



Organisational Capability

The 2005/2006 Corporate Plan set five goals for Organisational Capability. These goals were:

- Maintain a safe and healthy work environment for staff, contractors, customers and visitors.
- Recruit, retain and develop a highly skilled workforce of capable and committed employees appropriate to our role and responsibilities, recognising the current shortage of professional engineers throughout Australia.
- Maintain a corporate culture which engages employees in key planning and decision-making processes, and maximises opportunities for innovation and initiative.

- Continue to develop and apply systems and technology to support and improve the delivery of quality services and outcomes for our customers.
- Ensure the Authority's resources are applied effectively to reflect the changing needs of the organisation.

In order to implement and achieve these goals the Authority identified strategic initiatives and targets. These are outlined on the following page including the status as at 30 June 2006.

Strategic Initiatives and Targets	Status @ 30 June 2006
Undertake a second party audit of the Authority's OH&S management systems to identify the level of compliance with elements of SafetyMAP by October 2005.	Second party audit completed – see page 45.
Continue development of GVW's OH&S Management System towards third party certification in 2006/07.	Ongoing development occurring. Gaps identified in 2nd Party audit including development of an internal audit process are being actioned.
Develop and implement HR modules of the PayGlobal system, to integrate HR functions and provide enhanced access and reporting capability for line managers.	HRSS modules for on-line pay advice and leave administration have been trialed and now being rolled out across the Authority.
Communicate our corporate objectives, strategies, works program and other organisational issues effectively to our staff.	CEO and DTS presented to all staff on Corporate Plan. Team meeting processes are being encouraged to disseminate information and Down the Pipeline is being used to communicate business issues.
Evaluate annually the Goulburn Valley Water organisational structure to ensure it is aligned with the Authority's current and future corporate goals.	The organisational structure and resourcing will again be considered in development of the 2006/2007 business plan.
Develop a new set of Enterprise Agreements for GVW by December 2005.	Agreement was certified in the Australian Industrial Relations Commission on 27 February 2006. The Agreement commenced within GVW on 7 March 2006 and remains in place until 5 December 2008.
Continue to utilise and enhance GVW's Information Systems to improve customer service and efficiencies in operation.	<p>A number of system enhancements have been implemented during 2005/2006 including:</p> <ul style="list-style-type: none"> • NetBill to provide on-line bill payment facilities to multi-property customers. • Vendor Statement Certificates on-line • Virtual Private Network (VPN) facility to enable remote access for staff and software vendors support services. • Automated roll-out of Standard Operating Environment • Duplication of critical network infrastructure • Programmable Logic Controller upgrades - see page 46.
By November 2005 develop a Knowledge Management Strategy which enhances the knowledge sharing capability of our people, systems and process.	Knowledge Management Strategy endorsed by the Board at the February 2006 meeting. A number of key initiatives from the strategy are currently being implemented - see page 47.

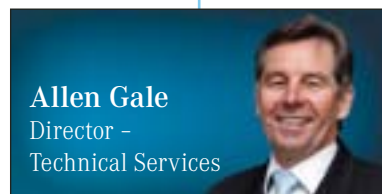


Centre pivot irrigation at Kilmore reuse facility.

Organisational Structure



Board



Responsibilities

- Operations
- Development
- Major Projects
- Asset Management
- Environmental



Responsibilities

- Financial Management
- Accounting Services
- Accounts Payable
- Billing Services
- Treasury



Responsibilities

- Corporate Secretary
- Communications/PR
- Legal & Property
- Human Resources
- Information Systems

Senior Management

Goulburn Valley Water's senior management team is led by Chief Executive, Laurie Gleeson. Laurie is supported by three directors, Allen Gale Director - Technical Services, Graeme Jolly Director - Finance and Peter Quinn Director - Corporate Services.

