

Governance and Recordkeeping Around the World

February 2010, vol. 3, no. 5

**Government 2.0:
Connecting government
and citizens through Web 2.0**



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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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>

Comments may be sent to the following address:

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Section 1 – News

General News – Overview: Quick Links

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General News

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Québec

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Headline: Digital library survey assists Bibliothèque et Archives nationales du Québec

In a recent survey, most Quebecers say they want more digital services. This information is of interest to Guy Berthiaume, director of Quebec's provincial archives and library agency.

Berthiaume says "The survey will help us, for example, in the sense that we understand there is a demand that is exploding in the digital domain, so that will be very instructive for library managers, who have limited budgets to manage."

Source: <http://www.cbc.ca/canada/montreal/story/2009/11/12/quebec-library-poll.html>

Saskatchewan Archives Board

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Headline: Digital records top priority for new provincial archivist

Linda McIntyre has been appointed the new provincial archivist of Saskatchewan and says, looking ahead, "I guess the biggest challenge here will be with digital archives."

"What we need to do is get an infrastructure in place so we can begin to archive digital records on a larger scale. It's not just a small component of a collection ... it can be the whole thing."

Source: <http://www.leaderpost.com/news/Digital+records+priority+archivist/2287792/story.html>

Country – Australia

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Headline: Australian government: Tweet while you work

The Australian government is sending its bureaucrats a message: it is okay to blog, tweet and update Facebook. In fact, it is encouraged.

Instead of seeing the social networking tools as time-wasting diversions, a government-commissioned draft report on new media says public agencies should engage "more energetically" with Web 2.0 applications.

Source: <http://economictimes.indiatimes.com/news/news-by-industry/et-cetera/Tweet-while-you-work-urges-Australian-govt/articleshow/5313062.cms>

Country – Bermuda

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Headline: Draft Access to Information bill released for public consultation

The government says that the bill, if approved, will give the public the right to ask for information from central government and public authorities and an Information Commissioner would be appointed.

Also a comprehensive survey of government records and information will be conducted to ensure there are sound record and information management systems in place to underpin the requirements of the new law.

Source:

<http://www.royalgazette.com/siftology.royalgazette/Article/article.jsp?articleId=7d9a82b3003002b§ionId=60>

<http://www.royalgazette.com/rg/Article/article.jsp?articleId=7d9c22b30030001§ionId=60>

Link to Draft Bill:

http://www.gov.bm/portal/server.pt/gateway/PTARGS_0_0_14075_0_0_43/http://ptpublisher.gov.bm;7087/publishedcontent/publish/cabinet_office/communication_and_information_dci/_consultation_document/gadget.html?qid=81805101&rank=2

Europe

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Headline: European Commission emphasizes importance of cloud computing

The European Commission is calling on European governments to embrace cloud computing as a way to develop online public services that better meet the needs of the public.

Source: <http://www.ewekeurope.co.uk/news/ec-calls-on-europe-to-board-cloud-computing-train-2428>

Country – Jordan

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Headline: Prime Minister highlights importance of archiving national documents

Prime Minister Nader Dahabi spoke about the significance of national documents as a means to preserve and provide information on events of political, social or economic importance.

Nader Dahabi emphasized the importance of public institutions working with the National Library to achieve its goals and that the National Library establish further contacts with different media outlets, research centres and universities in the fields of documentation and raising public awareness.

Source: <http://www.jordantimes.com/?news=19667>

Country – New Zealand

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Headline: Amalgamating the National Archives under review

A review is under way to determine the feasibility of incorporating the National Archives into another department, either the National Library or the Department of Internal Affairs. It would be possible if the review demonstrates an improvement in archival services and efficiency as a result.

The opposition party says that the National Archives needs to remain independent as it has powers to order other state departments to release documents.

Source: <http://www.radionz.co.nz/news/stories/2009/11/02/1245d3023693>

Country – Singapore

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Headline: New e-Discovery protocol issued

The Supreme Court of Singapore has issued a new practice direction for the discovery and inspection of electronically stored documents, outlining the guidelines for the discovery of electronic documents.

From a legal perspective, there could be serious consequences for organizations failing to comply with a discovery request if it possesses electronic material that it claimed it did not have or could not locate.

