

Frank McKenna

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B I O G R A P H Y

Frank graduated from Dapto High with Honours in Economics in 1962 and then studied accounting and economics at NSW tech and the University of NSW. Frank happily dropped accounting in 1965 after getting an A+ in the IBM programming aptitude test at Australian Iron & Steel and joining the computer division. Frank has spent a lifetime in the computer software industry. He progressed through the traditional career path of; operator, programmer, analyst, project manager, IT director. He ended his multinational career as the Technical Director of Sperry Univac and then Burroughs in 1983. He is the founder and Managing Director of the GMB Group (now called the Knowledgeone Corporation) with offices in Sydney, and San Diego. Frank designed GMB's first records management program, DocFind I, in 1984 and all products since that time. He is still the chief designer of Knowledgeone Corporation's flagship product, RecFind 6.

P R O F E S S I O N A L E X P E R I E N C E

**Knowledgeone Corporation Pty Ltd
(previously GMB Research &
Development Pty Ltd)**

April 1984 to Present

Sydney, NSW Australia & San Diego, CA USA
CEO & MANAGING DIRECTOR

Mr. McKenna is the founder and majority shareholder. Mr. McKenna is also the senior software designer. He is responsible for the design of K1Corp's most successful products, GMB Office, DocFind, RecFind, Knowledgeone and RecFind 6. In all Mr. McKenna has designed, built, shipped and supported more than 40 successful applications systems while at Knowledgeone Corporation/GMB. These include:

1. DocFind I (character version)
2. DocFind II (Windows version)
3. RecFind I (character version)
4. RecFind II (Windows version)
5. GMB-Office
6. TCN9 Election Coverage TV System
7. TCN9 Rugby Coverage TV System

8. TCN9 Cricket Coverage TV System
9. Australian Athletics Union Event Management System
10. Burroughs World Athletics Cup Accreditation System
11. RecQuery (two versions)
12. RecQuery-TC
13. RecQuery-TC - API
14. RecFind High Speed Scanning Module
15. AIM Engine
16. Import/Export Engine
17. RecFind File Capture Filter
18. RecFind Button
19. GEM I
20. GEM II (complete redesign and rewrite)
21. RecCapture
22. Knowledgeone (K1), 100% .NET knowledge Management System and Generic Application Solution
23. K1 Database Registration Module (DRM)
24. K1 Xchange (Import/Export Engine and API)
25. K1 Scan
26. The K1 Mini API
27. The K1 Button
28. The K1 Tacit Knowledge Engine (Tacit)
29. RecFind 6 (redesign & rewrite of the K1 product)
30. RecFind 6 DRM
31. RecFind 6 Xchange
32. RecFind 6 Button
33. RecFind 6 Mini API
34. RecFind 6 Xchange
35. RecFind 6 High Speed Scanning Module
36. RecFind 6 Web Client
37. RecFind 6 SDK
38. RecFind 6 GEM
39. RecFind 6 RecCapture
40. RecFind 6 eDocArchive

All the above applications were conceived, specified (and in some cases programmed), by Mr. McKenna and then managed by him through the entire software life cycle including the marketing, selling, installing and supporting stages.

In September 2017 Frank launched a new website and a new business line for Knowledgeone Corporation called RF6Cloud. This is a collection of 'Really Useful' and ready-to-go Apps in the Cloud,

Mr. McKenna is an acknowledged international expert in records and document management and has written a textbook on this topic entitled "Records Management in the 90s - A survival guide". He was also co-author of the Knowledgeone product text book "Knowledgeone^{K1} – Everything you need to know".

He has also published a fiction novel called "Nemesis - the beginning".

<http://www.nemesisbeginning.com/index.htm>

Burroughs Australia Limited

April 1983 to March 1984

Sydney, NSW Australia

DIRECTOR OF SYSTEMS SUPPORT & SERVICES

Ran the Australian technical support division of Burroughs; 110 staff; reported to MD for Australia. Major achievement was to 'unbundle' all professional services, (a world first for Burroughs). We unbundled in one-year and won the subsidiary of the year award. I made all revenue targets for the year and exceeded profit targets. At age 39, I left to start my own software company thinking it was now or never.