Laurie Gleeson has held senior executive positions within the Victorian Water industry since 1980 and lives in Shepparton. Laurie holds a number of memberships including Australian Water Association; Water Services Association of Australia; American Waterworks Association; Australian Society of Certified Practising Accountants; Institute of Company Directors; Executive Council of the Institute of Water Administration since 1983 - past President and Treasurer; Audit Committee, City of Greater Shepparton; and a number of regional natural resource management forums in Victoria.

Laurie has overseen dramatic rationalisation of the water industry at local, regional and state levels during his time with Goulburn Valley Water. He has been an activist for structural reform, greater efficiency and high standards of customer service in the Victorian water industry. Under Laurie's leadership Goulburn Valley Water, in partnership with industry and the EPA, has actively promoted waste minimisation and cleaner production initiatives. This has resulted in a significant reduction in trade waste loads which has achieved very positive outcomes for the environment.

Allen Gale joined Goulburn Valley Water in 1999 after more than 30 years working with national and international consulting engineering and science companies. Allen, a civil engineer with a Master of Engineering Science Degree, and who was based in Perth for 20 years prior to moving to Goulburn Valley Water, has experience throughout Australia, the Asia-Pacific and USA in all aspects of water and environmental engineering. In addition to working with a wide range of major private and public clients, Allen was an adviser to the Hong Kong and Malaysian governments in wastewater management and advised the West Australian Minister for the Environment on restructuring of the water industry in WA.

In 2001 Allen completed his term as Federal President

of the Australian Water Association (AWA), the peak water industry association in Australia. He has been involved at a state and federal level with AWA for more than 25 years and was awarded life membership in 2005. Also, in 2001 Allen was invited to represent Australia at a United Nations Environment Program workshop in Japan on protecting coastal and marine ecosystems from land-based activities in the Asia Pacific region. He is currently leading a national water industry group in developing community engagement in the management of biosolids.

Graeme Jolly joined Goulburn Valley Water in October 1995 after 11 years experience with a multi national Chartered Accounting firm, and 10 years in a Senior Finance role with a publicly listed company. Graeme has a Diploma of Business - Accountancy and is a member of the Institute of Chartered Accountants of Australia, the Institute of Company Directors and the Institute of Water Administration. Graeme is Chairman of the VicWater Finance Issues Steering Committee that has considered matters such as Infrastructure Asset Valuations and International Financial Reporting Standards during the year. Graeme is a member of the Board of Management and Chairman of the Audit Committee of Goulburn Valley Health.

Peter Quinn, joined Goulburn Valley Water in 1996 after 16 years experience in the rural water sector in Victoria. Peter is a qualified Valuer with significant experience in the acquisition and management of land by water utilities, and is a member of the Australian Property Institute. Prior to joining Goulburn Valley Water Peter was responsible for a range of property and legal functions for Goulburn-Murray Water, the largest rural water authority in Victoria, and was involved in significant change management projects during the restructuring of the rural water sector. He completed the Executive MBA program at the Australian Graduate School of Management in 2000 and in 2003 was awarded a Churchill Fellowship to study water resource issues across the USA and Europe. Peter is a member of the Institute of Company Directors and is currently undertaking the role of Secretary/Public Officer for the Institute of Water Administration.



Allen Gale Director Technical Service, Elaine Carbines, Parliamentary Secretary for the Environment, Laurie Gleeson CEO and Jenny Houghton Chair

Staff Profiles



David Heritage – Central O&M

David Heritage joined Shepparton Urban Water Trust, a predecessor of Goulburn Valley Water, 24 years ago as a maintenance employee. He is now the Works Coordinator for the Authority's Central Operations and Maintenance (O&M) district.

In his role, David is responsible for ensuring that calls that come into Goulburn Valley Water's 24 hour Customer Service Centre for Central O&M are acted upon quickly and in the most appropriate manner. When a call is received David prioritises and forwards issues it to the most appropriate staff member for action as quickly as possible. This may also involve hiring contractors to carry out repairs with Authority staff members.

