

Governance and Recordkeeping Around the World

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Government digitization of health records benefits society



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.

The newsletter Home Page is at: <http://www.collectionscanada.gc.ca/government/news-events/007001-1000-e.html>

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Section 1: News

1.1 General News – Overview: Quick Links

Country: Canada

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Federal Government

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Private Sector

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1.2: General News

Country: Canada

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Federal Government

#1

Headline: Minister confirms \$500 million for electronic health records

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Health Minister Leona Aglukkaq has announced an additional \$500 million to support electronic health records and says that an electronic health record system "will save time and lives by reducing duplication, improving the management of chronic disease, improving access to care and boosting productivity."

Source: <http://www.cbc.ca/canada/story/2009/02/11/e-health-records.html>

#2

Headline: New Chief Information Officer appointed

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Effective May 4, 2009, Corinne Charette will be the new Chief Information Officer of the Government of Canada.

Source: <http://www.tbs-sct.gc.ca/cio-dpi/org-eng.asp>

Country: Australia

[Back](#)

Headline: Parliamentary committee recommends new funding model for cultural institutions

A federal parliamentary committee has recommended that a new funding model be developed for the nation's cultural institutions, including the National Library, which would encourage growth and development of collections.

Source: <http://www.abc.net.au/news/stories/2008/12/04/2437997.htm?section=entertainment>

Country: Botswana

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Headline: Courts go digital

Botswana court records will soon be digitized which will allow members of the public and lawyers to electronically access them and also permit cases to be heard via video conferencing.

The Minister of Defense, Justice and Security says "The changes are meant to provide easy and quick access to judicial information and expedite the pace of trials."

Source: http://www.africanews.com/site/Botswana_courts_go_digital/list_messages/23563

Country: India

[Back](#)

Headline: Indian Data Center capacity to reach 5.1 million square feet by 2012

A recent report predicts that the total data center capacity in India will increase to 5.1 million square feet by 2012 and is projected to grow 31 percent from 2007 to 2012.

This growth will be driven by increasing domestic requirements from sectors including financial institutions, telecom operators and manufacturing and services which includes small and midsize users.

Source: <http://networkcomputing.in/Storage-019Nov008-Indian-Data-Center-Footprint-to-Reach-5-Million-Square-Feet-by-2012.aspx>

Country: Isle of Man[Back](#)**Headline:** Access to Information Bill to offer more freedom to government information

An Access to Information Bill is being drafted as part of the government's strategic plan for 2007-2011 to provide the public with a statutory right of access to government information.

According to the Chief Minister Tony Brown "...we have already got the code of practice, but I want to get a statutory right on the books."

Source: <http://www.iomtoday.co.im/news/Bill-aims-to-offer-more.4728619.jp>

Government's Code of Practice on Access to Information:

<http://www.gov.im/lib/docs/cso/codeofpractice.pdf>

Country: Russia[Back](#)**Headline:** Russian Minister: E-Government to curb bureaucracy

According to the Minister of Mass Communications, Igor Shchegolev, the creation of e-Government will eliminate bureaucratic procedures and "An e-Government will rid our citizens of the need to visit different offices."

He adds that "information resources of ministries and agencies are rarely compatible with each other. Some resources do not even provide for inter-agency information exchanges."

A new committee called the "Presidential Council for the Development of the Information Society in Russia" has been established.

Source: <http://www.futuregov.net/articles/2009/apr/27/russian-minister-e-government-curb-bureaucracy/>

Country: United Kingdom[Back](#)**Headline:** Government to appoint digital champion

The government has announced it will appoint a high-profile "digital champion" to encourage greater use of technology across the UK.

A recent report revealed that only 42 percent of people in the UK have used the Internet to access government services despite the billions of pounds spent on delivering online public services.

Source: http://74.125.95.132/search?q=cache:78x7B_-UhS0J:www.computing.co.uk/computing/news/2239104/government-appoint-digital+%22Government+to+appoint+digital+champion%22&cd=1&hl=en&ct=clnk&gl=ca

Country: United States**Federal Government****#1****Headline:** 2010 Census has data problems[Back](#)

According to senior House Democrats the 2010 census is at high risk because of uncertainty about how its data systems will operate and are calling on President Obama to nominate a census director.

