

Governance and Recordkeeping Around the World

May 2009, vol. 2, no. 12



**Use of social media tools
assists government departments**



Library and Archives
Canada

Bibliothèque et Archives
Canada

Canada

Governance and Recordkeeping Around the World, an online newsletter published regularly by Library and Archives Canada (LAC), highlights issues pertaining to government and recordkeeping practices in the public and private sectors.

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Some links in this document lead to sources which are not subject to the Official Languages Act and are available in the language in which they were written.

Please note that, after a period of time, links to certain articles in the newsletter may become inactive.

Comments may be sent to the following address:

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Section 1: News

1.1 General News – Overview: Quick Links

Country: Canada

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Federal Government – Library and Archives Canada

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1.2: General News

Country: Canada

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Federal Government – Library and Archives Canada

Headline: Daniel J. Caron appointed new Librarian and Archivist of Canada

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The Prime Minister of Canada has announced the appointment of Daniel J. Caron as the new Librarian and Archivist of Canada replacing Ian E. Wilson.

Dr. Caron has been with Library and Archives Canada since its inception and is active in library and archives circles and in public administration.

Source: <http://www.collectionscanada.gc.ca/whats-new/013-396-e.html>

Federal Government

Headline: Information commissioner: Access-to-information laws too weak

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Calling it "an information-management crisis" Canada's information commissioner says existing access-to-information laws are too weak and lack measures that would compel the federal government to provide access to records the public has a right to see.

The Commissioner adds "There's a real need now to address what I think is a crisis that is holding access to information hostage, or access requesters victims of the fact that the government doesn't have a universal approach to the managing of its information or how to access it. In some cases, they don't even know what they have."

Source:

<http://www.timescolonist.com/Business/Access+information+laws+weak+Watchdog/1299170/story.html>

Country: Australia

[Back](#)

Headline: Federal Court unveils e-Discovery rules

The Federal Court of Australia has issued new e-Discovery rules requiring all electronic documents and emails to be produced and exchanged electronically, preferably in their original formats.

The goal of these new rules is to improve efficiencies and help contain litigation costs. Organizations must meet strict obligations over the retention and handling of electronically stored information, and ensure its availability for court hearings.

Source: <http://www.australianit.news.com.au/story/0.24897.25128873-15306.00.html>

Country: India

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Headline: Government panel established for e-Governance

In order to address delay in the delivery of services and reduce red-tape, a high-level government panel has suggested implementing e-Governance and has produced a legal framework.

The panel chairman, M. Veerappa Moily, says that "the basic purpose of having e-governance is to achieve better delivery to citizens, ushering in transparency and accountability, empowering people through information, improved efficiency within governments and improved interface with business and industry."

Source: <http://www.zeenews.com/business/economy/2009-01-24/501438news.html>

Pacific Region

[Back](#)

Headline: Development of government recordkeeping toolkit website

Countries including Australia, New Zealand, Papua New Guinea and the Cook Islands participated in an archives workshop that is developing a government recordkeeping toolkit website for countries in the Pacific region.

The director of Australia's National Archives Adrian Cunningham says its government could learn how to improve its archiving system by adopting a technique used by Pacific countries and hopes its government will consider adopting a more straight forward recordkeeping strategy like the Solomon Islands, which in turn would cut its costs.

Source: <http://www.rnzi.com/pages/news.php?op=read&id=45259>
<http://www.rnzi.com/pages/news.php?op=read&id=45304>

Country: United Kingdom

#1

Headline: Government seeks tougher penalties for data loss

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Under proposed new rules and legislation organizations could face fines for “deliberate or reckless loss of data,” while government bodies could be subject to stricter oversight of their efforts to protect such data including ensuring compliance with the Data Protection Act.

Source: <http://fcw.com/Articles/2008/12/01/UK-seeks-tougher-penalties-for-data-loss.aspx>

#2

Headline: UK government may track communications on social networking sites

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The UK government is considering mass surveillance and retention of all user communications on social-networking sites including Facebook.

Home Office Security Minister Vernon Coaker says that the European Union Data Retention Directive does not go far enough and as a result communications such as those on social networking sites and instant messaging could also be monitored.

Source: <http://notcorporatemediacom/1606/uk-govt-may-track-all-facebook-traffic>
<http://www.neoseeker.com/news/10169-anti-terrorism-uk-govt-may-monitor-facebook-myspace-ims/>

Country: United States

Federal Government

#1

Headline: New FOIA guidelines issued

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Attorney General Eric Holder has issued [comprehensive new Freedom of Information Act \(FOIA\) guidelines](#) that direct all executive branch departments and agencies to apply a presumption of openness when administering the FOIA.