One of David's tasks is to complete a daily program of works and preventative maintenance for Goulburn Valley Water's assets. Also included in this program are new works such as water main tapplings for new buildings and sewer point connections along with construction of new water and sewer mains by contractors. In addition there are meter replacements and meter readings to obtain daily, notices for water main shutdowns and answering a variety of questions from consultants, contractors and other departments within the Authority.

David also carries out site audits to maintain a high quality of workmanship in the repair of water and sewer mains, and new works where required. He reviews all completed complaint forms before they are processed into the Authority's Asset Management software, Hansen.

On a weekly basis David is responsible for keeping track of all road signage and ensuring that repair sites have been cleaned up properly and roads reinstated, in addition to programming the following weeks work. He works closely with the storeman to ensure that supplies of essential items for repair works are maintained and ensures that vehicles in the Central O&M fleet are properly maintained.

David completes a monthly works program, which involves assigning tasks to all staff for the month in advance. He also assists his District Manager in updating monthly district reports and keeps track of the budget.

In the various tasks that David undertakes the most important one is to make sure that Central O&M maintains a quick response time to all queries, complaints and requests for water main shutdowns.

David's most challenging experience since working at Goulburn Valley Water has been undertaking and completing the Frontline Management Course. David found this course to be of interest due to the different styles of managing personal and human behaviour, which can make or break a team. David said that all employees would benefit from sections of this course, particularly working in team environments.

In the future David believes that Goulburn Valley Water will continue to grow and improve all of the Authority's systems as new technology comes along. He has seen significant improvements over the last 24 years and he is sure this trend will continue. David is looking forward to developing new systems to improve the Authority's performance and putting new ideas into practice.



Ann Austin - Records

Ann Austin is the first point of contact when Goulburn Valley Water customers phone the Authority. She is the Records Management Officer and has worked with the Authority for over 8 years.

Ann is responsible for registering all inwards, outwards and internal correspondence into the Authority's electronic filing system TRIM and maintaining the Authority's current and archived files and the library. She is a vital part of the organisation and her function is to register and distribute inwards correspondence, and take incoming phone calls.

When Ann first started in records there were hundreds of old records from pre amalgamation days sitting in boxes without any formal record of what was where. Gradually through determination and a lot of mundane work she stored and registered these files

into the TRIM system. When the Authority closed the administration office in Seymour Ann was surprised to learn that a similar situation was waiting for her. Stored in a room at the Seymour Depot were hundreds of old files again from pre amalgamation days. Once again she sorted and registered these files into TRIM, then relocated all files to Shepparton.

Her satisfaction in completing this task is in knowing that it has enabled staff to locate important information.

Ann is looking forward to 2006/2007 as a new archive building is to be built at the Shepparton Operations Centre. This will allow the storing of all archived files in one location. Currently the Authority has files in Mooroopna, a local storage unit, Fryers Street and Shepparton Operations Centre. The completion of this purpose built building will create space in the Fryers Street Office and Shepparton Operations Centre for better housing and tracking of current files.

Ann is also looking forward to working towards capturing all correspondence (regardless of what it is) electronically making it easier for the end user to locate within TRIM from their computer without needing the hard copy. The ultimate aim is to be a paperless office, and what a help to the environment that will be!



Brian Pollard - South East Water Treatment Operator

Brian Pollard joined Goulburn Valley Water approximately 2 ½ years ago as a Water Treatment Plant operator for the Authority's South East District. His main area of responsibility is the Mansfield, Bonnie Doon and Upper Delatite Water Treatment Plants and he is based at the Mansfield Water Treatment Plant.