Source: <http://www.zdnetasia.com/news/business/0,39044229,62058286,00.htm>

Country – United Kingdom

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Headline: Ministry of Defence (MOD) report calls for better information management

According to a MOD report, the armed forces need to “significantly improve” their use of information. In addition, the priorities for chief information officers should include managing information as a “strategic asset” and ensuring compliance with information policies and standards.

Source: <http://news.zdnet.co.uk/itmanagement/0,1000000308,39887556,00.htm>

Report: http://www.mod.uk/NR/rdonlyres/530403AF-FC89-41E0-852F-4D2934C15001/0/2009_MODIS.pdf

Country – United States

Federal Government

1. **Headline:** New Archivist of the United States appointed

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David Ferriero has been confirmed by the United States Senate as the new Archivist of the United States and will oversee the activities of the National Archives and Records Administration including the release of government documents, such as presidential papers.

Source: <http://historycoalition.org/2009/11/06/ferriero-confirmed-by-senate-as-archivist-of-the-united-states/>
<http://thecaucus.blogs.nytimes.com/2009/07/28/new-york-librarian-chosen-as-us-archivist/>

Pre-hearing Questionnaire:

<http://bit.ly/4yGh2G>

2. **Headline:** Holdings Protection Program created

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The Archivist of the United States has announced the creation of the National Archives and Records Administration (NARA) Holdings Protection Program. It will serve as a nationwide resource, developing and administering policies to enhance holdings protection of original records, regardless of their format.

This will reduce the loss of holdings and aid in their recovery while ensuring ready access for research by all stakeholders.

Source: <http://www.archives.gov/press/press-releases/2010/nr10-30.html>

State Government

Arizona

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Headline: Court ruling: Public bodies must release electronic document metadata on request

A United States court has ruled that if a public entity maintains a public record in an electronic format, then the electronic version, including any embedded metadata, is subject to disclosure including providing a copy of the record in its native format.

Source: <http://www.documentmanagementnews.com/the-news/general-news/41-general-news/169-us-court-rules-public-bodies-must-release-electronic-document-metadata-on-request.html>

Ruling: <http://www.supreme.state.az.us/opin/pdf2009/CV090036PR.pdf>

Missouri

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Headline: University seeks clarity in email policies

An internal audit recommends that the University of Missouri re-examine how it retains electronic records and that it consider implementing an email archiving system as it does not have a system-wide archiving mechanism.

A university spokesperson admits that one of the problems is determining what constitutes an official record. For example, does an email exchange between faculty members qualify as an official record?

Source: <http://www.columbiatribune.com/news/2009/oct/23/um-seeks-clarity-in-e-mail-policies/>

Private Sector

Facebook

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Headline: Facebook updates privacy policy

Wishing to present its privacy guidelines in a “clearer and more comprehensive” manner, Facebook has adopted a new privacy policy. It includes sections that apply to the information the company receives, how that information is used and shared, how customers view, change, or remove it, and how Facebook protects the information.

Source: <http://www.pcmag.com/article2/0,2817,2356199,00.asp>

Concerns from Canada’s Privacy Commissioner:

http://www.readwriteweb.com/archives/facebook_to_address_privacy_concerns_in_canada.php

Link to Privacy Policy:

http://www.facebook.com/note.php?note_id=%20322194465300

Link to July 2009 article featured in the Newsletter:

<http://news.bbc.co.uk/1/hi/technology/8016532.stm>

Section 2 – Events

Annual Meetings and Conferences

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International

1. Records Management Society 13th Annual Conference, “Springboard”

Host: Records Management Society

When: 21–23 March 2010

Where: Manchester, England

Summary: Conference themes are **(1)** From records to information management: understanding and integrating disciplines to develop and grow our profession **(2)** Upgrading skills to be ready to embrace opportunities and transform yourself **(3)** Equipped for the future: the tools and technologies for the ever-evolving job.

LAC Speakers: To be determined

Programme and Registration: <http://www.rms-gb.org.uk/conference>

2. The 2010 AIIM International Exposition and Conference

Host: AIIM

When: 20–22 April 2010

Where: Philadelphia, Pennsylvania, United States

Summary: Topics include **(1)** Document and Records Management **(2)** Email Management **(3)** Electronic Content Management Essentials **(4)** Litigation and Discovery.

LAC Speakers: To be determined

Programme and Registration: <http://www.aiimexpo.com/>

3. The 8th European Conference on Digital Archiving

Hosts: Swiss Federal Archives and the European Regional Branch and Professional Associations Section of the International Council on Archives (ICA).