The new guidelines, announced in a memo to heads of executive departments and agencies, build on the [principles announced by President Obama on his first full day in office when he issued a presidential memorandum on the FOIA that called on agencies to “usher in a new era of open government.”](#)

Source: <http://historycoalition.org/2009/03/21/justice-department-issues-new-foia-guidelines/>

#2

Headline: Poor recordkeeping: How the US forgot to make Trident Missiles

[Back](#)

Plans to refurbish Trident nuclear weapons have been delayed because the US National Nuclear Security Administration (NNSA) "lost knowledge" of how to make a hazardous material codenamed Fogbank.

A Government Accountability Office report states that "NNSA had lost knowledge of how to manufacture the material because it had kept few records of the process when the material was made in the 1980s, and almost all staff with expertise on production had retired or left the agency." In response, NNSA is making improvements to its management procedures.

Source: <http://www.sundayherald.com/news/heraldnews/display.var.2494129.0.0.php>

#3

Headline: Use of social media tools assists government department

[Back](#)

The [Health and Human Services Department](#) (HHS) is using social media tools to communicate information in crisis situations.

For example, HHS's [recall twitter feed](#) has been used to quickly spread information about the nearly 4,000 products that have been recalled as a result of salmonella-tainted peanuts.

In addition, HHS set up [a blog](#) to centralize information on the recall and created a [self-updating product recall widget](#) for information providers and average citizens to embed on their own websites to inform readers on the latest recalls.

Source: <http://www.federaaltimes.com/federal-times-blog/2009/03/31/nuts-about-social-media-at-hhs/>

State Government

North Carolina

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Headline: Governor orders emails preserved

Governor Mike Easley has signed an executive order declaring that email messages are considered public records and therefore should be saved and that state officials buy a new archive system to preserve messages.

The order was in response to the recommendations of an advisory panel commissioned after it became clear some state employees had deleted email messages.

Source: <http://www.newsobserver.com/politics/story/1364855.html>

Private Sector

Facebook

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Headline: Facebook asks members for tips on governance

Facebook has asked their members for their input regarding the governing concepts and policies the social-networking site plans to draft and adopt.

This action has been prompted after a change to its terms of use in February ignited controversy over concerns the company was claiming perpetual ownership of all content that was ever loaded to the site.

Source:

http://www.pcworld.com/businesscenter/article/161586/facebook_pleads_with_members_to_give_it_governance_tips.html

Section 2: Events

ANNUAL MEETINGS AND CONFERENCES

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International

1. 10th International Digital Government Research Conference

Theme: Social Networks: Making Connections Between Citizens, Data and Government

Host: Digital Government Society of North America (DGSNA)

When: 17–20 May 2009

Where: Puebla, Mexico

Summary: This conference focuses on Web 2.0 technology, the emerging Social Web, and social network systems that allow large-scale distributed collaboration, information sharing and creation of collective intelligence in government areas. In addition, the policy implications of open government, the innovative applications of Web 2.0, Social Web, as well as technologies throughout the domain, are discussed.

LAC Speakers: To be determined

Programme and Registration:

<http://icce.typepad.com/icce/2008/12/call-for-papers-10th-international-digital-government-research-conference-dgo-2009.html>

2. The 3rd Annual Ethical Leadership and Governance in the Public Sector Conference 2009

Theme: Towards Robust Governance Frameworks and a Culture of Ethical Excellence

Host: Liquid Learning

When: 19–20 May 2009

Where: Canberra, Australia

Summary: This conference focuses on how public sector agencies can enhance governance arrangements and ensure ethical integrity across the organization.

LAC Speakers: To be determined

Programme and Registration: <http://www.liquidlearning.com.au/llg08/May/>
http://www.liquidlearning.com.au/documents/ELG0509/ELG0509_I.pdf

3. 2009 International Conference on Information Resources Management

Theme: Global Connections

Host: Association for Information Systems

When: 21–23 May 2009

Where: Dubai, United Arab Emirates

Summary: This conference provides a peer-reviewed forum for researchers to share contemporary research developments in [information systems](#) and [information management](#).

LAC Speakers: To be determined

Programme and Registration: <http://www.conf-irm.org/>

4. International Association of Social Science Information Service and Technology (IASSIST) 2009 Conference

Theme: Mobile Data and the Life Cycle

Hosts: Social Science Data Archive and the University of Tampere

When: 26–29 May 2009

Where: Tampere, Finland

Summary: Topics include **(1)** Life cycle models for managing data **(2)** Infrastructure for data collection, access and preservation **(3)** Applying metadata standards for data **(4)** Sharing data across applications.