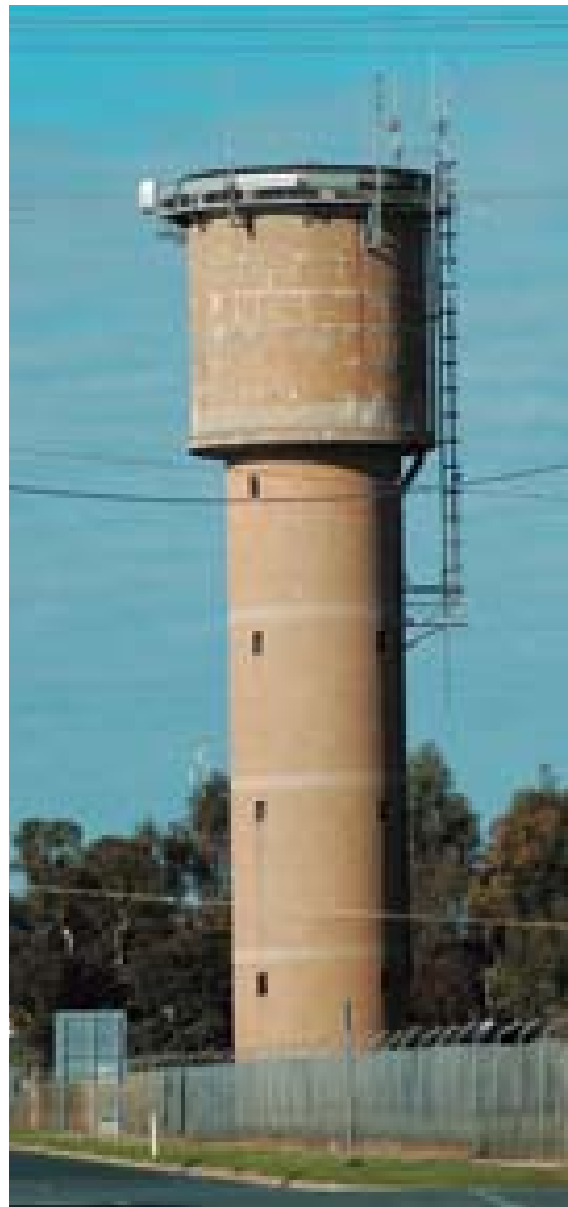
Brian's role involves the day to day running of the three water treatment plants, including water quality testing, ordering chemicals and plant and equipment maintenance. On a daily basis Brian records necessary plant information to assist in the optimisation of the water treatment plant to produce the best quality water for distribution to the public.

Each week water quality testing is undertaken at various sites in each town. These sites include the raw

water off take, the treated water storage and special sample points within the towns. The tests conducted by Brian include pH, turbidity, true colour, chlorine residuals and aluminium residuals. Additional samples are also sent to an independent laboratory for bacteriological testing. A more intensive physical analysis is undertaken quarterly and these include testing for a broad range of chemical elements such as iron, cyanide, nitrate, phosphorus, cadmium and lead.

Brian's role is not restricted to just the operation of the Water Treatment Plants. The South East District consists of 10 employees and everyone is involved in emergency repairs. This includes repairing water mains, clearing sewer blockages and responding to customer enquiries. Every 3 weeks Brian is rostered to be available to respond to any problem that occurs outside normal working hours.

In addition to the above activities Brian is also responsible for water tappings, fitting meters and special meter readings.



Kyabram water tower



Community Engagement Training June 2006

Establishment of Human Resource Services (HRS)

The HRS Department has been established after the recent merger of the Human Resources and Payroll functions. Through this merger HRS has branded itself as customer focussed, ensuring the needs of both employees and management are met.

Service delivery is critical to the success of human resource management within the organisation. Key to this is the new philosophy of the group which is to provide a high level of focus on internal customer service, with all employees being “clients” of the group.

Changes in the Trade Waste Department

During 2005/2006 a number of changes have been implemented in the Trade Waste section. This business unit is now part of the Operations department, reporting through to the Manager - Operations. This year has also seen the appointment of Brady Schmidt to the new role of Manager - Major Customers. This role oversees the trade waste section and is designed to provide added focus for the management of major customers. Also, due to an internal move of staff, the trade waste section has a new trade waste officer in Brent Loughnan, while Wayne Pell continues in his key role as Senior Trade Waste Officer.