The Government Accountability Office designated the 2010 census as high risk in March 2008 because of the bureau's development problems with, and limited testing of, information technology systems and programs that will be used to collect household data.

Source: <http://fcw.com/articles/2009/02/17/census-problems.aspx>

#2

Headline: White House asked to clarify email policy

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Congressman Darrell Issa has sent a [letter](#) to the White House calling on President Obama to clarify his administration's policies related to the preservation and retention of emails that fall under the authority of the Presidential Records Act.

The letter addresses concerns that the use of personal email accounts to conduct official business could result in presidential records not being stored in the White House email archiving system.

Initially some staff members created email accounts to conduct official business before their government accounts were operational and a White House spokesperson stated that all staff were told to forward any official correspondence to their White House email accounts and added that private email accounts are no longer being used.

Source: http://techinsider.nextgov.com/2009/02/issa_calls_on_white_house_to_c.php
<http://politicalticker.blogs.cnn.com/2009/02/19/republican-wants-white-house-e-mail-plan/>
http://news.cnet.com/8301-13578_3-10168736-38.html

#3

Headline: New military electronic medical records system to be model for U.S.

[Back](#)

The government has announced that it will create a lifetime national electronic medical records system for the military that will serve as a model for broad reform of U.S. healthcare administration.

The system, which is organized by the Department of Defense and the Department of Veterans Affairs, would track information of military personnel from active duty through retirement and would also reduce administrative errors.

Source: <http://www.reuters.com/article/americasRegulatoryNews/idUSN0929824620090409>
<http://fcw.com/articles/2009/04/09/web-va-dod-erecord.aspx>

State Government

Idaho

[Back](#)

Headline: New computer system helps refine efficiency

A new computer software system will improve efficiency of police in Payette County by further integrating technology in day-to-day business and make records management and information sharing easier and more efficient.

Payette County Sheriff Chad Huff says "What this will do is it will help us manage cases, share intelligence and information with each other, and we'll be able to monitor crime trends."

Source: <http://www.ind-ent.com/articles/2009/04/02/news/03.txt>

Private Sector

Hewlett-Packard

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Headline: HP launches business intelligence services

HP has announced a number of new business intelligence services whose goals are **(1)** to help firms improve their corporate governance **(2)** reduce operating costs and **(3)** give firms an integrated view of information across the organization resulting in more informed business decisions.

The three services are:

[HP Master Data Management Services](#) will permit users to capture and store data from across the enterprise in one silo, offering a single view of what could be complex amounts of information.

[HP Information Quality Management Services](#), applies methodology and a quality control framework and will improve the accuracy of data.

[HP Information Governance Services](#), strengthening controls over data.

"With these new services, customers can better connect intelligence across the organisation and make business decisions with higher confidence," said Kristina Robinson, vice president and general manager for business intelligence solutions at HP.

Source: <http://www.itnews.com.au/News/97871,hp-touts-new-business-intelligence-services.aspx>

Section 2: Events

ANNUAL MEETINGS AND CONFERENCES

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International

1. 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/Ilg08/June/>
http://www.liquidlearning.com.au/documents/IGR0609/IGR0609_1.pdf

2. 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.iskook.org/conf2009/index.htm>

3. Enterprise Risk Management for Government 2009

Host: International Quality & Productivity Center

When: 29 June to 1 July 2009

Where: Canberra, Australia

Summary: The complexity of governance, world progression and community change, has seen risk management take on a new form which encompasses all risks associated with public sector business on a strategic, operational and project level.

LAC Speakers: To be determined

Programme and Registration: <http://www.iqpc.com/ShowEvent.aspx?id=170958>

4. 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/>

5. 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>

6. 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/>

7. 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>

8. iPres 2009: Sixth International Conference on Preservation of Digital Objects

Theme: Moving into the mainstream: Enabling our digital future

Host: California Digital Library

When: 5–6 October 2009

Where: San Francisco, California, United States

Summary: iPRES 2009 is the sixth in the series of annual international conferences that brings together researchers and practitioners from around the world to explore the latest trends, innovations, and practices in preserving our scientific and cultural digital heritage.