LAC Speakers: To be determined

Programme and Registration: <http://www.fsd.uta.fi/iassist2009/index.html>

5. Digital Directions: Fundamentals of Creating and Managing Digital Collections

Hosts: Northeast Document Conservation Center and [Balboa Art Conservation Center](#)

When: 27–29 May 2009

Where: San Diego, California, United States

Summary: The conference encompasses the full life-cycle of digital objects, from planning to creation to sustainability. Topics include **(1)** Metadata **(2)** Sustainability and Digital Preservation **(3)** Planning a Digital Project **(4)** Selection for Digitization **(5)** Standards and Best Practices.

LAC Speakers: To be determined

Programme and Registration: <http://www.nedcc.org/about/news.savethedate.php>

6. Intergovernmental Relations and Coordination Conference 2009

Theme: Leading Whole-of-Government Initiatives and Partnerships for a Connected and Efficient Public Sector

Host: Liquid Learning

When: 10–11 June 2009

Where: Canberra, Australia

Summary: Topics include **(1)** Developing effective overall government strategies and programs
(2) Providing a leadership role for enhanced service delivery and governmental outcomes.

LAC Speakers: To be determined

Programme and Registration: [http://liquidlearning.com.au/llg08/June/
http://www.liquidlearning.com.au/documents/IGR0609/IGR0609_1.pdf](http://liquidlearning.com.au/llg08/June/http://www.liquidlearning.com.au/documents/IGR0609/IGR0609_1.pdf)

7. Content Architecture: Exploiting and Managing Diverse Resources

Hosts: International Society for Knowledge Organization and School of Library, Archives and Information Studies, University College London

When: 22–23 June 2009

Where: London, England

Summary: In our networked world, enabling easy access to multiple services and resources is often reliant on a team effort involving specialists from very different backgrounds—website design, knowledge engineering, audio and video engineering, linguistics, computer science, etc.

The conference will provide a forum for discussing the problems and opportunities arising from the growing digitization and networking of information resources and will address issues in the handling of text and images, as well as data, voice and language, particularly in the context of the integration of different information resources.

LAC Speakers: To be determined

Programme and Registration: <http://www.iskouk.org/conf2009/index.htm>

8. NAGARA 2009 Annual Meeting

Theme: Meet the Information Challenge

Host: National Association of Government Archives and Records Administrators

When: 15–18 July 2009

Where: Seattle, Washington, United States

Summary: Topics include **(1)** Records Management and the New Rules of Civil Procedure
(2) Archives Online: Digitizing Archival Holdings for Web Presentation.

LAC Speakers: To be determined

Programme and Registration: <http://www.nagara.org/>

9. SAA's 73rd Annual Meeting

Theme: Sustainable Archives

Host: The Society of American Archivists (SAA)

When: 11–16 August 2009

Where: Austin, Texas, United States

Summary: Sustainability is a framing concept for conversations that archivists are having within the profession and with their resource allocators. How to manage change now, how to grow programs to meet complex information ecologies, and how to thrive in the unfolding information environment will be some of the questions raised.

Today's archival holdings exist within environments in which recorded information is swiftly becoming more compressed, wired and remote. Organizations are constantly redesigning their communications infrastructure to stay current with external change while preserving their essential mission and values.

This conference offers the opportunity to explore the concept of sufficiency across all aspects of archival practice, theory, and visioning.

LAC Speaker: Daniel J. Caron, Librarian and Archivist of Canada

Programme and Registration: <http://www.archivists.org/conference/austin2009/AM09-call.asp>

10. Second World Summit on the Knowledge Society

Theme: Research Changes The World

Host: Open Research Society

When: 16–18 September 2009

Where: Crete, Greece

Summary: This summit brings together key stakeholders of the Knowledge Society development worldwide, from academia, industry, government, policy makers, and active citizens to look at the impact and prospects of information technology, and the knowledge-based era it is creating, on key facets of living, working, learning, innovating and collaborating in today's hyper-complex world.

LAC Speakers: To be determined

Programme and Registration: <http://knowledge-summit.org/>

11. IASA 2009 Annual Conference

Theme: "Towards a new kind of archive? The digital philosophy in audiovisual archives."

Hosts:

[International Association of Sound and Audiovisual Archives \(IASA\)](#) and [Hellenic National Audiovisual Archive \(HeNAA\)](#)

When: 20–25 September 2009

Where: Athens, Greece

Summary: In the 21st century the digital age for archives, libraries and museums is not an option, but a reality and huge digitization projects have been or are being implemented.

What is the role of the audiovisual archives in this new technological environment? How distinct are the roles of the various cultural heritage institutions? What methods and techniques will ensure the accountability and continuity of the audiovisual content? Which is the role of international organizations in this new environment? How can the national archives of big and small countries cope with this new environment?