Goulburn Valley Water Enterprise Agreement 2005

Goulburn Valley Water’s 2002 Enterprise Agreements (i.e. a 170LJ Agreement with Operations and Maintenance employees and a 170LK Agreement with Administrative and Technical employees) reached their nominal expiry date in May and June 2005. Negotiations with employees and Unions commenced late in 2004 and continued through most of 2005. In July 2005, Goulburn Valley Water proposed the development of a single 170LJ Agreement to cover all employees, including those previously employed subject to Senior Executive Officer Agreements and Annualised Salary Agreements under the Award.

Goulburn Valley Water reached ‘agreement in principle’ with employees and the Unions on 5 October 2005. The Agreement was referred to Industrial Relations Victoria on 5 December which is the effective commencement date, and approved by the Victorian Government on 23 December 2005. An employee ballot was held on 31 January 2006 and the Agreement was certified in the Australian Industrial Relations Commission on 27 February 2006. The revised conditions were implemented across Goulburn Valley Water on 7 March 2006. The Agreement remains in place until 5 December 2008.

Goulburn Valley Water recognises the efforts of all members of the bargaining unit and thanks them for their contributions during negotiations.

Industrial Relations

Minor work bans were in place from 4 August 2005 until the completion of enterprise agreement negotiations in October 2005. This involved bans on meter reading, processing paperwork, de-restrictions, data entry, tappings, sampling wastewater and water, availability duty and overtime.

Equal Employment Opportunity

Goulburn Valley Water is committed to the employment and conduct principles outlined by the State Services Authority in the *Public Administration Act 2004*. The Act specifies a number of employment and conduct principles that must be observed by public sector organisations and their employees.

Employers must ensure:	Employees must:
<ul style="list-style-type: none"> • Decisions are based on merit • Employees are treated fairly and reasonably • Equal employment opportunity is provided • Reasonable avenues of redress against unfair or unreasonable treatment 	<ul style="list-style-type: none"> • Act with impartiality • Display integrity, including avoiding real or apparent conflict of interest • Show accountability for actions • Provide responsive service

As part of Goulburn Valley Water's obligations under the *Act*, a review of all policies and procedures is currently being undertaken to ensure that the Authority continues to exceed its requirements. During 2005/2006 the Authority continued to embrace "best practice" recruitment and management principles and supported the employment of females in non-traditional roles.

Learning & Development:

Goulburn Valley Water continues to embrace and foster a continual culture of learning and development. Through this culture, Goulburn Valley Water will be an innovative, responsive and strategic organisation

with the ability to meet all community and business requirements. This is achieved through:

- Developing a multi-skilled workforce with the ability to respond to all organisational needs;
- Ensuring senior management are supportive of the continual development of all employees; and
- Continually reviewing appropriate learning needs (through the Performance Appraisal and Development Program) and available learning programs to ensure an effective transfer of relevant knowledge.

Learning and Development highlights for 2005/2006 included:

- The continuation of the Certificate II & III in Water Industry Operations for all operations employees
- Development of senior employees through Certificate IV Frontline Management
- The provision of study assistance to employees undertaking relevant post-graduate studies; and
- A commitment to the provision of Occupational Health and Safety training aimed at ensuring all employees are well versed in their responsibilities within the workplace.

Trade Waste Training Package Development

Goulburn Valley Water has continued to work with other water authorities, the EPA and VicWater on the development of an accredited Certificate IV course in Trade Waste. The package has now been developed to the point where it has been accredited in Victoria. The first course is due to be conducted in August 2006 with a group of 12-15 staff from water authorities across Victoria.