When: 28–30 April 2010

Where: Geneva, Switzerland

Summary: The conference will focus on the following four issues: **(1)** Professional competence in the digital age **(2)** What to keep: how to mirror the information society **(3)** E-Archiving: reorganization of processes and business models **(4)** Online access: solutions and implications.

LAC Speakers: To be determined

Programme and Registration: <http://www.ica.org/en/2009/04/30/8th-european-conference-digital-archiving-geneva-2010-call-papers>

4. Future Perfect: Digital Continuity Conference 2010

Host: Archives New Zealand

When: 3–5 May 2010

Where: Wellington, New Zealand

Summary: This conference on digital continuity, preservation and long-term public sector information issues will feature internationally renowned experts from Australasia, the United States and Europe. It will be of interest to information technologists, managers of information, records and knowledge as well as enterprise content architects.

LAC Speakers: To be determined

Programme and Registration (to follow):

<http://www.archives.govt.nz/advice/digital-continuity-action-plan/future-perfect-digital-continuity-conference-2010>

5. 11th Annual Conference on Digital Government Research

Theme: Public Administration Online: Challenges and Opportunities

Host: The Digital Government Society of North America

When: 17–20 May 2010

Where: Puebla, Mexico

Summary: Each year, the conference combines presentations to advance the practice of and research on digital government as an interdisciplinary domain.

LAC Speakers: To be determined

Programme and Registration: <http://www.dgo2010.org/>

6. I-CHORA 5: Fifth International Conference on the History of Records and Archives

Theme: Records, archives and technology: interdependence over time

Hosts: The National Archives of England, Wales and the United Kingdom, the Liverpool University Centre for Archive Studies and the Department of Information Studies at University College London.

When: 1–3 July 2010

Where: London, England

Summary: The conference theme will be explored from a historical perspective, but will be interpreted as broadly as possible and will consider the evolving interrelationships between records, archives and any technology, not just the digital technology of our own time.

LAC Speakers: To be determined

Programme and Registration: <http://www.nationalarchives.gov.uk/ichora5/>

National

1. Managing Information in the Public Sector: Shaping the New Information Space

Hosts include: Office of the Chief Information and Privacy Officer of Ontario and ARMA (National Capital Region)

When: 26–27 April 2010

Where: Toronto, Ontario, Canada

Summary: Topics include: **(1)** Avoiding the risks in electronic discovery **(2)** Becoming a trusted digital repository **(3)** Function based classification - A Primer **(4)** Records management and destruction **(5)** Litigation readiness **(6)** Making the transition from paper to electronic **(7)** Records schedules and databases **(8)** Transforming access to information for Ontarians **(9)** Managing and capturing records within Web 2.0.

LAC Speakers: To be determined

Programme and Registration: <http://www.mips2010.ca/agenda.php>

2. 2010 ARMA Canada Conference

Theme: Soaring higher with Information Management

Host: Association of Records Managers and Administrators

When: 30 May to 2 June 2010

Where: London, Ontario, Canada

Summary: Additional information to follow.

LAC Speakers: To be determined

Programme and Registration: <http://www.armacanada.org/index.shtml>

3. Canadian Library Association 2010 National Conference and Trade Show

Host: Canadian Library Association

When: 2–5 June 2010

Where: Edmonton, Alberta, Canada

Summary: Additional information to follow

LAC Speakers: To be determined

Programme and Registration: <http://www.cla.ca/conference/2010/>

4. Association of Canadian Archivists 35th Annual Conference

Theme: "Standing on the Shoulders of Giants: The Next Generation of Canadian Archivists"

Host: Association of Canadian Archivists

When: 9–12 June 2010

Where: Halifax, Nova Scotia, Canada

Summary: Additional information to follow.

LAC Speakers: To be determined

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

5. 62nd IPAC Annual Conference

Host: The Institute of Public Administration of Canada

When: 22–25 August 2010

Where: Ottawa, Ontario, Canada

Summary: Additional information to follow.

LAC Speakers: To be determined

Programme and Registration (To follow): <http://www.ipac.ca/2010>

Forums

1. DigCCurr Professional Institute: Curation Practices for the Digital Object Lifecycle

Host: DigCCurr Professional Institute

When: 16–21 May 2010 and 6–7 January 2011

Where: Chapel Hill, North Carolina, United States

Summary: Topics include **(1)** Overview of the digital preservation problem **(2)** Managing in response to technological change **(3)** Characterization of digital objects **(4)** Evaluation of digital collection use **(5)** Access and use considerations.