LAC Speakers: To be determined

Programme and Registration (To follow): <http://www.cdlib.org/iPres/ipres2009.html>

9. 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/>

10. 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: <http://www.archivists.org.au/2009-brisbane>

National

1. 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>

2. Archives & You! 5th National Conference

Theme: Everything You Wanted To Know About Archives But Were Afraid To Ask

Host: Canadian Council of Archives

When: 27–28 November 2009

Where: Gatineau, Quebec, Canada

Summary: Archives and You! is Canada's only national conference for genealogists, researchers, teachers, librarians, historians, students, curators, volunteers, and anyone interested in Canada's documentary heritage.

LAC Speakers: To be determined

Programme and Registration: http://www.archivesconference.ca/en_index.html

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

2. 2009 Intergovernmental Forum on Risk Management

Host: The Conference Board of Canada

When: 16–17 September 2009

Where: Château Laurier, Ottawa, Ontario

Summary: Senior public sector executives now recognize the value of integrated risk management in maintaining trust, delivering services, avoiding errors, improving processes, integrating measurement, and ensuring consistent application of best practices across the enterprise.

This forum discusses how to maintain risk management effectiveness during change and turmoil, how to use risk management in strategic development and decision making, and how to embed risk awareness and understanding into your organization's culture.

Programme and Registration: <http://www.conferenceboard.ca/conf/09-0161/default.aspx>

3. Fifth Annual OCLC Digital Forum West

Theme: Convergence: Where Metadata and Access Meet for Digital Discovery and Delivery

Host: Online Computer Library Centre Western

When: 16–17 September 2009

Where: Getty Research Institute in Los Angeles, California

Summary: The forum will feature experts from the museum, archival and library communities discussing current projects and initiatives including the creation of metadata for digital discovery and delivery.

National projects of significance relating to metadata, tagging of content and the convergence of new forms of delivery of digital collections to 21st century learners will also be highlighted.

Programme and Registration: <http://www.oclc.org/western/digitalforum/default.htm>

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: November 2009

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 – Ontario Government

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Topic/Title: “eHealth Ontario”

Summary: This initiative will use information technology to connect doctors, patients and pharmacists electronically to better manage the flow, safety and effectiveness of prescription drugs and reduce wait times at Ontario hospitals.

In addition, every diabetic patient in the province will have an electronic health record by 2012.

Dennis Darby, head of the Ontario Pharmacists' Association, welcomed the new strategy saying "It certainly will allow pharmacists to provide better patient care."

Source: <http://www.thestar.com/News/Ontario/article/610773>

Bahrain

Topic/Title: Enterprise Architecture Project

Summary: Bahrain is set to become the first country in the Gulf to upgrade and standardize the level of information communication technology in all government buildings through the Enterprise Architecture Project.

The goal of this project is to streamline governmental procedures and to make access to them quicker. There are two phases.

Phase one will consist of gathering data to understand the current information technology architecture while Phase two involves creating comprehensive solutions to security and privacy; data process; and technology architecture.

Source: <http://www.gulf-daily-news.com/Story.asp?Article=240450&Sn=BNEW&IssueID=31304>

Belgium

Topic/Title: Belgica

Summary: The *Bibliothèque royale de Belgique* put on-line its digital library “Belgica” allowing access to its whole digitized holdings. This library offers worldwide Internet users an access to the overall digitized heritage of the country.

Source and Webcast: http://belgica.kbr.be/fr/accueil_fr.html

Germany

Topic/Title: DOMEA - Document Management and Electronic Archives

Summary: What does the law expect of electronic government records? Records enable governments to be transparent and if government keeps good records of its activities and gives citizens easy access to them, then citizens can review government and hold it accountable.

As most government records are electronic, DOMEA is a project that addresses the legal expectations for e-Government records, including electronic mail and [recognizes](#) that: "Electronic records . . . have to meet the requirements for record keeping in public administrations, which are prescribed in laws, standing orders, regulations"

Source: http://legal-beagle.typepad.com/wrights_legal_beagle/2009/02/e-mail-archival-in-government-administration.html

United Kingdom – British Library

Topic/Title: [Endangered Archives Programme](#) (EAP)

Summary: Created in 2004 and administered by the British Library, the EAP preserves archival material that is in danger of destruction, neglect or physical deterioration.

Researchers, archivists and librarians identify collections that may be endangered and then assess the feasibility of its preservation.

