Tel (27) 12 997 5424 Fax (27) 12 997 7034 Email [info@intelligentafrika.com](mailto:info@intelligentafrika.com)

20<sup>th</sup> – 24<sup>th</sup> **Registry management course** Workshop convened by the Kwa Zulu Natal Archives at Durban Archive Repository. Contact Tel: (031) 309 5682. Fax: (031) 309 5685 E-mail: [dbnarchives@kznedu.kzntl.gov.za](mailto:dbnarchives@kznedu.kzntl.gov.za)

22<sup>nd</sup> – 23<sup>rd</sup> **“Electronic records and document management”** Workshop convened by Intelligent Africa Marketing and Training in South Africa. Contact Faith Kafula Tel (27) 12 997 5424 Fax (27) 12 997 7034 Email [info@intelligentafrika.com](mailto:info@intelligentafrika.com)

22<sup>nd</sup> – 24<sup>th</sup> **3<sup>rd</sup> annual conference on managing electronic records”** Conference convened in Johannesburg by Long Sight Communications. Contact Richard; Phone +27113393300 Fax +2711 3393325 Email [richard@longsight.co.za](mailto:richard@longsight.co.za) Website <http://www.longsight.co.za>

27<sup>th</sup> – 28<sup>th</sup> **Advanced electronic records management conference** Convened in Johannesburg, South Africa by Knowledge Up-grade. Contact Vanessa Phone +27117840888 Fax +27117849091 Email: [sales@knowledge-upgrade.com](mailto:sales@knowledge-upgrade.com)

27<sup>th</sup> – 1<sup>st</sup> July **Records management course** Workshop convened by the Kwa Zulu Natal Archives at Ulundi Archives Repository. Tel: (035) 879 8500. Fax: (035) 879 8518  
E-mail: [archives@uld.kzntl.gov.za](mailto:archives@uld.kzntl.gov.za)

## July 2005

### 6<sup>th</sup> – 8<sup>th</sup> **Employing The Best Approach to The Development of ERDM Standards, Policies and Systems to Effectively Manage Records**

Convened in Johannesburg, South Africa by **Ulwazi Business Development Communications**. Contact Sam. Phone +2711475 2611 Fax +2711675 5706

Email: [Salesubdc@Tiscali.co.za](mailto:Salesubdc@Tiscali.co.za)

11<sup>th</sup> – 15<sup>th</sup> **Records management course** Workshop convened by the Kwa Zulu Natal Archives at Pietermaritzburg Archives Repository. Tel: (033) 342 4712. Fax: (033) 394 4353

E-mail: [pmbarchives@kznedu.kzntl.gov.za](mailto:pmbarchives@kznedu.kzntl.gov.za)

19<sup>th</sup> – 22<sup>nd</sup> **“Records Management course”** Workshop convened by National Archives of South Africa in Pretoria, South Africa. Contact Arie Bot, Phone: (012) 323 5300, Fax: (012) 323 5287. E-mail: [rmc@dac.gov.za](mailto:rmc@dac.gov.za)

**website** <http://www.national.archives.gov.za/rms/rmc.htm>

21<sup>st</sup> – 22<sup>nd</sup> **Electronic records management conference** Convened in Johannesburg, South Africa by Knowledge Up-grade. Contact Vanessa Phone +27117840888 Fax +27117849091 Email: [sales@knowledge-upgrade.com](mailto:sales@knowledge-upgrade.com)

25<sup>th</sup> – 29<sup>th</sup> **Registry management course** Workshop convened by the Kwa Zulu Natal Archives at Pietermaritzburg Archives Repository. Tel: (033) 342 4712. Fax: (033) 394 4353

E-mail: [pmbarchives@kznedu.kzntl.gov.za](mailto:pmbarchives@kznedu.kzntl.gov.za)

### 27<sup>th</sup> – 29<sup>th</sup> **XVIII Bi-Annual ESARBICA Conference: The African Agenda**

Convened in Gaborone Botswana hosted by the Botswana National Archives and Records Services. Contact Dr Nathan Mnjama, E-mail:

[mnjamanm@mopipi.ub.bw](mailto:mnjamanm@mopipi.ub.bw) Website: <http://www.geocities.com/esarbica>

## Aug 2005

1<sup>st</sup> – 5<sup>th</sup> **Records management course** Workshop convened by the Kwa Zulu Natal Archives at Durban Archive Repository. Contact Tel: (031) 309 5682.