Programme and Registration: <http://ils.unc.edu/digccurr/institute.html>

Seminars

No seminars listed at this time.

Workshops

The following workshop highlights the type of training being provided by the Archives Office of Tasmania.

1. Records Management: Writing a Functional Disposal Schedule

Host: Archives Office of Tasmania

When: 7 July 2010

Where: Hobart, Tasmania

Summary: This workshop evaluates business activities to determine how long records arising from these activities need to be kept to meet business needs.

Programme and Registration: http://www.ttc.tas.gov.au/_security/pages/schedule.php3

Link to Archives Office of Tasmania Home Page: <http://www.archives.tas.gov.au/aboutus>

Campaigns

No campaigns listed at this time.

Section 3 – Current Trends and Products

Recordkeeping: Current Developments, Projects and Future Initiatives

Canada – Archives of Ontario

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Topic/Title: Electronic Records Online

Summary: Electronic Records Online will allow users to view actual “born-digital” archival records from government and private donors that have been acquired by the Archives of Ontario.

Archival electronic records are records that were originally created and subsequently maintained in a digital format. They differ from digitized records that are paper-based or analogue archival records that have been digitized through scanning or some other technique.

Source: <http://www.archives.gov.on.ca/english/collections/electronic-records.aspx>

Australia

Topic/Title: MashupAustralia

Summary: MashupAustralia, a contest conducted in support of the **Government 2.0 Task Force**, brought Web designers and developers together with government data providers to investigate possibilities for reusing public sector information in new applications.

Source: http://www.psnews.com.au/Page_psn1943.html

Bahrain

Topic/Title: Centre of Excellence for e-Government

Summary: Through the Centre, Bahrain will share its experiences and expertise to close the digital gap and apply e-Government systems across the Arab world. It will also utilize Web tools to encourage members of the public to participate and create their own e-content.

Source: <http://www.gulf-daily-news.com/NewsDetails.aspx?storyid=258938>

Iceland – National and University Library

Topic/Title: “Access to Knowledge for Everyone”

Summary: The National and University Library has adopted a new strategy for 2009 to 2012 called “Access to Knowledge for Everyone.”

The main areas of focus are **(1)** Services to library users **(2)** Electronic solutions **(3)** The harvesting and preservation of digital materials **(4)** Collaboration with other parties in the same sphere.

Source: http://www.theeuropeanlibrary.org/portal/organisation/newsletter/newsletter_en.html#video

Pacific Region

Topic/Title: Rising Sea Levels Threaten Archival Collections

Summary: Matthew Gordon-Clark, Senior Archivist at the South Australian State Records Office discusses how rising sea levels, caused by global warming, could threaten the archival collections of low-elevation nations, particularly those in the Pacific Region.

Source and Podcast: <http://www.radioaustralia.net.au/pacbeat/stories/200910/s2708131.htm>

Note: Video maybe blocked within some Federal government departments but can be viewed externally.

Related Article: Following the loss and damage to government records in the tsunami of September 2009, American Samoa has set up a Document Preservation Task Force to find a way to save vital public documents.

Source: <http://www.rnzi.com/pages/news.php?op=read&id=51147>

United Arab Emirates

Topic/Title: Web Portal Development Using A New Approach Called “Life-Events”

Summary: The government has restructured its Web portal using a new approach called “life-events” where information and services are packaged based on various life stages of individuals, businesses and visitors.

This approach involves the delivery of e-Services, by more than one government department, integrated into customer-focused life events, bringing e-Government closer to a virtual government.

Source: <http://www.ameinfo.com/212790.html>

United Kingdom – British Library

Topic/Title: High Tech Storage Facility for Library Collections

Summary: The British Library is moving part of its collection to a new facility where books are stored in containers stacked according to an algorithm that calculates the demand for the titles.

As material is accessed, the system tracks which books are being looked at the most and keeps that material at the front of the building for ease of retrieval, thereby reducing the number of staff required for accessing the collection stored at the centre.

Source:

<http://in.reuters.com/article/lifestyleMolt/idINTRE5AN4C120091124?pageNumber=1&virtualBrandChannel=0>

Video: <http://www.reuters.com/news/video?videoChannel=6&videoid=4598437>

United States – Library of Congress

Title/Topic: Web Archiving Video

Summary: Web content changes all the time and if it is not preserved before it disappears, a major part of history will be lost. The Library of Congress is working to provide permanent access to Web content of historical importance and this video describes the process and the challenges involved.