Sperry Univac Australia

April 1981 to March 1983

Sydney, NSW Australia

DIRECTOR OF CUSTOMER SUPPORT SERVICES

Ran the Australasian technical support division of Sperry Univac; reported to the MD Australasia; 140 staff. Implemented several major projects including TAA (now Qantas) reservations system, TAA ticketing system, Qantas Cargo System and NSW department of Main Roads. The major challenge was to unbundle all services from mainframe sales (where they were essentially free) and to convince all the customers to start paying for services. It was a tough challenge but after two years we had successfully unbundled. I met all targets and budgets. I left when I was head-hunted by Burroughs Australia that also wanted to unbundle its mainframe operations.

Sperry Univac USA

April 1979 to March 1981

Blue Bell, PA USA

IMPLEMENTATION MANAGER -
INTERNATIONAL OPERATIONS.

Worked in the Blue Bell HQ of Sperry Univac, 3 main buildings and more than 5,000 staff. Had to quickly learn about American football and convert my English to American English. My responsibility was to manage all major Sperry Univac 1100 mainframe sites within South America, Canada and Australia as the 'fly-in' super project manager. In reality, I only had time to work on the really troubled sites to get them back on budget and schedule. I spent a lot of time in the air providing technical and management support to local project teams. Negotiated contracts for major projects with local customers. Learned a lot about the culture of countries like Mexico, Argentina and Brazil. At the end of two years I accepted a position as Director of Customer Support & Services at Sperry Univac Australia.

Sperry Univac Australia

Jan 1979 March 1979

Canberra, ACT Australia

PROJECT MANAGER, AUSTRALIAN DEPARTMENT OF DEFENCE.

I learnt on arrival that I had been posted here from overseas because all the local project managers refused the assignment. I soon found out why, it was a very difficult, almost toxic environment. However, we found a way around all problems and installed new 1100/80 hardware and communications equipment and software for Signals. Designed and implemented several new applications. Converted applications from previous system. Managed a project team of 15. Came in on time and budget. When this project was signed off I was promoted to a job at head office in Blue Bell, PA, USA. I was very happy to be leaving Canberra.

Sperry Univac Canada

April 1978 to Dec 1978

Quebec City, Quebec Canada

PROJECT MANAGER, QUEBEC GOVERNMENT

Arrived during the René Lévesque era of Quebec separatism and strikes. It was an interesting time. The government had been told I spoke French (without my knowledge) so I had a lot of catching up to do. Luckily my team were mostly bilingual (even though they didn't like to speak English) and we managed to work well together. Converted customer from twin 1106 mainframes to new 1100/80. Managed a project team of 20 plus and redesigned and re-implemented major applications. Passed 30-day acceptance test on time and budget. Posted to Canberra when this project was signed off.

Sperry Univac Australia

Dec 1976 to March 1978

Brisbane, Qld Australia

Project Manager, Queensland Government Computer Centre

Converted customer from ICL mainframes to new 1100/40. Managed project team of 30 plus. Designed health care and police on-line systems plus several other applications. Converted Qld development team from ICL to Univac TIP1100 environment. Passed 30-day acceptance test on time and within budget. Left when the project was signed off and I was posted to a new project in Quebec.

Sperry Univac South Africa

June 1975 to November 1976

Johannesburg, South Africa

PROJECT MANAGER, SOUTH AFRICAN
DEFENCE FORCE.

I was contracted by Sperry Univac to the South African Armaments Board and worked at its offices in Pretoria. Managed 1106 production site, 30 staff. Implemented APT1100 (automatic programmed tools) package to automate production of weapons via the 1106 mainframe. Produced Impala jet fighter 100% using APT1100. Implemented major new inventory management system for mirage jet engines. Left SA after the Soweto riots and when the Board tried to second me into the regular army and post me to Angola as I did not see being shot at in Angola as a positive career move. I was also extremely concerned about the safety of my wife and children at that time. I accepted a position as project manager in Brisbane, Australia.

Reliance Computer Brokers UK

Sheffield, England

March 1974 to May 1975

MARKETING DIRECTOR.

Initially came on vacation but because of illness it became a protracted stay. Looked for a role as a consultant or programmer analyst but finally took a sales role because it paid much better and came with a company car. I used my IT knowledge to advantage (it allowed me to speak to IT managers on their level) and bought and sold used computer hardware across the UK and Europe. Sold the second only mainframe on the Island of Jersey to Channel Data Processing. Met all sales and profit targets. Left when the constant rain and cold of Sheffield finally got my family down.