LAC Speakers: To be determined

Programme and Registration: <http://www.iasa2009.com/eng.html>

12. International Conference on Dublin Core and Metadata Applications

Theme: Semantic Interoperability of Linked Data

Host: National Library of Korea

When: 12–16 October 2009

Where: Seoul, South Korea

Summary: Metadata is the key to supporting publishing and interlinking structured data on the Semantic Web. There is a growing interest in the metadata community in connecting existing and future data contained in silos within and across organizations in a meaningful way that supports extraction and correlation of the data. This conference will explore the technical and social challenges of linking data from disparate data silos.

LAC Speakers: To be determined

Programme and Registration: <http://www.dc2009.kr/>

13. 2009 Australia Society of Archivists Conference

Theme: Voyaging together: integrity, memory and sustainability

Hosts: Australian Society of Archivists, the Archives and Records Association of New Zealand and the Pacific Regional Branch of the International Council on Archives.

When: 15–17 October 2009

Where: Brisbane, Australia

Summary: Topic areas for papers include **(1)** New technologies: tools or masters? **(2)** Cooperation between institutions **(3)** Freedom of Information: developments and directions.

LAC Speakers: To be determined

Programme and Registration (To follow): <http://www.archivists.org.au/2009-brisbane>

National

1. Association of Canadian Archivists Annual Conference

Theme: Rights, Responsibilities, Trust: Archives and Public Affairs

Host: Association of Canadian Archivists

When: 15–17 May 2009

Where: Calgary, Alberta, Canada

Summary: Conference at a Glance will be made available, while a preliminary Program will be available in time for the opening of registration on March 1, 2009.

Speakers: Daniel J. Caron, Librarian and Archivist of Canada and Ian E. Wilson, President of the International Council on Archives.

Programme and Registration: <http://archivists.ca/conference/>

2. 2009 Newfoundland & Labrador Information Management Day

Theme: Managing for Today, Preparing for Tomorrow

Hosts: Newfoundland & Labrador Offices of the ATIPP Coordinator; Information & Privacy Commissioner and Memorial University's Information Access and Privacy Protection Office.

When: 25 May 2009

Where: St. John's, Newfoundland, Canada

Summary: Challenges in implementing IM programs and solutions will be examined and topics include **(1)** Information Management Program Fundamentals **(2)** Existing and Emerging Technologies **(3)** Policy and Governance.

Keynote Speaker: Daniel J. Caron, Librarian and Archivist of Canada

Programme and Registration: <http://www.verney.ca/nlim2009/>

3. 2009 ARMA Canada Conference

Theme: Peaks and Valleys of Information Management

Host: Association of Records Managers and Administrators

When: 31 May to 3 June 2009

Where: Edmonton, Alberta, Canada

Summary: Five tracks will be offered: Business Functions, Information Technology, RIM Practices, Risk Management, and a combined Leadership and Communications & Marketing.

LAC Speakers: To be determined

Programme and Registration:

http://www.armacanada.org/edmn_2009/edmn_speakers.shtml

4. 61st IPAC Annual Conference

Theme: Turnarounds: Transformations in Government and Society

Host: The Institute of Public Administration of Canada

When: 23–26 August 2009

Where: Fredericton, New Brunswick, Canada

Summary: The conference will focus on how the objects of turnarounds can be identified, what conditions must exist for successful turnarounds, what type of leadership is required to achieve a turnaround and what can be learned from salient examples of successful and unsuccessful turnarounds.

LAC Speakers: To be determined

Programme and Registration:

<http://ipacfredericton.ca/2009-conference/Default.htm>

FORUMS

1. Government Recordkeeping Forums in 2009

Host: National Archives of New Zealand

When: There will be four forums held in 2009:

4 March 2009
3 June 2009
2 September 2009
2 December 2009

Summary: Programmes and online registration forms will be posted on the website (<http://continuum.archives.govt.nz/government-recordkeeping-forums.html-0>) in the month before each forum.

Programme and Registration: For further information please contact:

rkforum@archives.govt.nz

SEMINARS

No seminars listed at this time.

WORKSHOPS

1. Digital Preservation Management: Implementing Short-term Strategies for Long-term Problems

Theme: Promoting Practical and Responsible Stewardship of Digital Assets

Host: Inter-University Consortium for Political and Social Research (ICPSR)

When: 3–8 May 2009; 11–16 October 2009 and 2–7 May 2010

Where: University of Michigan, Ann Arbor, Michigan, United States

Summary: The workshop series is for managers who are or will be responsible for digital preservation programs in libraries, archives and other cultural institutions. The goals of the workshop are to foster critical thinking in a technological realm and provide the means for exercising practical and responsible stewardship of digital assets in an age of technological uncertainty.