Fax: (031) 309 5685 E-mail: [dbnarchives@kznedu.kzntl.gov.za](mailto:dbnarchives@kznedu.kzntl.gov.za)

15<sup>th</sup> – November 4<sup>th</sup> **“The 7<sup>th</sup> Regional Course on Conservation and Management of Immovable Cultural Heritage”** Convened by AFRICA 2009 Programme in Mombasa Kenya. Contact AFRICA 2009 Regional Course, ICCROM, Via di San Michele 13, 00153 Rome, Italy, Tel: (39-6) 585 53 314 / Fax: (39-6) 585 53 349 Email: [africa2009@iccrom.org](mailto:africa2009@iccrom.org) Website:

<http://www.iccrom.org/africa2009/home.asp>

15<sup>th</sup> – 19<sup>th</sup> **Registry management course** Workshop convened by the Kwa Zulu Natal Archives at Pietermaritzburg Archives Repository. Tel: (033) 342 4712. Fax: (033) 394 4353

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16<sup>th</sup> – 19<sup>th</sup> **“Records Management course”** Workshop convened by National Archives of South Africa in Pretoria, South Africa. Contact Arie Bot, Phone:

(012) 323 5300, Fax: (012) 323 5287. E-mail: [rmc@dac.gov.za](mailto:rmc@dac.gov.za) **website**

<http://www.national.archives.gov.za/rms/rmc.htm>

29<sup>th</sup> – 2<sup>nd</sup> Sept **Registry management course** Workshop convened by the Kwa Zulu Natal Archives at Ulundi Archives Repository. Tel: (035) 879 8500. Fax: (035) 879 8518

E-mail: [archives@uld.kzntl.gov.za](mailto:archives@uld.kzntl.gov.za)

## Sept 2005

12<sup>th</sup> – 16<sup>th</sup> **Registry management course** Workshop convened by the Kwa Zulu Natal Archives at Durban Archive Repository. Contact Tel: (031) 309 5682. Fax: (031) 309 5685 E-mail: [dbnarchives@kznedu.kzntl.gov.za](mailto:dbnarchives@kznedu.kzntl.gov.za)

13<sup>th</sup> – 16<sup>th</sup> “**Records Management course**” Workshop convened by National Archives of South Africa in Pretoria, South Africa. Contact Arie Bot, Phone: (012) 323 5300, Fax: (012) 323 5287. E-mail: [rnc@dac.gov.za](mailto:rnc@dac.gov.za) **website** <http://www.national.archives.gov.za/rms/rmc.htm>

18-21<sup>st</sup> **50<sup>th</sup> Annual ARMA conference** Convened by ARMA in Chicago USA Website: <http://www.arma.org/conference/index.cfm>

26<sup>th</sup> – 30<sup>th</sup> **Records management course** Workshop convened by the Kwa Zulu Natal Archives at Ulundi Archives Repository. Tel: (035) 879 8500. Fax: (035) 879 8518  
E-mail: [archives@uld.kzntl.gov.za](mailto:archives@uld.kzntl.gov.za)

## Oct 2005

10<sup>th</sup> – 14<sup>th</sup> **Records management course** Workshop convened by the Kwa Zulu Natal Archives at Pietermaritzburg Archives Repository. Tel: (033) 342 4712. Fax: (033) 394 4353  
E-mail: [pmbarchives@kznedu.kzntl.gov.za](mailto:pmbarchives@kznedu.kzntl.gov.za)

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24<sup>th</sup> – 28<sup>th</sup> **Registry management course** Workshop convened by the Kwa Zulu Natal Archives at Ulundi Archives Repository. Tel: (035) 879 8500. Fax: (035) 879 8518  
E-mail: [archives@uld.kzntl.gov.za](mailto:archives@uld.kzntl.gov.za)

## Nov 2005

8<sup>th</sup> – 11<sup>th</sup> “**Records Management course**” Workshop convened by National Archives of South Africa in Pretoria, South Africa. Contact Arie Bot, Phone: (012) 323 5300, Fax: (012) 323 5287. E-mail: [rnc@dac.gov.za](mailto:rnc@dac.gov.za) **website** <http://www.national.archives.gov.za/rms/rmc.htm>

14<sup>th</sup> – 18<sup>th</sup> **Registry management course** Workshop convened by the Kwa Zulu Natal Archives at Durban Archive Repository. Contact Tel: (031) 309 5682. Fax: (031) 309 5685 E-mail: [dbnarchives@kznedu.kzntl.gov.za](mailto:dbnarchives@kznedu.kzntl.gov.za)

