

CeCC eXtra

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Director's comments

The Centre for eCommerce and Communications (CeCC) operates as a business unit of the University of Ballarat. Through applied research and community and industry engagement CeCC promotes innovation through the application of new technologies. We also focus on the transfer of good ideas, research results and skills between organisations, business and the wider community.

In this edition of the *CeCC eXtra* we highlight activities which have been keeping us busy during 2007. We also include a reminder about the *CeCC Client Forum and Networking Event* which in its fourth year, is shaping up as the most comprehensive program yet. We look forward to your involvement on 8 June 2007. For further information contact any member of the CeCC Team or register online by visiting www.cecc.com.au.

Helen Thompson

New look for CeCC

During 2006, Rebecca Lubeek led the CeCC Team through an extensive marketing review and planning process. Paul McKenna from *Colourfield Creative* then assisted us in coming up with a bold new logo and a fresh and contemporary design concept for our online, print and other design requirements. We have received some excellent feedback on our rejuvenated 'look and feel' but would love to hear what you think.



Staff news

Congratulations to Rebecca Lubeek (and husband Damian) on the safe arrival of their second child Zane Laurens, a brother for Elli. Rebecca recently returned to CeCC in her part-time role as our Marketing Consultant.

Welcome to Corey Saitta who joined CeCC in February 2007 to assist in fostering further development through the Ballarat ICT Cluster – an initiative being implemented in partnership with the City of Ballarat and Regional Development Victoria.

We also congratulate Paul Feely on his recent transition from part-time to full-time employment. CeCC's capacity to progress the implementation of a number of major technology projects has been enhanced as a result.

Client news

During the early months of 2007, CeCC has been engaged in applied research and consultancy services which span areas including:

- Knowledge management
- Single source publishing
- Web-based geographic information systems (GIS)
- Survey technologies
- Portal development
- e-learning and accreditation systems
- Contracted research

A number of recent initiatives are profiled in the CeCC eXtra Client News below.

Central Highlands Regional Library



Knowledge management services established for the [Central Highlands Regional Library](#) include a new intranet/extranet and the 'Findit @ CHRLC' service. These recently launched facilities are gaining rapid stakeholder acceptance.

'I'm finding this new format very easy to navigate. I love the forums and I think already there has been some great ideas coming up'.

The next priority is to relaunch the public area of the CHRL website. Implementation activities are progressing during the first half of 2007.

Fitzroy Legal Services - Victorian Law Handbook Online



The Victorian Law Handbook is a practical guide to the law for professionals, students, families and the community which has been published by [Fitzroy Legal Services](#) for over thirty years. This authoritative publication entered a new era when the [Victorian Law Handbook Online](#) project was officially launched on Wednesday 28 March 2007 at an event hosted by the Victoria Law Foundation.

Rachna Muddagouni, Executive Officer Fitzroy Legal Service, welcomed guests and introduced The Law Handbook project. A screen capture presentation was displayed throughout the launch to demonstrate the Law Handbook Online services. [This demonstration can now be viewed online.](#)

The Hon Rob Hulls MP, Attorney-General of Victoria then officially launched the project. In his speech he acknowledged the contribution of the University of Ballarat's through its Centre for eCommerce and Communications. [Link to Media Release](#)

The services which CeCC has developed to support the Law Handbook Editor and content contributors are revolutionising Fitzroy Legal Service's traditional publishing processes.

Services Directory for Drug and Alcohol Users

With funding from the Department of Human Services, [Fitzroy Legal Services](#) have reproduced the 2007/2008 Services Directory for Drug and Alcohol Users. The Services Directory is a practical guide for users and their families and friends. It contains information on current laws, alternative treatment methods, welfare and emergency services, safer drug use, overdoses, AIDS, Hep C, drug and alcohol agencies, self help, common myths and more. FLS have now engaged CeCC to supply web products, hosting and client support services to support online publication and maintenance of the Services Directory. CeCC will combine customised database services with its single source publishing services to meet requirements for this project.

Legal Services Commission of South Australia

The Legal Services Commission of South Australian has engaged CeCC to supply a new online content management system for the South Australian Law Handbook Online. Implementation activities have commenced with CeCC deploying a customised version of its single source publishing system. The target date for the relaunch of the South Australian Law Handbook Online is 1 July 2007.



UoB General Guide for the Presentation of Academic Work

CeCC has used its single source publishing technologies to support UB staff in producing and maintaining web-based and paper-based versions of this important student resource. The online version of the [General Guide](#) was launched during O Week.

Australian Tourism Accreditation Program

Implementation activities have commenced to develop a national web-based accreditation program for operators in the tourism sector. The delivered services are being based on those piloted through the [Centre for Regional Innovation and Competitiveness](#) (CRIC) Building Better Business Online project. The Australian Tourism Accreditation project demonstrates how CeCC can effectively deliver service at a distance with the Project Manager located in Western Australia and Working Group members located in other Australian states including South Australia and Victoria.



UoB School of Business

CeCC has been working with the University of Ballarat School of Business since the end of 2006 on a project which has been instigated to streamline the delivery of teaching materials to students across multiple locations, time zones and teaching periods. The key objectives for the project are enhanced consistency, improved quality, access equity and control of intellectual property. Services which are being delivered to support the progressive implementation of this project include project management, technology and consultancy services.

Contracted research

Australian Federal Police



During 2006 CeCC was engaged by the [Australian Federal Police](#) International Deployment Group (IDG) to establish online survey facilities to support the Rehabilitation and Reintegration Project Team in gathering information from current and previous members. CeCC was also engaged to report on the perceptions of IDG members which were generated through the online survey. The final report for this project was submitted to the AFP during February 2007.