Employee Statistics

As at 30 June 2006, the approved establishment workforce for Goulburn Valley Water consisted of 172.75 full time equivalent (FTE) positions. This is an increase of 5 FTE since 30 June 2005. The table below compares figures for 2005/2006 with 2004/2005:

	Staff as at 30 June 2006			Staff as at 30 June 2005		
	Female FTE	Male FTE	TOTAL	Female FTE	Male FTE	TOTAL
Senior Management	0	4	4	0	4	4
Managers	1	14	15	1	12	13
Administration/Technical	31.75	44	75.75	34.75	40	74.75
Operations	2	71	73	5	66	71
Customer Service Centre	1	4	5	0	5	5
TOTAL	35.75	137	172.75	40.75	127	167.75



Mijo Darveniza Engineering Scholarship recipients Stuart Jones Phebe Bicknell with Laurie Gleeson. Photo courtesy of the Shepparton News.

Mijo Darveniza Engineering Scholarship

In 2003 Goulburn Valley Water established the Mijo Darveniza Engineering Scholarship. The scholarship, so named to acknowledge the significant contribution to Goulburn Valley Water and the wider Victorian water industry by past Chairman, Mr Mijo Darveniza, is for a full time Victorian university student undertaking an engineering or water related degree and whose parental home address is within the Goulburn Valley region.

There is a recognised shortage of engineers in the water industry, and one way to attract graduates into the water industry is to offer a scholarship. The aim of the scholarship is to promote the water industry to tertiary level students and support a full time student from the Goulburn Valley region.

The Mijo Darveniza Engineering Scholarship is offered each year to students completing their second year of tertiary study in a water engineering related field. Typical courses include Civil Engineering or Environmental Engineering. Recipients of the scholarship receive two benefits, a cash component and vacation employment until completion of their course.

The Mijo Darveniza Engineering Scholarship has been awarded to three students thus far. Matthew Drysdale of Yea was the inaugural winner in 2003. Matthew completed his Bachelor of Environmental Engineering at Monash University in 2005 and is working in Melbourne with an international consulting

firm. Matthew indicated that the financial support was significant and the work experience with Goulburn Valley Water enabled him to get an understanding of the work environment so that he is a more valuable employee.

The 2004 recipient, Stuart Jones, is undertaking a double degree at Melbourne University in Environmental Engineering/Science with science majors of Environmental Science and Ecology, which he will finish in 2006.

Phebe Bicknell, the 2005 recipient, is also undertaking a double degree at Melbourne University in Environmental Engineering/Science.

To be eligible for the scholarship candidates must meet the following criteria:

- Studying a full-time undergraduate engineering degree at a Victorian University
- Major must be in a water related field
- Entering the third year of study
- Parental home must be located in Goulburn Valley Water's Region

The scholarship currently offers financial support of \$5000 per year, paid vacation employment and a guaranteed two years employment on graduation.

OH&S

Goulburn Valley Water has continued its strong focus on health and safety throughout 2005/2006. A number of new initiatives were implemented throughout the year as the Authority moves closer towards certifying its OH&S management systems.

Regular inspection of workplaces is carried out by trained operators and supervisors to identify new hazards at worksites and check safety control measures are working effectively. Over 90 sites are visited annually including all water treatment plants, wastewater management facilities, operations centres and major offices. Improvements are then tracked using the Authority's database systems until measures are implemented.

Health and safety continues to be a major focus of the Authority's training activities. Details of Goulburn Valley Water's OH&S training for 2005/2006 is outlined in the table below:

OH&S Training	No of Employees Trained
Height awareness training	22
Manual Handling	12
Asbestos Removal	6
General OH&S	19
Fire Safety	32
Traffic Management/Control	14
Overhead/Underground Services, Electrical Spotter	17
Confined Space Entry	26
First Aid	3



In 2005 the Authority commenced a program of defensive driver training through the Driver Education Centre Australia (DECA) in Shepparton. It had been recognised that driving Authority vehicles presents a significant hazard to employees and a strategy was developed to reduce these hazards. Since beginning the program over 50 employees have completed the training.