At least two surrogate sets of the original material are created through digitization or microfilming and one copy is deposited with the British Library while the other remains locally.

Source: <http://archivists.wordpress.com/2009/02/25/the-endangered-archives-programme-and-the-challenges-of-being-a-%e2%80%98digital-archivist%e2%80%99/>

Global

Topic/Title: World Digital Library

Summary: Four years ago, U.S. Librarian of Congress James H. Billington, proposed the establishment of an online forum that would allow libraries and museums across the world to share valuable cultural and educational data with anyone who had access to the Internet.

The result is the World Digital Library which is now online and contains 1,200 high-resolution digitized files that allows users to access manuscripts, maps, rare books, films, sound recordings, prints and photographs from libraries and archives around the world.

Nearly 200 countries have contributed material.

Source: <http://www.time.com/time/world/article/0,8599,1892916,00.html>
http://www.chicagotribune.com/news/nationworld/chi-library_tab_22apr22,0,1841137.story
<http://eyugoslavia.com/featured/21/unesco-library-of-congress-launch-first-world-digital-library-226726/>

3.2: Products and Tools from Around the World

Canada – Federal Government – Library and Archives Canada

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Product/Tool: JPEG 2000 as a Preservation Format for Digital Raster Images at Library and Archives Canada

Summary: Library and Archives Canada (LAC) has adopted baseline JPEG2000 as a preservation format for digital raster images.

In support of this proposal, JPEG2000 is described in summary and assessed as a partial solution to LAC's digital storage challenges, while offering added access features and bandwidth savings.

The format is also weighed against preservation format criteria established by LAC to ensure the long-term safeguarding of the organization's digital image collection. A bibliography and environmental scan of peer memory institutions are included as appendices.

Source: <http://www.collectionscanada.gc.ca/digital-initiatives/012018-2100.01-e.html>

Germany

Product/Tool: [DRS Digitizer](#)

Summary: As digitization of records becomes more and more prevalent digitization technology is becoming more important and beneficial.

The [DRS Digitizer](#) digitizes microfiche.

Source and Webcast: <http://www.prweb.com/releases/Penny-Imaging-Exchange/DRS-Digitizer/prweb2335794.htm>

New Zealand – National Archives

Product/Tool: Draft Recordkeeping Audit Tool

Summary: Archives New Zealand has released a draft recordkeeping audit tool for consultation.

The final tool will be used by Archives New Zealand to conduct the recordkeeping audits of public offices required under the Public Records Act, starting in 2010.

Some key points about the tool are:

- it describes levels of achievement, rather than taking a pass/fail approach
- it provides a pathway for improving records and information management
- it has a strong self assessment focus
- it will allow Archives New Zealand to recognize and promote good practice in information management, and identify areas of concern.

Source: <http://continuum.archives.govt.nz/government-recordkeeping-news-archives-new-zealand-%E2%80%93-93-april-2009.html#audit>

United States – File Tek Inc.

Product/Tool: Trusted Edge® Information Classification Engine (ICE)

Summary: Organizations can face significant litigation and compliance risk because they lack policy standards and governance controls for content created at the desktop level.

In addition there are the challenges of implementing a records governance program including enforcing policies across the organization and ensuring user adoption.

The ICE is a best practices information governance solution that extends content control and legal hold management to content created and stored at the "edge" of corporate networks where more than 80 percent of electronic information originates and resides.

Source: <http://www.prweb.com/releases/2009/02/prweb2185854.htm>

United States – Kentucky

Product/Tool: Managing Government Records

Summary: This document highlights the following topics:

- (1) What are public records?
- (2) Do agencies have to document their activities?
- (3) What is records management?
- (4) What is records scheduling?
- (5) What is a records retention schedule?
- (6) What is disposition?
- (7) What about the proper storage and protection of records?

Source: <http://www.klc.org/UserFiles/Introduction%20to%20Kentucky.pdf>

United States – Los Alamos National Laboratory

Product/Tool: Electronic Knowledge Management System

Summary: Employees of the Los Alamos National Laboratory have developed their own electronic knowledge management tool to better work through large information archives.

The tool, called the Electronic Knowledge Management system, can sort through information and organize the results by concepts and trends. The system also finds links between documents and permanently connects them, making future searches faster.