28<sup>th</sup> – 02 Dec **Registry management course** Workshop convened by the Kwa Zulu Natal Archives at Pietermaritzburg Archives Repository. Tel: (033) 342 4712. Fax: (033) 394 4353  
E-mail: [pmbarchives@kznedu.kzntl.gov.za](mailto:pmbarchives@kznedu.kzntl.gov.za)

## Jan 2006

16<sup>th</sup> – 20<sup>th</sup> **Registry management course** Workshop convened by the Kwa Zulu Natal Archives at Ulundi Archives Repository. Tel: (035) 879 8500. Fax: (035) 879 8518  
E-mail: [archives@uld.kzntl.gov.za](mailto:archives@uld.kzntl.gov.za)

## Feb 2006

6<sup>th</sup> – 10<sup>th</sup> **Registry management course** Workshop convened by the Kwa Zulu Natal Archives at Durban Archive Repository. Contact Tel: (031) 309 5682. Fax: (031) 309 5685 E-mail: [dbnarchives@kznedu.kzntl.gov.za](mailto:dbnarchives@kznedu.kzntl.gov.za)

## Mar 2006

13<sup>th</sup> – 17<sup>th</sup> **Records management course** Workshop convened by the Kwa Zulu Natal Archives at Durban Archive Repository. Contact Tel: (031) 309 5682. Fax: (031) 309 5685 E-mail: [dbnarchives@kznedu.kzntl.gov.za](mailto:dbnarchives@kznedu.kzntl.gov.za)

## **Preserving our history, preserving our heritage through oral memory**

By Pumla Dlamini

I love being an African. If being an African means dancing and chanting to the rhythms of my forefathers until my knees go weak and my limbs go numb.

I love being an African. If being an African means sitting by the fire in the late hours of the night, and enjoying listening to the storytelling and folktales of my forefathers, by the people I love and respect the most. Sadly, this has all gone.

Today we are living in an era where, the beauty of our culture and heritage is viewed through, what we see on the television, hear on the radio and are told by the commercial market and what sells.

Today we are living in the times where our country's values are determined by fashion, lifestyles, politics, money and other modern technology and advancement.

Today we are so eager and ambitious for a state of well-being, prosperity, and a democratic society, to the extent that we forget our norms, cultures and traditions, we forget the essence of who we are, where we come from, our very own origins.

Africans were born, grew up, and were groomed with culture. Our cultures, and traditions encouraged and taught virtues like respect, self-respect, listening, love, humanity (*ubuntu*) and human behavior from the cradle to the grave.

We grew up in a culture of singing hymns and song, of reciting poems and rhymes, of storytelling and folktales, of chanting and dancing.

With the changing times and lifestyles, we are slowly but surely losing these practices from our veins, our blood systems, our lives.

Our children today are being born, growing up, and living in times where they have no idea of their origin, or the importance and meaning of their origin to them as

people, as Africans.

Our children do not know and cannot recite the kind of rhymes, poems, songs and lullabies that we grew up with, that told of the beginning or end of seasons, that taught us the facts of life, which is part of us, as Africans.

I am not entirely blaming the youth, for the lack of appreciation or practicing such traditions and cultures.

I partly blame the knowledge managers, who have now aged and are rapidly passing on the next world, together with their knowledge, experiences and memories, without having done enough, or put enough effort in teaching and imparting knowledge to the youth, without encouraging appreciation in their generations/descendants of the beauty of their cultures, their histories, their origins, their indigenous values, their heritage.

I also blame the current society, ourselves, for being so taken and inspired by the Western beauty to the extent to adopting their practices, lifestyles, sadly at the expense of sacrificing our souls, our cultures, norms, traditions and heritage, our meaning, our very being.

It is saddening to observe that currently the history lessons curriculum and syllabus in our schools, focus on foreign white people, who came and convinced the people of colour, the people of the land to change their beliefs, which could end up giving our children an idea that, we as Africans have no history or stories to tell, or that we are not important or worthy enough, to leave a memorable trail behind, which is not a true reflection.

South Africa is a history in the making. South Africa is rich and deep-rooted in history. Such history is not limited to the recorded art, book, media forms that are seen, sold, showed in the commercial media. Rather, the essence of our history lies with the ordinary elder in the *bundus* (rural areas), who was part of the initiation of boyhood to manhood, the pensioner next door, who was affected by the forced land removals, who saw it happening. These people will not live to tell their stories

however, because they have not been accorded the platform to do so. They are sadly rapidly aging, and passing away with their memories and their knowledge. They are getting buried with the country's heritage.

These are the people who were taught culture, who grew up in, lived and practiced such cultures and traditions. These are the people who affected and were affected by culture, the changing times, the changing country.