Programme and Registration: <http://www.icpsr.umich.edu/dpm/workshops/fiveday.html>

CAMPAIGNS

1. Archive Awareness Campaign 2009

Theme: "Take Flight!"

Hosts: The National Council on Archives, The National Archives of the United Kingdom and Museums Libraries Archives Council

When: To be determined

Where: To be determined

Summary: This theme is open to interpretation and lends itself to many areas of archival work, whether in economic and industrial history, the impact of movement of peoples, innovation and ideas or engineering and science. The theme is designed to be as inclusive as possible, to bring in archives from across all sectors and thus enable more engagement with various user groups.

Source: http://www.archiveawareness.com/contributors/nationalcampaign/whats_happening

Section 3: Current Trends and Products

3.1: Recordkeeping: Current Developments, Projects and Future Initiatives

Canada – Federal Government – Library and Archives Canada

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Topic/Title: Second World War Service Files: Canadian Armed Forces War Dead

Summary: This online database enables researchers to access references to the service files of members of the Canadian Armed Forces who died in the Second World War.

Source: <http://www.collectionscanada.gc.ca/whats-new/013-356-e.html>

Australia – National Film and Sound Archive

Topic/Title: Australia's Audio-Visual Heritage

Summary: Darryl McIntyre, the chief executive of the National Film and Sound Archive (NFSA), wants to post more collections online which will enable the public to access a wider range of the archives and will put the NFSA in a better position to promote their collections.

Source: <http://www.abc.net.au/news/stories/2008/09/10/2361244.htm>

European Union

Topic/Title: KEEP (Keeping Emulation Environments Portable)

Summary: The goal of the project is to develop methods of safeguarding digital objects that may otherwise have been lost including text, sound and image files, multimedia documents, websites, databases and video games.

With the development of the world's first "general purpose emulator" researchers hope it will be possible to read all types of computer files. The emulator can recognize and play files previously held back by being tied to a particular and often outdated computer.

Computer historian Dr David Anderson says "We are facing a massive threat of the loss of digital information. It's a very real and worrying problem" and "Things that were created in the 1970s, 80s and 90s are vanishing fast and every year new technologies mean we face greater risk of losing material."

Source: <http://www.independent.co.uk/life-style/gadgets-and-tech/news/eu-project-aims-to-preserve-old-files-for-posterity-1606787.html>
<http://www.idm.net.au/story.asp?id=16585>

Jordan

Topic/Title: National Contact Center (NCC) and e-Government Agenda

Summary: The National Contact Centre is a multichannel contact center which permits Jordanian citizens to access government services.

E-Government Program Director, Mr. Hassan Al Hourani, emphasized the significance of the Centre, "The NCC aims primarily to reduce the time for citizens and businesses to attain access to information related to government services and to simplify and boost transparency of delivering such information."

Source: <http://www.ameinfo.com/179098.html>

Link to e-Government Agenda Presentation:

<http://unpan1.un.org/intradoc/groups/public/documents/UNPAN/UNPAN032966.pdf>

Slovakia

Topic/Title: National Concept for Informatisation of Public Administration (NCIPA)

Summary: The NCIPA specifies common bases, principles and priorities for the building of information systems in compliance with their defined competencies.

The NCIPA “takes the vision of development and strategic e-Government objectives to deeper levels of system architecture and infrastructure.”

In addition, procedures will be implemented based on best practices from the countries with the highest level of digitization in public administration.

Source: <http://www.epractice.eu/en/news/284967>

Link to Press Release: <http://www.finance.gov.sk/En/Default.aspx?CatID=10&id=45>

United Arab Emirates

Topic/Title: “The Memory of the Nation”

Summary: This project's goal is for all ministries to organize their archives within two years through the dissemination of information to ministerial and governmental associations that will permit them to set up and organize existing databases and archives in their respective offices.

Source: <http://genealogyblog.geneanet.org/index.php/post/2009/02/National-Archive-Of-United-Arab-Emirates-Launched.html>

United States – National Archives and Records Administration (NARA) – Office of the Federal Register

Topic/Title: Electronic Public Inspection Desk

Summary: The electronic public inspection desk has been established in order to provide free worldwide electronic access to public documents allowing individuals to access documents governing federal regulations relating to business, health, and safety as soon as the documents are placed on file.

Source: <http://www.archives.gov/press/press-releases/2009/nr09-06.html>

3.2: Products and Tools from Around the World

Australia

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Product/Tool: Australian Governments' Interactive Functions Thesaurus (AGIFT)

Summary: AGIFT is a three-level hierarchical thesaurus that describes the business functions carried out across Commonwealth, state and local governments in Australia.