Computer Sciences of Australia

Sydney, NSW Australia

January 1973 to February 1974

IT CONSULTANT.

Hired by CSA as a trainee consultant and put through a tough 3-month training and evaluation course with 30 others (I came second). Consulted on IT matters with CSC Melbourne customers. Took leave of absence to travel to England on vacation.

Datacard Australia Limited

Sydney, NSW Australia

Jan 1970 to Dec 1972

PROGRAMMER/ANALYST.

Started with Datastat who sent me to IBM for 3 months for Cobol programming training up to advanced level (I came first in all my IBM courses). Wrote my first full system, a stock market portfolio evaluation system in Cobol. Datastat was bought by Datacard. At Datacard I designed and wrote application systems (to run on a GE 415 and IBM 360/50) for Sydney clients including; Angus and Robertson, the ETU, the MWU, the Law Book Company, Parker Pen. I also did a lot of late night program upgrades and bug-fixing maintenance on old systems. Programmed in IBM and GE COBOL and Assembler. Earned extra money teaching Assembler at Datacard's night school.

**Industrial Acceptance Corporation
Australia**

Sydney, NSW Australia

June 1969 to Dec 1969

EDP PRODUCTION CONTROLLER.

Ran all EDP (computer) activities including maintenance of RPG computer programs, ISAM databases, data entry, etc. Utilised IBM 360/30 on afternoon shift. Left when the Datastat senior programmer (who also ran programs on the same IBM/30) offered me a full-time programming role.

Australian Iron & Steel (BHP)

Wollongong, NSW Australia

Jan 1963 to May 1969

COMMERCIAL TRAINEE/EDP TRAINEE.

Trained in accounting (NSW TAFE) one day and three nights per week. Worked in a variety of departments to gain experience of all facets of AIS' steel making operations. Switched to EDP program in 1966 after gaining high marks in company-wide IBM aptitude test (selected in the top 6) and worked on IBM 360/30 and CDC 3300 mainframes. Became shift leader and began programming. First

program was to automate the operation of the IBM 2540 card reader for seamless operation.

E D U C A T I O N - F O R M A L

Wollongong TAFE & University of NSW *1963 to 1969*
Wollongong/Sydney, NSW Australia
COMMERCE DEGREE (PART TIME) - INCOMPLETE

Dapto High School *1961 to 1962*
Dapto, NSW Australia
NSW HIGH SCHOOL LEAVING CERTIFICATE, HONOURS IN ECONOMICS

Dapto High School *1958 to 1960*
Dapto, NSW Australia
NSW HIGH SCHOOL INTERMEDIATE CERTIFICATE

E D U C A T I O N - I N D U S T R Y

IBM 360 ASSEMBLER PROGRAMMING
FORTRAN PROGRAMMING
BASIC PROGRAMMING
COBOL PROGRAMMING
SYSTEMS ANALYSIS
REAL TIME PROGRAMMING
DATABASE DESIGN
PROJECT MANAGEMENT
MANUFACTURING & INVENTORY CONTROL
MANAGEMENT BY OBJECTIVES
PROFESSIONAL SELLING SKILLS
ACCOUNT MANAGEMENT
OFFICE AUTOMATION

P R O F E S S I O N A L O R G A N I S A T I O N S

AUSTRALIAN COMPUTER SOCIETY - M.A.C.S.

RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA - RMAA

ASSOCIATION OF RECORDS MANAGERS AND ADMINISTRATORS - ARMA

GOVERNMENT USERS ASSOCIATION OF AUSTRALIA - AGTUA

P A P E R S & P U B L I C A T I O N S

[Link to all of Frank's white papers](#)

[Link to all of Frank's posts on K1Corp Blog](#)

"RECORDS MANAGEMENT IN THE 90s - A SURVIVAL GUIDE" - 1993 ISBN 0 646 16096 6.

"BUILDING A UNIFIED SYSTEM" - PRESENTED TO EDITH COWAN UNIVERSITY RECORDS MANAGEMENT SEMINAR 1994.

"COMPUTERISED RECORDS MANAGEMENT" - PRESENTED TO THE 1994 ARMA INTERNATIONAL CONFERENCE IN TORONTO AND PUBLISHED IN THE CONFERENCE PROCEEDINGS.