It is not enough, to learn of our cultures, history and heritage from books, but neither knowing nor practicing them.

A lot of our history lies with the ordinary people out there, our grandparents and grandmothers, our aged neighbours, the limping elders in the streets, our unsung heroes, our elders. Such knowledge and history is with the very elders we sit and share our dinner with daily, under our own roofs.

This history is in a very critical and endangered form, memory, which will disappear into the face of the earth, without announcement, and without a trace.

We need to encourage and let the elders relive their pasts through their memories, in the way that they recall them best, and let them tell their stories, orally, whether they were good or bad, happy or sad incidents.

Of the unlimited scope of our history in this land, to date very few themes have been researched collected and recorded, most probably not to their fullest extent, because of insufficient dedication given to this mode or source of information/knowledge.

Of the few recordings done, most of the contributors/ interviewees have already passed on, leaving only their recordings as memories, and legacy for their descendants. The only evidence of their ever existing, are the audio tapes and the video cassettes kept in the Archives, and very likely to be ever and only accessed by the "academic" or "bourgeoise" sectors of society. Then, we proudly say, "This is what we will remember them by, know them by."



It is not enough. It is not sufficient to let our norms, cultures, values, traditions, history and heritage, be a told story, be a hearsay.

We have a responsibility, as adults, as parents, as teachers as historians, as archivists, as society, to:

- Seek and identify the knowledge and history out there that has not been collected and made known to the public.
- Research for potential interviewees/ contributors to such knowledge.
- Collect and record such information, knowledge and history.
- Publicise and let known, promote, encourage, enable and ensure access and use by society.
- Teach, impart and pass on to future generations this knowledge to ensure that our values are never forgotten but live on.

We have a challenge as the society to build a valuable heritage, to leave a meaningful legacy to the next generations. We have a responsibility to the children that we are grooming as the future society members to:-

- Tell them of our history as Africans, as a nation, as tribes, as communities, as families.
- Teach them our and their history, cultures, norms and traditions, of its beauty and its importance in their lives.
- Encourage them to love and appreciate their culture, their land, the history of their forefathers and its impact to what and who they are today, as people of the land.
- Encourage them to appreciate, collect and record their own histories, their own stories, from an early age, from a school level.

We have an unlimited/ bottomless fountain of history, of information, of knowledge, of a past that we need to talk about and pass on to our children, that is of value to us, that has marked/ scarred our lives, the incidents and events that we have pulled through, the narrow escapes, the difficulties, the challenges, the successes and

milestones, the attempts, the plans, the unfinished stories, that are part of us, that have made us what we are today, in a relatively small or big way.

We need to be proud and take pride of who we are, where we come from, and pass on this knowledge to our children, until it reaches the upcoming generations and generations.

Such imparting should not be limited to the learning syllabus in schools, but should be instilled in children as part of their lives, something they can relate and connect to, something they can live and talk about, that they can be proud and boast of. The originality of their names, their surnames, their clans, their forefathers, the hills, valleys and rivers around their land, the landmarks, the place-names, and list goes on and on.

The saying "*A country without a history, is a country with neither a past nor a future*", does not apply to South Africa.

Lets start looking at our country in a renewed meaning. History is not just who fought with whom, who had the most scars, or who died. Rather it is about who lived life, where, when, how, and what meaning it had for them. History is about how people lived and enjoyed their old days.

History is not about who was the most popular at school, played the best soccer, or was the queen at the prom ball. Rather it is about the fact that, you attended school or not, you played or watched, even hated soccer, or even that you attended a prom ball in your Sunday school dress and torn school shoes, since that was the best your parents could afford at the time.

That's history. Your history. Life lived. Stories told. Not kept in government or parliamentary journals and correspondence files. Pure memories, in ordinary people's minds, hearts and souls.

We have a wealth of history. We are a history in the making. All we have to do is to pick up our pens, and yes our cameras, and start recording.

## About the author

On completion of a B. Admin at the then University of Durban Westville in 1992, Pumla Dlamini initially started working at the KwaZulu Archives as an Archivist in 1993 simply because she was just looking for a job with a paying salary. Never in her dreams had she ever thought that she would come to understand and be interested in, have a career, and aspire to make a mark in the archival field. Miss Dlamini has specialized mainly in records management, up until recently with the realization of the challenges and gaps in the availability of information and records, in the repositories, the increasing diverse reading and research interests of the public, and the challenges with acquisition, collection, public access and use. She is currently working on a strategy of *Bringing the Archives closer to the people*, through identifying within the province, common and agreed upon themes and issues, identifying potential contributors to getting this information on record for public access and use. By her own admission, a very passionate person, Pumla is on a mission to make archivists and practitioners, not only recorders and custodians of information, but also to make people feel and realise that history and archives can enrich their lives. Her motto being “its time we welcomed a renewed brand of archivists on board”.