Department of Agriculture Forestry and Fisheries

Evaluation activities for the [Young Australian Rural Network](#) (YARN) are progressing with telephone interviews and an online survey of website users completed. CeCC is now finalising the evaluation report for Department of Agriculture Forestry and Fisheries (DAFF). A new online service which will support online application development, receipt and processing for the Industry Partnerships Program has also recently been launched.



Ballarat ICT Cluster

Stage 2 activities in the period to 30 Jun 2007 which are being implemented by CeCC with support from the Centre for Regional Innovation and Competitiveness are focused around the rollout of an engagement program, establishment of business intelligence services, profiling and marketing of the Ballarat ICT Cluster, support for ICT demonstration projects, professional development opportunities and export assistance. A series of Panel Events has commenced with upcoming events focused on topics including 'Partnering with your ICT Professional for Business Innovation', 'Fostering Regional Research and Commercialisation through the Ballarat ICT Cluster' and 'Growing Regional Exports through the Ballarat ICT Cluster'. For further information visit www.ballaratict.com.au.

Upcoming event



2007 CeCC Client Forum and Networking Session

We invite you to register now to participate in the 2007 CeCC Client Forum and Networking Session. This annual event will provide opportunities for the transfer of good ideas, research results and skills between organisations, business and the wider community.

During the morning session, representatives from CeCC's diverse client group will share information on recent progress and new online service innovations. After lunch the major focus will be to workshop future directions and to explore emerging client needs. CeCC will also demonstrate the latest innovation in our web-based tools and services. To find out more or to register visit our website at www.cecc.com.au.

Training news

Clients taking advantage of ongoing support services

Over the past few months our web developer, Craig Briody has visited, and has been visited by several of our clients, including Southern Finance Group, Hunter News Group, Service Skills Victoria and Pyrenees Hay Processing Corporation to conduct training sessions on the new version of *CeCC Content Builder*. As a result a number of client websites have undergone significant updates. Please feel free to browse them at:

- <http://www.southernfinance.com.au>
- <http://www.hng.com.au>
- <http://www.ssv.org.au>
- <http://www.exporthay.com.au>

If you would like to organise a *CeCC Content Builder* training session as a refresher for existing staff or an introductory session for a new staff member, please contact Craig on 03 5327 9319 or c.briody@ballarat.edu.au.

Recent events



Single source publishing demonstration

On 28 March 2007, more than twenty University of Ballarat Staff attended the first CeCC Workshop and Demonstration which focused on the use of the CeCC single-source publishing system.

The Workshop and Demonstration Series has been developed to support CeCC in sharing knowledge with our colleagues from other parts of the University of Ballarat.

Attendees at the first workshop discovered how they might:

- Totally rethink the way they currently publish major reports, books and policies.
- Disseminate information in a more accessible way,
- Reduce challenges associated with creating and maintaining publications of a collaborative nature.
- Achieve professional presentation in all publications formats.
- Automate time consuming processes like indexing, table of contents, etc.
- Distribute the workload whilst maintaining workflow and verification controls.

If you would like any further information please contact Andrew Macleod (a.macleod@ballarat.edu.au) or Helen Thompson (h.thompson@ballarat.edu.au)

Feedback from Participants:

"...Great opportunity to gain further understanding of other women's roles in Innovation & CT within this region"

"...very enjoyable opportunity. Look forward to the next one."

"...the interaction during discussion was great"

"...The energy and enthusiasm of people, their willingness to participate and share. The informal nature of it which made it non-threatening which, I suspect, is why people were willing to participate..."

"...For years I have been looking for a professional organisation that relates to my work. Today I found it."

Networking lunch for Ballarat ICT for Women

Formed in mid 2006, the Ballarat ICT for Women group recently held its second official function, a networking luncheon for more than 30 (mostly female) information technology professionals.

Margot Ingoldby, from Multimedia Victoria, and major supporter of Women in ICT facilitated a panel of local professionals: Laura Campbell, from [Lateral Plains](#); Patrice Braun, from the University of Ballarat's [Centre for Regional Innovation and Competitiveness](#) and Helen Hoskin from [IBM](#) Regional Software Solutions.

Panel and audience members discussed a range of issues related to the attraction, progression and retention of women in information technology careers.

The Ballarat Women in ICT luncheon was organised by CeCC with sponsorship from Multimedia Victoria and VicICT for Women.

Product Updates



Docbook Manager

Docbook Manager continues to improve with each new project in which it is used. Significant enhancements were made during the implementation of [The Law Handbook Online](#) and further improvements are being undertaken as the South Australian Law Handbook project progresses. Some of the more prominent features include:

- Simplified management of contacts and addresses embedded in a document. Dynamic maps automatically generated.
- Enhanced glossary functionality with dynamic hover definitions.
- Interface for managing hyperlinks. Automatically checks for broken links and allows the author to update all references in one place.
- Extensions to user/contributor management allowing more finely grained control of what content a user has access to modify.
- and much more on the way...



Content Builder

All clients should now be using Content Builder Version 2. **Access to Content Builder 1.x will be discontinued by June 30.** Most clients should now have received training in the new version and an updated address to use when accessing Content Builder. If you have any queries in regard to the upgrade please contact Craig Briody c.briody@ballarat.edu.au.

For more information regarding any of our products contact Andrew Macleod or email us at webmaster@cecc.com.au.

If you would like news from your organisation published in our next newsletter please forward text and any associated images to Kara Hodgson at k.hodgson@ballarat.edu.au Items should be ready to publish.

Contact Details

Centre for eCommerce and Communications (CeCC)
Suite 8 ✦ Greenhill Enterprise Centre ✦ Ballarat Technology Park
PO Box 691 ✦ Ballarat Vic 3353 Australia
<http://www.cecc.com.au> ✦ Tel: 03 5327 9315