"A PROSPECTIVE VIEW OF FUTURE RECORDS MANAGEMENT SYSTEMS" - PRESENTED TO THE QUEENSLAND BRANCH OF THE RMAA 1994.

"DOCUMENT MANAGEMENT, RECORDS MANAGEMENT, IMAGE MANAGEMENT, WORKFLOW MANAGEMENT, WHAT?" - PUBLISHED BY IMAGE AND DATA MANAGER 1994.

"QUALITY ASSURANCE IN RECORDS MANAGEMENT - IS THERE A NEED?" - PRESENTED TO THE NSW RMAA MEETING APRIL 1996.

"INFORMATION AND RECORDS MANAGEMENT TOWARDS 2000, ELECTRONIC RECORDS MANAGEMENT PRINCIPLES" - PRESENTED AS PART OF A PROFESSIONAL DEVELOPMENT SEMINAR FOR THE AUSTRALIAN INSTITUTE OF COMPANY SECRETARIES IN JULY 1996 AND PUBLISHED IN ITS JOURNAL, THE AUSTRALIA COMPANY SECRETARY.

"USING TECHNOLOGY AS A SURROGATE FOR MANAGING AND CAPTURING VITAL, PAPER BASED RECORDS" - PRESENTED TO A BRANCH MEETING OF THE NSW RMAA AND PUBLISHED IN ITS NEWSLETTER IN SEPTEMBER 1996.

"INFORMATION OR KNOWLEDGE" - WRITTEN FOR THE INSTITUTE OF CHARTERED ACCOUNTANTS IN AUSTRALIA AND PUBLISHED IN ITS SPRING 1997 JOURNAL.

"KNOWLEDGE MANAGEMENT" - PRESENTED TO THE CHARTERED INSTITUTE OF COMPANY SECRETARIES ANNUAL CONFERENCE "MANAGING INFORMATION &

TECHNOLOGY TOWARDS 2000” ON AUGUST 29, 1997. PUBLISHED IN THE SEPTEMBER JOURNAL.

“**KNOWLEDGE MANAGEMENT - THE NEXT MAJOR CHALLENGE**” - PUBLISHED IN THE AUSTRALIAN COMPANY SECRETARY, THE JOURNAL OF THE CHARTERED INSTITUTE OF COMPANY SECRETARIES IN AUSTRALIA, JULY 1998.

“**THE FUTURE OF RECORDS MANAGEMENT SYSTEMS**” - PRESENTED AT THE RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA (RMAA) ANNUAL CONVENTION, SEPTEMBER 1998 AND PUBLISHED IN THE CONFERENCE PROCEEDINGS.

“**RECFIND AND THE FUTURE OF RECORDS MANAGEMENT SOFTWARE**” – ASLIB RECORDS MANAGEMENT JOURNAL (UK) VOL 9 NO 2 AUGUST 1999

LINKS TO OTHER PAPERS:

- **[A Knowledge Management System - A Discourse](#)**
My thoughts first: “A computer cannot create knowledge (at least not yet; I am reliably informed that the year computers gain real intelligence and take over is 2020). Only a human being can create knowledge through the application of cognitive processes to information ...[more](#) »

- **[SharePoint – A Primer: An overview for records, document and ECM managers](#)**
So, you have decided to build your application solution using Microsoft’s SharePoint system. Or, more likely, someone high in IT has told you that you will have to use SharePoint. What does this mean? ...[more](#) »

- **[Changing Records Management from a Cost-centre to a Profit-centre \(PDF\)](#)**
In a previous presentation to the NSW RMAA Frank McKenna (CEO of Knowledgeone Corp) mentioned that records management professionals should consider changing records from a cost-centre to a revenue-centre. This paper explains how this can be done ... [more](#) »

- **[Technology as a Tool - Where is records and Document Management Heading? \(PDF\)](#)**
When asked to speak at the NSW RMAA Seminar on 'Technology as a Tool' Frank McKenna (CEO of Knowledgeone Corp) provided the following assessment ... [more](#) »

- **[Solving the Integration Problem - Knowledgeone versus Service Oriented Architecture \(SOA\) Developments \(PDF\)](#)**
Technology integration costs industry millions of dollars every year. Will SOA development solve the integration problem or will Generic Application Solutions (GAS) like Knowledgeone be a better solution ... [more](#) »