A calendar which contains regularly scheduled health and safety training courses was developed. This allows supervisors and managers to plan for training 6 months in advance for employees and helps to ensure refresher training is completed within agreed timeframes.

Risk assessment continues to be a high priority for the Authority. Generic as well as statutory risk assessment and activities for tasks carried out at various workplaces, are completed by OH&S personnel in consultation with local employees and supervisors. The following focus areas for 2005 included:

- dangerous goods/hazardous substances;
- asbestos;
- height safety; and
- manual handling.

Goulburn Valley Water's health and safety committee comprises representatives from all work teams. The committee meets every six weeks to discuss current health and safety issues and to endorse new policy and procedures. Over the last 12 months the committee has been focusing on strategic health and safety issues. During the year a field trip to visit a large organisation provided an opportunity to learn more about systems to manage health and safety effectively as well as reflect on our own processes.

A target of 25 lost time incidents per million hours worked was easily achieved by the Authority. A rate of 15.92 incidents per million hours worked was attributable to continued efforts in risk reduction through hazard management. While the Authority did not meet its target of a 10% reduction in the Lost Time Hour's Rate (this is a measure of severity and tracks the hours lost to workplace injury per million hours worked) a number of strategies have been identified to reduce these hours. A particular focus on manual handling and the improved management of manual handling injury should lead to reductions in the overall number of hours lost in the future.

Rate	Target	2005/2006 Result
Lost Time Incident Frequency Rate (number of incidents per million hours worked)	Less than 25	15.92
Lost Time Hours Rate (number of hours lost per million hours worked)	2,190	4,754.42

Information Technology

Improvements in Information Technology underpin many of the activities undertaken by the Goulburn Valley Water to achieve its corporate goals. These improvements flow from an Information Technology infrastructure that is being continually developed and renewed in accordance with the Authority's Information Systems Strategic Plan. Innovative use of Information Technology plays a key role in ensuring that Goulburn Valley Water remains an industry leader in a dynamic and competitive business environment.

Internet Based Services

Internet bill payment facilities for large customers (NetBill) and Vendor Statement Certificates On-line (VSCO) services have been implemented to provide customers and business partners with new ways to transact with the Authority. These on-line services provide greater speed, convenience and functionality at lower cost than conventional paper based processes.

The use of Virtual Private Network (VPN) connections has provided staff with remote access to corporate systems via the internet enabling secure access to corporate systems independent of location.

IT Infrastructure Development and Renewal

In order to maintain an up to date IT environment, server, workstation and printer replacements have been carried out as devices reach the end of their service life as part of the rolling replacement strategy defined in the Information Systems Strategic Plan. Automated network based delivery of the Authority's Standard Operating Environment (SOE) has greatly reduced the time taken to deploy new workstations.

Operations IT

An Operations IT group has been formed in response to the growing reliance on electrical, SCADA and process control systems. Since the formation of the Operations IT group, the Authority has strengthened its in-house capability to deploy and maintain electrical and process control systems.