The video also highlights the International Internet Preservation Consortium, which consists of National Libraries and other organizations from around the world, including **Library and Archives Canada**, which archives websites.

Source and Video:

http://www.digitalpreservation.gov/news/2009/20091007news_article_web_arch_vid.html

United States – Minnesota Historical Society

Topic/Title: Digital government records provide challenges for historical preservation

Summary: Technology is transforming how government preserves, manages and provides access to information. A digital process has replaced what used to be a paper-based process, which is creating challenges for institutions such as archives, libraries and state legislatures.

This video describes new methods for preserving and providing access to an increasing number of state legislature digital records. It discusses how the State of Minnesota is working with other institutions, including the Library of Congress, to preserve and provide access to digital collections.

Source and Video:

http://www.minnpost.com/minnclips/2009/10/19/12555/digital_government_records_provide_challenges_f_or_historical_preservation

Products and Tools from Around the World

Canada – Ontario – Information and Privacy Commissioner

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Product/Tool: Get Rid of It Securely to Keep It Private: Best Practices for the Secure Destruction of Personal Health Information

Date: October 2009

Overview: While pertaining to the destruction of personal health information, many of the practices described **can be applied to various types of personal information that organizations must dispose of securely.**

Summary: This publication addresses the importance of ensuring that personal health information is destroyed in a safe and secure manner. It will help organizations improve on destruction policies, moving beyond basic statements that records should be destroyed for legal reasons or when they are no longer useful.

Source: <http://www.sdbmagazine.com/news/news.asp?ID=9225>

Australia

Product/Tool: Web Publishing Guide

Summary: The guide helps Australian government agencies to manage their websites and to identify their legal and policy obligations.

Sections include **(1)** Web 2.0 **(2)** Archiving and Preservation **(3)** Managing Content **(4)** e-Government Policy.

Source: <http://webpublishing.agimo.gov.au/>

Germany

Product/Tool: SAPERIONvelocity

Summary: SAPERIONvelocity is a browser-based solution that has an intuitive Web 2.0 front end for managing records as it serves as a central starting point for recording, administering and retrieving all types of information about a company's processes.

"Electronic records are the future of archiving..." says Rudolf Gessinger, CEO of Saperion AG. "Because they accelerate processes, greatly reduce costs and improve employee productivity, Web-based electronic records pay for themselves within a short period of time."

Source:

http://www.businesswire.com/portal/site/google/?ndmViewId=news_view&newsId=20090622005434&newsLang=en

New Zealand – National Archives

Product/Tool: Guide to Managing Web Records

Date: September 2009

Summary: This guide is useful for organizations managing Web records and developing Web information-management frameworks in line with their organization-wide recordkeeping policies and systems.

Source:

http://continuum.archives.govt.nz/files/file/Publications/e_to_Managing_Web_Records_Publication_Copy_.pdf

Spain

Product/Tool: FOCA (Fingerprinting Organizations with Collected Archives)

Summary: This software application can be used to perform intelligence gathering on a company's website and network by downloading all documents that have been posted on a website and extracting the metadata, or the information generated about the document itself.

Source:

http://www.pcworld.com/businesscenter/article/171810/powerful_tool_to_scour_document_metadata_updated.html

United States – Axway

Product/Tool: Axway Archiving

Summary: This cloud-based, email-archiving solution archives, stores and retrieves email communications and leverages cloud computing to eliminate the need for on-site hardware, software and storage infrastructure.

“Growth in email storage is the leading problem in managing messaging systems. Organizations of every size and in every industry should develop detailed records-retention policies, develop enforcement mechanisms for those policies and deploy systems that will enable just that,” says Michael Osterman, of Osterman Research.

Source:

http://www.businesswire.com/portal/site/google/?ndmViewId=news_view&newsId=20091110005483&newslang=en

Wales – National Library

Product/Tool: AquaBrowser

Summary: AquaBrowser will enable the National Library of Wales to provide users with improved access to millions of manuscripts, archives, audiovisual and printed items on every subject about Wales and the world.

Dr. Paul Bevan, Senior Research Officer (Web 2.0) at the National Library of Wales says “AquaBrowser is one of the final components of the Library's Information Management System solution and represents a key milestone in the Library's programme of data migration and integrated access provision.”