- **[Whatever Happened to the Knowledge Management Revolution? \(PDF\)](#)**
This paper defines what a Knowledge Management (KM) system should be, the issues faced by organizations implementing a Knowledge Management system and what you should be doing about Knowledge

Management now ... [more](#) »

- **[Six Reasons Why Organizations Don't Manage Emails Effectively \(PDF\)](#)**

When Informa Quarterly (IQ) magazine asked Frank McKenna (CEO of Knowledgeone Corp) why Email Management is proving such a problem for companies and government agencies around the world, this is how he summed up the problems and the solutions ... [more](#) »

- **[Implementing Electronic Document Management \(EDM\) \(PDF\)](#)**

A successful Electronic Document Management (EDM) should 'capture' all information held by an organization and make it accessible, whether it is paper, electronic or tacit. This document explains how to implement a complete EDM solution - it explains the value of an EDM system, the necessity for someone to take ownership/leadership and provides an outline of an EDM project plan ... [more](#) »

- **[The Need to Manage Emails \(PDF\)](#)**

This paper discusses the reasons for managing emails, how to make emails part of your records management policy and procedures, retention schedules for emails, the challenges of solving SPAM, the Knowledgeone Corp tools to capture, analyze, index, store and retrieve emails ... [more](#) »

- **[Handling Executive Level Correspondence \(PDF\)](#)**

Executive Level Correspondence is an important document designated for a CEO, a Minister of the Government or the Head of a Government Department. It is critical that Executive Level Correspondence (ELC) is managed in the most expeditious and secure manner from the time of its receipt to the final response and 'closure'. This document explains how ELCs should be handled and how Knowledgeone Corporation products can make this process as easy as possible ... [more](#) »

- **[Love on the Net](#)**

The email, is a wondrous and multifaceted thing. How blithely we regard it with no thought to the stupendous expansion of human-to-human communications, writes Frank McKenna ... [more](#) »

- **[Emails, GroupWise & Records Retention \(PDF\)](#)**

All organizations, whether government or private, are required by law to manage emails as corporate records. Very few organizations do so. This paper looks at four prerequisites to correct Email Management and recommends tools for capturing GroupWise emails ... [more](#) »

- **[Thin Client Versus Fat Client Computing \(PDF\)](#)**

Frank McKenna provides a comprehensive analysis on Thin Client versus Fat Client computing - the costs involved and reasons why organizations would want to move to Thin Client computing ... [more](#) »

- **The Layman's Guide to Thin Client Computing (PDF)**
This paper explains in simple terms the principles and benefits of Thin Client computing ... [more](#) »

- **The Thin Client - The Next Panacea? (PDF)**
This paper discusses the death of client/server architecture and the coming Thin Client revolution, what do thin clients offer the enterprise, why enterprises should move to thin client computing and what path the thin client revolution will take ... [more](#) »

- **Knowledge Management - The Next Challenge (PDF)**
Examines the Knowledge Management (KM) revolution - how it differs from Information Management (IM) ... [more](#) »

- **Information & Records Management Towards 2000 - Electronic Document Management Principles (PDF)**
What is Electronic Document Management, why is it important, will the principles still be the same in 2000 and beyond ... [more](#) »

- **Using Technology as a Surrogate for Managing and Capturing Vital Paper Based Records (PDF)**
The purpose of this paper to define what a vital record is and the various types of technology that can be used to store vital records so that they can be retrieved and viewed in the future ... [more](#) »

- **Document Management, Records Management, Image Management, Workflow Management...What? - The I.D.E.A (PDF)**
Do you have to have a separate system for Document, Records, Image and Workflow Management or is it possible to have one Enterprise-wide Document Management System? This paper talks about the development of "It Does Everything Applications" (IDEA) which will share a standard interface, be seamlessly integrated and link dynamically to other application processing systems ... [more](#) »

P E R S O N A L D A T A

BORN: PELTON, ENGLAND, 30TH NOVEMBER, 1945
NATIONALITY: AUSTRALIAN AND BRITISH
MARRIED: TO GEORGINA KAY SINCE 1968
CHILDREN: MICHELLE KAREN AND SAMANTHA LOUISE
HOBBIES: WRITING, READING, PAINTING AND GYM WORK
HEALTH: EXCELLENT