It contains 25 high-level functions, each with second and third level terms, as well as non-preferred terms and related terms. A scope note describes the range of activities covered by a preferred term and provides cross-references.

Source: <http://www.naa.gov.au/records-management/create-capture-describe/describe/AGIFT/AGIFT-zip.aspx>

South Africa – National Archives

Product/Tool: Managing Electronic Records in Governmental Bodies: Policy, Principles and Requirements

Publication Date: April 2006 (Second Edition)

Overview: This document focuses on the requirement to create authentic electronic records that are useable and reliable for as long as they are required for functional, legal and historical purposes. The guidance proposes a strategy that is aligned with international standards and best practices.

Without such strategic management, the records of governmental bodies will be insecure and the effective functioning and accountability of bodies, based as it is on the information held in their own records, will be jeopardized.

Summary: The increasing use of electronic systems by governmental bodies to conduct their business has significantly changed the way that records are created and kept.

Electronic recordkeeping poses particular challenges to governmental bodies which need to ensure that reliable records are maintained over time as evidence of official business for the purposes of accountability, operational continuity, disaster recovery and institutional and social memory.

Source: http://www.national.archives.gov.za/rms/NARS_DMLIB-4878-v1-Managing_electronic_records_Policy_principles_and_Requirements_April_2006.PDF

United States – 3B View

Product/Tool: 3BCleanMobile

Summary: This tool removes hidden information stored behind the visible content of a document, such as tracked changes, authors and time stamps.

Source: http://newyork.dbusinessnews.com/shownews.php?newsid=175837&type_news=latest

United States – Archon

Product/Tool: The Simple Archival Information System

Summary: This system automatically publishes archival descriptive information and digital archival objects.

Source: <http://www.archon.org/>

United States – National Archives and Records Administration (NARA)

Product/Tool: SAMMA Robot™

Summary: NARA is using this tool to migrate thousands of hours of videotape records to digital files which will allow the public to access them.

Source: <http://www.fpdigital.com/Company/Press.aspx?c=120>

United States – NextPage

Product/Tool: NextPage®

Summary: Research shows that document retention policies are failing at the desktop with only 60% of companies having written policies and only 30% of those actively enforcing the policy.

NextPage® mitigates the risk of documents on the desktop by increasing document retention compliance.

Source: <http://www.kmworld.com/Articles/Editorial/Feature/RECORDS-MANAGEMENT-Product-Round-up-NextPage-36008.aspx>

United States – Utah

Product/Tool: Guide to Digital Imaging

Purpose: To provide information about digital imaging or the scanning of records

Scope: Records that were originally in another format and are captured digitally, rather than those records that were created electronically.

Summary: Topics discussed include:

- (1) Factors to consider when digitizing records including the advantages and disadvantages
- (2) Digital imaging cost-benefit analysis
- (3) Retention and disposition of imaged records
- (4) Standards for digitization of permanent records

Source: <http://archives.utah.gov/recordsmanagement/ERM/guide-to-digital-imaging.html>

Global

Product/Tool: Governance WorkPlace

Summary: Microsoft and software developer EquaTerra have partnered to launch a workplace governance platform in response to the increase in sourcing activity and the subsequent need to manage service providers and contracts effectively.

Source: <http://www.itweb.co.za/sections/enterprise/2008/0807210902.asp?S=IT%20Governance%20and%20Risk%20Management&A=GOV&O=FPWW>

3.3: Studies and Surveys

United States

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Title of Study: 2008 Benchmarking Study of Electronic Discovery Practices for Government Agencies

Organization: The study was conducted by IE Discovery, Inc.

Study Participants: Government attorneys, records managers, paralegals and information technology personnel regarding their perception of e-Discovery preparedness within their government agency.

Summary: The study confirms that there has been an upward trend in the size, scope and effort required to deal with electronic discovery.

The study revealed:

(1) There was an increase of 8% in the time spent dealing with e-Discovery issues with 71% of respondents spending up to 25% of their time on these issues.

(2) More than 30% of agencies have either hired or designated an "e-discovery attorney."

(3) Survey participants were asked to list their main electronic discovery challenges and the top responses were:

"Internal systems and processes" (38%) with "Getting buy-in from upper management" ranking fifth at 10%.

Bill Detamore, IE Discovery's Chief Legal Officer said "Our participants reported increased comfort with many aspects of the electronic discovery planning process with significant increases in confidence in the areas of document retention, collection and chain of custody."

