

REFERENCES

Oxford Dictionaries, *Oxford Dictionaries*, viewed 1 July 2011 <<http://oxforddictionaries.com/definition/document>>.

Levien, R. E 1989, *The Civilizing Currency: Documents and Their Revolutionary Technologies* . Stamford, CT: Xerox Corporation.

Sprague, R. H. 1995, Electronic Document Management . *Challenges and Opportunities for Information Systems* . 19,2, (March 1995) (MIS Quarterly), p29-49.

Meier, J & Sprague, R 1996, 'Towards a Better Understanding of Electronic Document Management', *Proceedings of the 29th Annual Hawaii International Conference on System Sciences*, Hawaii, pp. 53-61.

Electronic Records Management System (ERMS) Community of Practice (CoP) 2007, *Electronic Records Management System (ERMS) Glossary*, viewed 1 July 2011 <http://www.oregon.gov/DAS/EISPD/ITIP/CoP/ERM/ERMS_Glossary_v1.pdf?ga=t>.

International Organization for Standardization 2010, *Document management – Business process baselining and analysis*, ISO 10244, International Organization for Standardization, Geneva.

Lake, R. 2007, *Electronic Document Management Working Group White Paper*, University of Alberta, viewed 1 July 2011 <http://www.vpit.ualberta.ca/edrmsc/edmwg/doc/edms_white_paper.doc>.

Robinson, FL 1993, *Building a Business Case For Imaging/Document Management at the University of Miami*, CAUSE, viewed 1 July 2011 <<http://net.educause.edu/ir/library/text/CEM9348.txt>>.

University of Miami, *About Document Management*, viewed 1 July 2011 <http://www.miami.edu/index.php/information_lifecycle_services/document_management_system/about_document_management/>.

Anbulagan & Kuswara, AU. 2001, *An Experience in Knowledge Management System Implementation at Indonesian Leading IT School*, viewed 1 July 2011 <<http://www.hds.utc.fr/~barthes/ISMICK01/papers/IS01-Anbulagan.pdf>>.

Alfresco, *Alfresco*, viewed 1 July 2011 <<http://www.alfresco.com>>.