Source: <http://fcw.com/articles/2008/04/29/national-labs-develop-improved-searches.aspx>

3.3: Studies and Surveys

North America

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Survey Subject: 2009 Records & Information Management Survey

Association: Survey carried out by ARMA International

Survey Participants: ARMA's North American membership base with 841 respondents completing the survey.

Overview: Respondents were asked to analyze their organization's total information management landscape in order to get a snapshot of current information practices as they relate to general management, policies and procedures, information management training, information technology, and legal compliance.

Summary: According to the survey:

(1) 73% of boards of directors, or comparable high-level executive teams, have approved a records and information management policy statement that obligates all employees to create and maintain records in accordance with the organization's stated requirements.

(2) 61% of an organization's executive management, through its actions, demonstrate the importance of managing records and information.

(3) Organizations are increasingly adopting a standards-based approach to developing information management policies and procedures.

55% of organizations use [ANSI/ARMA or ISO standards](#) to develop vital records programs and 89% of organizations use standards to develop retention policies.

(4) Only 25% of organizations feel very confident they could respond appropriately to a legal discovery request.

(5) When asked how effective their overall records and information management program is:

42% placed it on a scale above being "somewhat effective."

In the same group, only 19% could say the same about their electronic records program (including email).

(6) Only 25% of organizations train their employees on individual roles and responsibilities for managing records and information.

Conclusion: There is an apparent disconnect between information management issues deemed important by the organization (as demonstrated either through policy creation or perceived corporate culture) and training and monitoring of the adherence to those policies.

Source: http://www.prweb.com/releases/ARMA_International/Survey/prweb2271864.htm

3.4: Spotlight on Recordkeeping in the Government of Canada

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Report: The Recordkeeping Initiative: Findings of Assessment Projects and the Way Forward

This report outlines the potential improvements to Government of Canada recordkeeping, which the assessment projects identified, and the recommendations they made.

Overview: Fifteen assessment projects were carried out to more closely delineate the proposed Recordkeeping (RK) regime and the outcomes that might be expected once the regime was introduced.

The projects aimed to satisfy three needs:

- (1) To develop a recordkeeping regime (RK)
- (2) To improve RK capacity within the Government of Canada (Capacity)
- (3) To help agencies respond to the immediate problem posed by legacy records (Legacy)

Definition of Recordkeeping Regime:

A management structure and a set of socialization tools for enabling records compliance and business performance to enable efficient, responsible and accountable RK.

Findings Include:

- (1) The recordkeeping regime offers ways to manage records effectively within the new information reality.
- (2) Recordkeeping skills and competencies are lacking across the public service and among key stakeholders.
- (3) Solutions exist to break the past inertia created by legacy records and to eliminate the paper mountain but they require new ways of approaching storage and disposition.
- (4) The legacy solutions are key to freeing up departmental and Government of Canada (GC) resources and reinvesting existing funds in a new recordkeeping regime and program of change.

Conclusions Include:

- (1) RK needs to be recognized formally by the GC as a distinct core resource management function.
- (2) The work validated the need for a business-focused regime that balances compliance with standardized yet customizable approaches.
- (3) There is a gap between RK and existing functional communities and solutions to bridge the gap must be explored if RK is to be effectively linked to business operations and accountability.
- (4) For RK change to be effective, and for the paradigm shifts to be realized, the Government as a whole needs to act in a concerted and collaborative manner.

Source: <http://www.collectionscanada.gc.ca/government/news-events/007001-6300-e.html#a>

Section 4: Selected Readings

4.1: Articles, White Papers, Presentations, Reports

Canada

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Topic/Title: It's time for Canada's digital revolution

Type of Document: Opinion Piece

Author: Tom Jenkins is executive chairman and chief strategy officer of Waterloo's Open Text Corp. featured in *The Globe and Mail*

Main Theme: There is a digital revolution underway but will Canada as a whole keep pace and who will lead the way?

Main Points:

- (1) This revolution encompasses social media such as Facebook and YouTube which combined now has 100 million users.
- (2) Government will find the same enormous productivity gains that consumers experienced with the arrival of Facebook and YouTube.
- (3) Social computing and community applications make collaboration easier, faster and more productive and these new tools can establish deeper, more dynamic connections between employees.
- (4) According to estimates less than one percent of Canada's information is available on the Internet and as a result our researchers, educators and business people must access information from other places in the United States or Europe and adapt it to Canada's situation.
- (5) The Obama administration has made IT infrastructure and digital content a top priority and the European Union has just launched a massive expansion in European digital content as part of its digital commercialization strategy.