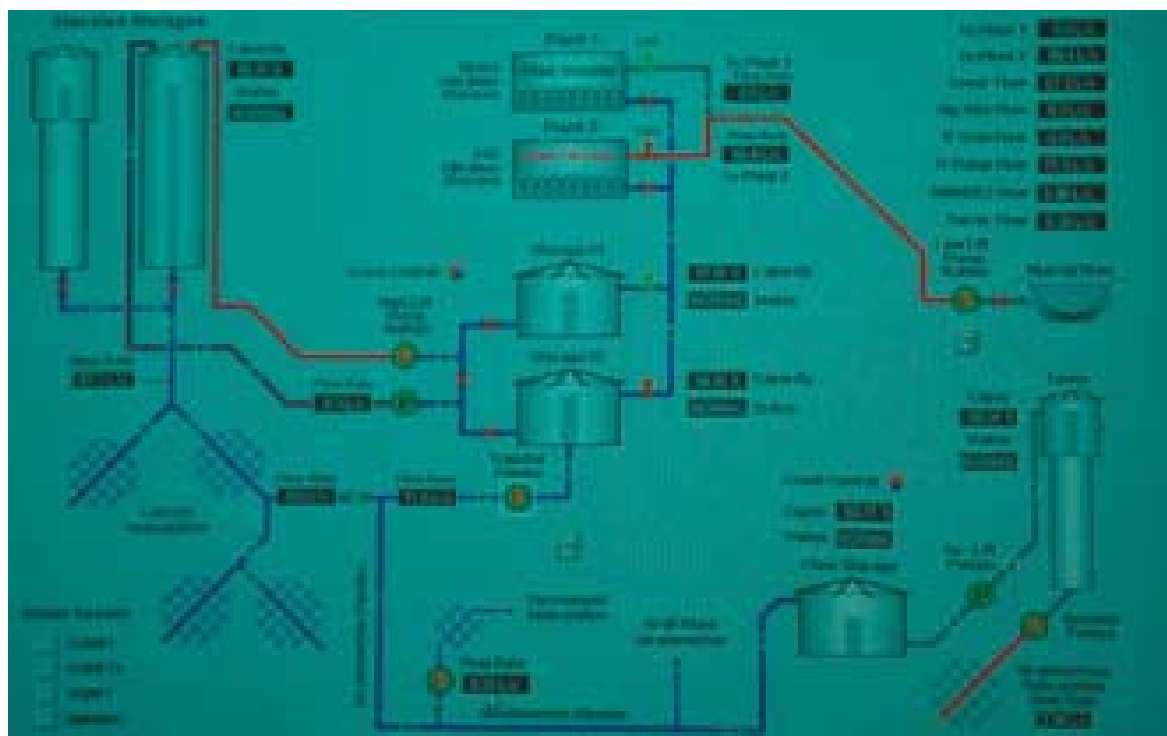
SCADA Data Historian

Analysis of historical data captured by the enterprise wide SCADA system has previously been a process requiring manual manipulation to extract information from the raw data. A Data Historian application imports, stores, refines and translates data returned by the SCADA system into a more useable form. Reports from the Historian provide a valuable insight into asset performance. A successful Data Historian pilot project has been completed and full deployment is scheduled for 2007.

Meter Reading Systems

New meter reading systems are being implemented using leading edge hand held devices to streamline the meter reading process. The new devices provide a range of field audit functions enabling meter readers to gather information about the status of the property and the meter in addition to the meter read. Using the new system, meter reading contractors will be able to receive new reading rounds and send completed reading rounds from the meter reading device wirelessly via the internet. The devices deliver faster more efficient meter reading and data collection.

SCADA Screen





Knowledge Management

With the increase in data collection and regulatory reporting requirements and the proliferation in recent years of the store of electronic files and information, Goulburn Valley Water identified the need to better manage its information and intellectual capital, i.e. corporate knowledge. This led to the creation of a new position of Knowledge Management Co-ordinator. This role is responsible for the development and implementation of the Authority's Knowledge Management Strategy.

A knowledge audit was undertaken during 2005 which identified the current environment and formed the basis for development of a knowledge management strategy. The strategy recognises the need for policies, standards and procedures that will support the effective creation, capture, storage, access and sharing of knowledge. The strategy endeavours to facilitate these outcomes by utilising information systems and educating employees in better practices in information and records management.

In 2005/2006 the Authority's Record Management system was upgraded and new features, such document assembly, were introduced to enable more efficient capturing of corporate data.

Metadata was added to over 15,000 scanned drawings to allow faster retrieval.

The creation of the Authority's new Intranet is almost complete and is scheduled for release in 2006/2007. The intranet, which uses Microsoft SharePoint Portal Server 2003 technology, will allow better collaboration both within teams and across teams. It provides an interface to a large amount of information from one central repository