## Contact

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Durban Archives Repository, Kwa Zulu Natal Provincial Archives  
**Work:** +27-31-3095681  
**Fax:** +27-31-3095685  
**Email:** [dbnarchives@kznedu.kzntl.gov.za](mailto:dbnarchives@kznedu.kzntl.gov.za)

## Additional information

1. International Council on Archives – Committee on Oral Traditions  
<http://www.ica.org/body.php?pbodycode=COT&planque=eng>
2. How to conduct and present historical research about your local community  
<http://www.sahistory.org.za/pages/sources/oral-history/>

## A Short Insight into Starting Document Management Initiatives

By Judi N Sandrock

Many knowledge management initiatives start with implementing document management. It is a tangible way of managing explicit knowledge contained within the organization, and when used effectively, can be a platform on which to build collaboration around communities of practice and projects.

Document management software is inexpensive when one considers the user license costs only, which are usually the only costs budgeted for initially.

However, in order to maximize the functionality of the application, there are implementation costs, which involve consultants, workshops with users, taxonomy design, and coding for customization.

Therefore, it is important for us to know *why* we want to use document management, and avoid incorrectly budgeting and justifying the project.

Here is a list, which will help you determine why to use document management:

1. To share documents across the company network (LAN)
2. To allow for co-authoring of documents which are alive and not ready to archive
3. To implement security around documents which need to be shared in a defined group
4. To link documents to each other as well as Expert discussions to form knowledge elements
5. To enable documents to be processed elsewhere in the world to leverage labour savings and working hours

6. To build a foundation for explicit knowledge sharing and management
7. To allow communities of practice (CoP's) to share their documents in a secure and defined environment.
8. To automate workflow on documents in critical business processes.
9. To embed corporate governance for legal and financial documents
10. To enable a history of a document to be built over time, so that members of a CoP can determine who uses the document, who has edited it and in what way, and whether it should be archived or not
11. To have back-up copies of valuable documents in case of fire or flood.
12. To enable archiving rules to be applied automatically using workflow
13. To enable relevance to be maintained by using workflow
14. To use templates, which have been developed, to make it easy for new employees to know how the business reports and presents documentation, and the workflow required around certain types of documents (like templates for market research reports, monthly reports, customer visit reports).
15. To save paper in paper intensive processes, like banking, legal practice and insurance.
16. Through the design of a business specific metadata layer, allow for colleagues to search for documents on a global scale without having to download the entire documents themselves, thereby reducing bandwidth requirements.

Here are some tips on what not to do with document management software. These initiatives do not add sufficient value on their own to justify the cost of an implementation.

1. Don't build another electronic library which duplicates the corporate library.
2. Don't provide a repository for documents which should have been archived. These documents can be archived by saving them to CD and a catalogue made available on the Intranet.
3. Don't store scanned documents which are perishable (perishable documents are those which have a life-span often not even as long as the document distribution cycle, like daily share prices, topical articles, press cuttings)
4. Don't use OCR (optical character recognition) on documents that will not be edited, or should not be edited
5. Don't provide for editing of electronic documents which should not be altered (like R&D reports, annual reports)
6. Don't store documents, which are not specific to a community of practice, or requiring access control. If documents are general to the business, they should be published to the Intranet for all to see.

Having an experienced librarian on your document management implementation team will be extremely beneficial. Librarians know how to categorize and arrange documents, and how to combine documents to form knowledge elements. They will be of great help when designing a good and applicable metadata layer. Should you not have an in-house librarian with IT experience, Taxonomy experts are available as freelance consultants.

Involving the users of the solution from initiation is critical, as they will tell you how they categorize their documents in terms of how they think and work. By doing this, the change management is embedded in the project from the start.

As far as possible, begin with a pilot site, so that the lessons are learned in a contained environment and the approach modified if necessary. Each business is different, and allowing for experimentation and innovation will maximize the value to the business at the end of the rollout.

Good luck with your initiative, and remember that your document management supplier can help you with the resources and support needed for your project.

### **About the author**

Judi Sandrock

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Founder and National Facilitator: Knowledge Management Practitioners Group

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### **Additional information**

1. <http://www.aiim.org> The Association for Information and Image Management.
2. <http://www.merresource.com/> Management of Electronic Records Resources Service