

Question 18 (10 marks)

(a) What are the advantages of keeping an electronic diary?

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An electronic diary is a computer based journal, taking records of activities, tasks etc. The advantage of an electronic diary is that it can be easily updated and changes can be made to it. The diary can also be protected for ~~privacy reasons~~ confidentiality of records of the employee through a password. An electronic diary also points out activities and this can help employees in determining where they need to improve on their time (prioritisation etc.)

(b) Why should you maintain version control when producing documents?

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Version control should be managed and monitored by the employee to ensure the the codes of practice and the organisation's standards are being achieved. The the control of the document by one person, the document will be more standardised and follow a uniform procedure and style. This, in turn achieves a positive, professional image of the business which further boosts its goodwill and credibility amongst competitors and with clients and customers.

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- (c) How should a business comply with the *Privacy Act 1988* (Cth) when handling client information?

The Privacy act protects the privacy of records and information of clients in order to achieve confidentiality of the customers. An organisation should always follow this legislation when storing client and customer information. Strategies for compliance with the legislations are: securely and safely store paper based documents and achieve privacy through a lock that physically prevents ~~un~~^{non-}authorised ~~personnel~~ personnel in handling the records. If the records are stored electronically, the business should use encryption or use passwords to access the info. Organisations also use authorisation of documents such as through multiple signatures on documents which prevents from manipulative deals made between groups. With the implications of these strategies, businesses comply with the Privacy Act legislation and this protect the privacy of their clients.

End of Question 18