Conclusion: To succeed, we have to move quickly to take advantage of our strengths and opportunities.

For instance, [Library and Archives Canada](#), with strong support from the private and university sectors, has a plan to digitize Canadian content and is ready with the digital equivalent of a shovel-ready knowledge infrastructure project.

Source:

http://business.theglobeandmail.com/servlet/story/RTGAM.20090226.wagenda_jenkins02/BNStory/robAgenda/home

United Kingdom

Topic/Title: Enterprise content management is a way to handle corporate governance

Type of Document: Article

Author: John Shackleton, CIO

Overview: Enterprise content management (ECM) is the umbrella term for a series of technologies from records management to document imaging via collaboration, email archiving, portal and Web content

management.

Summary: ECM allows organizations to create and maintain an audit trail of documents and messages which they can provide to investigators and therefore avoid the situation of not being able to find the information required and/or producing incomplete information.

Some put it even more bluntly: this is software to find the smoking gun of evidence or to “keep the CEO out of jail.”

Source: <http://www.cio.co.uk/article/689/enterprise-content-management-is-a-way-to-handle-corporate-governance/>

United States

#1

Title of Report: Ready for the Challenge? State CIOs and Electronic Records:
Issues, Opportunities and Best Practices

Organization: National Association of State Chief Information Officers (NASCIO)

Date of Report: 2008

Overview: As a core business activity of state government, public services create information that is generally structured in the form of records which are essential to state government.

However, states continue to face new challenges presented by a growing portfolio of electronic records and digital content that must be preserved and within this context, the issue of electronic records (or e-Records) management has emerged as a high-priority policy and technology issue for State CIOs.

Summary: According to the report, State governments should take an enterprise-wide approach with an established informational technology governance structure to ensure they meet legal requirements for preserving electronic records.

In addition, not only State chief information officers but also archivists, record managers and the State attorneys general will all have a role in determining how a State should maintain its electronic records.

The report also listed a series of benefits associated with an “enterprise approach” to electronic records management that ensure that organizational records are:

- Appropriately identified and classified.
- Maintained according to retention policies.
- Locatable and retrievable.
- Protected during a disaster.

Source: <http://www.fcw.com/online/news/153067-1.html#>

Link to Report: <http://www.nascio.org/publications/documents/NASCIO-E-RecordsChallenges.pdf>

#2

Topic/Title: The data discovery challenge

Type of Document: Article

Author: Prat Moghe, CEO, Tizor featured in *SC Magazine*

Main Theme: Understanding where data is located is the foundation of a sound framework for assessing governance and compliance risk and therefore data discovery is a critical component of risk mitigation.

Main Points:

(1) The biggest challenges for organizations are **i)** identifying the location of their data and the requirement to comply with regulations, **ii)** meeting auditor demands and **iii)** minimizing data risk.

(2) The ability of an organization to identify its data and determine its location means that the effectiveness of data classification policies and procedures can be properly assessed.

(3) Data risk poses significant business problems and needs to be controlled with the same discipline organizations bring to understanding and managing business risk.

Conclusion:

Data is an integral part of an organization and data auditing and monitoring is a critical technology for data protection, security and compliance.

By using database security technology, organizations can gain control over the sensitive data in their custody. Data auditing and monitoring is a cost-effective tool for mitigating the most costly and damaging forms of data risk.

Source: <http://www.scmagazineus.com/The-data-discovery-challenge/article/120467/>

4.2: Books

Selected Readings

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4.2.1 Ben Alexander, *Communities and Their Archives (Principles and Practice in Records Management and Archives)*, 2009.

This book offers guidance to which archivists, record managers and museum professionals can turn to when faced with such issues in their daily work. This edited collection explores the relationships between communities and the records they create at a practical and scholarly level.

Source: http://www.amazon.com/Communities-Archives-Principles-Practice-Management/dp/1856046397/ref=sr_1_3?ie=UTF8&s=books&qid=1241709153&sr=1-3

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://us.macmillan.com/themakingofadigitalworld>