Results overall show a recognition of the importance of planning as participants indicated increased efforts in the standardization of litigation holds.

Source: <http://www.marketwire.com/press-release/ie-Discovery-948401.html>

Link to Executive Summary: <http://www.iediscovery.com/services/government/survey.aspx>

3.4: Standards

Switzerland

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Standard: eCH-0038-Records Management Framework Model

Overview: The Swiss government has adopted the eCH-0038-Records Management Framework model as a federal standard for e-Government that considers records management a process-oriented approach to information management.

Summary: According to the standard, information management is essential to the guidance, coordination, and control of e-Government activities and promotes a holistic view of organization, processes, and technologies. Decisions on an administration's information management can be reached and implemented on the basis of mutual understanding.

The standard directs that, once the criteria for information quality have been set, appropriate processes and measures for document handling should be derived from them.

Further, records management should accompany the entire life cycle of an administrative process, right up to the archiving or destruction of the documents and includes both structured and unstructured information in the form of electronic data or documents.

Source:

http://findarticles.com/p/articles/mi_qa3937/is_200803/ai_n25139890/pg_1?tag=artBody;col1

Link to Standard:

http://www.ech.ch/index.php?option=com_docman&task=cat_view&gid=177&Itemid=181&lang=fr

Section 4: Selected Readings

4.1: Articles, White Papers, Presentations, Reports

Canada

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Topic/Title: Technology Empowers Public Sector Collaboration Changes

Type of Document: Article

Author: Keith Langille, Senior Network Manager, Organizational Excellence featured in *Inside Edge* quarterly magazine of The Conference Board of Canada

Overview: Eighteen deputy ministers, assistant deputy ministers, and chief information officers from three levels of government met to discuss ways to improve horizontal collaboration at similar levels across jurisdictions in the broad public sector.

These senior leaders see technology as integral to fostering a culture of collaboration.

Main Points:

- (1) New technologies offer very little value to an organization if they simply add to the current workload as the value comes from reorganizing work through the introduction and use of technology.
- (2) Many organizations operate in isolation and though some informal collaboration occurs collaboration is too infrequent, limited to too few officials, and too random.
- (3) The broader public sector needs to recognize that demands for change will likely result from pressures or opportunities coming from major partners, clients, or internal organizational functions.
- (4) Public sector leaders must have buy-in for new processes made possible by current and evolving technologies as this is essential if organizations are to achieve superior outcomes with reduced resources.

Key Issues to Address:

- (1) Social Networking and Collaborative Tools
- (2) Governance Frameworks
- (3) Innovation Strategy
- (4) Common Technology Infrastructure
- (5) Business Process Standardization
- (6) Talent Management

Source: <http://www.conferenceboard.ca/insideedge/q109-technology-empowers-public.aspx>

Australia

Topic/Title: Archiving offers a range of benefits

Type of Document: Article

Author: David Thompson, writing for *CRN Australia*

Summary: This article discusses (1) whether an archiving solution can reduce infrastructure and operational costs and deliver other functionality such as archiving for regulatory compliance (2) the benefits of archiving including good corporate governance and risk mitigation (3) legal issues to be

considered.

Source: <http://www.crn.com.au/Feature/5006,archiving-offers-a-range-of-benefits.aspx>

India

Topic/Title: Is information security important to your enterprise?

Type of Document: Article

Author: Arun Gupta, Chief Technology Officer, Shoppers Stop Limited featured in *C/OL*

Key Point: The responsibility for the protection of information remains relegated to the IT organization or the Chief Information Officer (CIO).

Main Points:

- (1) It is becoming more difficult for organizations to protect their information.
- (2) Chief Information Officers continue to face the challenge of creating and enforcing policies that could be unpopular with the rest of the organization as they impose restrictions on information access.
- (3) Most security breaches occur due to negligence, internal process failure or by employees.
- (4) With no control mechanisms in place it is virtually impossible to protect an organization's information.
- (5) Attrition results in employees who leave an organization with valuable corporate knowledge.

Conclusion:

The CIO must involve other levels of management within an organization to collectively create a movement towards a secure organization by addressing the people, process and technology which are the three cornerstones of any successful initiative.

Source: <http://www.ciol.com/Enterprise/Opinion/Is-information-security-important-to-your-enterprise/12908110299/0/>

Jamaica

Topic/Title: Archives Critical to Jamaica's History

Type of Document: Article/Interview

Author: Latonya Linton, Government of Jamaica

Overview: Government Archivist John Aarons talks about the Jamaica Archives and Records Department.

Summary: The Jamaica Archives department has three units:

The Archives Unit, the Government Records Centre and the Audio Visual Archives Unit and provides support to government entities in the management of records and also assists researchers.

Mr. Aarons points out that archives are important in understanding one's history and notes that all historians use archival records in order to extract information.

Aarons also talks about issues that the archives are focusing on including, "To assist Government departments to deal with records in electronic format, which is one of our major challenges now. So our focus now is in records management."

Aarons adds that the major challenge faced by archivists is the electronic environment in which they work as technology is continually changing.

"Look at three and a quarter diskettes; it is [*sic*] no longer in use. We have CDs now but CDs are not meant to last, they are meant for current purposes, so how do we preserve information over the long term and how do you ensure that these records are reliable and authentic and usable?"

Source: http://www.jis.gov.jm/information/html/20080828T090000-0500_16476_JIS_ARCHIVES_CRITICAL_TO_JAMAICA_S_HISTORY.asp

United Kingdom

Topic/Title: A New Chapter: Enter the Information Age

Type of Document: Article

Author: Justine East, *The Independent*

Main Theme: How technology is revolutionizing the library and information industry.

Summary: There are many ways that technology is impacting and changing the library science and information management sectors.

These include:

(1) Podcasts **(2)** Creation of search engines **(3)** Use of blogs **(4)** Posting information online

Digital preservation manager at the British Library, Rory McLeod says: "It's all very well to say we'll build up these massive online resources for the future, but we don't know how sustainable it is – how software will change, for example."

"It's my job to explore these challenges. It's not just an information management challenge – it's an environmental issue. As these libraries get bigger and require more energy, there could be issues there too."

Phil Bradley, freelance librarian and Internet consultant, says that technology has literally transformed careers in the library and information industry. "I'd go so far as to say that every profession in the industry has had, or currently has, the potential to use technology to transform their role."

Bradley adds: "...now information professionals can do things like create their own search engines and web pages without any great technical knowledge. The result is they can do things like create answers to questions that are still live, update people in new ways and answer the question in a range of different ways."

Source: <http://www.independent.co.uk/student/career-planning/getting-job/a-new-chapter-enter-the-information-age-1036019.html>

United States

Topic/Title: It's Time to Shred Your Data

Type of Document: Opinion Piece

Author: Mary Brandel, *ComputerWorld*

Main Theme: Purging data saves money and reduces an organizations legal risk.

Main Points:

(1) Organizations retain information longer than they should because of how the destruction of documents might be perceived and because the cost of storing the information is relatively low.

(2) However, the cost of e-Discovery is impacting organizations "bottom line" and resulting in the review of what information must be kept and what information can be destroyed.

(3) Organizations can address the issue of what documents can be disposed of by setting retention periods while ensuring that a retention schedule is clearly understood and easy to follow.

(4) However, most legacy applications have never purged data and new applications are rarely designed to accommodate purging. In addition, the deletion of production data is a complicated process.

Conclusion: Organizations should not only invest in technology that assists in retaining corporate information but also technology that facilitates the disposal of information when it is no longer required.

Source:

http://www.computerworld.com/action/article.do?command=viewArticleBasic&articleId=327128&source=NLT_PRN&nid=2941

4.2: Books

Selected Readings

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4.2.1 Nicholas Carr, *The Big Switch: Rewiring the World, from Edison to Google*, 2009.

In the following publication, Carr argues that we are now making a technological leap similar to that made in Edison's time as we are moving from our own private hard drives to cloud computing. The author then presents his assessment on potential social and economic consequences that this may lead to.

Source: <http://www.nicholasgarr.com/bigswitch/>

4.2.2 Joachim K. Rennstich, *The Making of a Digital World: The Evolution of Technological Change and How It Shaped Our World*, 2008.

"Providing a unique, empirically based perspective on the past and future development of globalization as a long-term process emerging in different parts of the world, this book puts current changes in a historical context in a systematic fashion, unpacking the global political, economic, social, and cultural implications of this change. It traces the resemblance of past commercial networks with emerging digital networks and contrasts them with industrial production systems."

Source: <http://www.palgrave-usa.com/catalog/product.aspx?isbn=1403974489>

4.2.3 Charlene Li and Josh Bernoff, *Groundswell: Winning in a World Transformed by Social Technologies*, 2008.

The following book, published by Charlene Li and Josh Bernoff from Forrester Research, examines how users of corporate programs and services are using Web 2.0 technology (blogs, social networking sites, YouTube, podcasts) to discuss products and companies, write their own news, and find their own deals. Using 25 case studies, Li and Bernoff provide concrete examples through which businesses can implement Web 2.0 technologies in their organization to turn this threat into an opportunity.

Source: <http://www.amazon.com/Groundswell-Winning-Transformed-Social-Technologies/dp/1422125009>