Source: <http://www.librarytechnology.org/ltg-displayarticle.pl?RC=13971>

Global

Product/Tool: The Recordkeeping for Good Governance Toolkit

Institution: Pacific Regional Branch International Council on Archives (PARBICA)

Overview: The Recordkeeping for Good Governance Toolkit has been produced to better equip government agencies across the Pacific to improve the state of recordkeeping within their administrations.

Summary: The toolkit is comprised of modules including **(1)** Recordkeeping Capacity Checklist **(2)** Identifying Recordkeeping Requirements **(3)** Model Recordkeeping Policy **(4)** Developing and Implementing Record Plans for Core Business Functions.

Source: <http://www.parbica.org/Toolkit%20pages/ToolkitIntropage.htm>

Studies and Surveys

Scotland

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Survey Subject: Understanding of Freedom of Information (FOI) Rights

Survey Conducted by: Progressive Scottish Opinion

Survey Participants: 1,000 people representative of the population

Key Findings:

1) 76 percent of the Scottish population have at least some degree of awareness of FOI in Scotland, a **32 percent** increase since 2004.

2) 39 percent of people said they were aware FOI allowed them to legally access information from public authorities, a **10 percent** drop from the previous year.

Scottish Information Commissioner Kevin Dunion said he was surprised by the decrease in people's understanding. "The finding of this research highlights the importance for Scottish public authorities, when responding to requests, to inform people of their FOI rights, and more generally to include clear information about FOI on their websites."

Source and Audio Interview with the Information Commissioner:

http://news.bbc.co.uk/2/hi/uk_news/scotland/8375125.stm

Global

Survey Subject: "Electronic Records Management - still playing catch-up with paper"

Survey Conducted by: AIIM

Survey Participants: AIIM surveyed 768 of its global members, which include record management, information technology and project management staff, across organizations of all sizes.

Key Findings:

1) The volume of paper records is still increasing in **over 50 percent** of organizations, whereas **70 percent** report that the volume of electronic records is increasing.

2) 71 percent of organizations have a procedure for legally holding paper records in the event of litigation, but only **57 percent** have a procedure that applies to electronic records.

3) Over 70 percent of organizations have made no plans or provisions for long-term archiving of electronic records.

Source: <http://www.itworldcanada.com/a/Daily-News/cbbb426c-99f8-4386-9db3-9e812b1c420b.html>

http://aiim.typepad.com/aiim_blog/2009/09/fast-records-management-erm-facts-from-new-aiim-survey.html

http://www.sourcewire.com/releases/rel_display.php?relid=50529

Slide Show (with survey questions and responses):

<http://aiimknowledgecenter.typepad.com/weblog/2009/11/electronic-records-management-trends.html>

Guidelines

Global – ARMA International

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Summary: Standards, guidelines and technical reports are designed to create a professional best practice environment within an organization. The following are the latest ARMA International guidelines.

(1) Website Records Management: This guideline explores how information posted on websites may constitute records. It offers records and information management (RIM) advice and best-practices recommendations for managing website records.

(2) Contracted Destruction for Records and Information Media: Designed to guide organizations when contracting for destruction services, this guideline identifies the critical components that must be addressed so that no records or information in any format are compromised during any part of the destruction process.

(3) RIM for IT Professionals: Electronic commerce, emerging technologies, privacy and security requirements and other business drivers are requiring records and information managers (RIM) and information technology (IT) professionals to join forces. This guideline is designed to help RIM professionals extend their IT knowledge while assisting IT professionals in gaining a clear understanding of records retention and archiving requirements and methodologies.

Source:

http://www.prweb.com/releases/ARMA_International/Information_Management/prweb3230394.htm

Government 2.0

What is Government 2.0?

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Government 2.0 is the approach and application of tools associated with collaborative Web or Web 2.0, and these tools are potentially transformative of the way governments operate.

Government 2.0 brings government and the public together through collaboration and online engagement by using Web 2.0 tools and technologies. It empowers citizens and public servants to directly collaborate in their own governance.

Government 2.0 involves a public policy shift to create a culture of openness and transparency where government is willing to engage with and listen to its citizens. It also increases the accessibility and usability of public sector information.

Introduction:

There is growing interest by governments worldwide in the potential uses of public sector information and online engagement.

In **Australia**, the Government 2.0 Task Force has been created and is comprised of policy and technical experts, entrepreneurs from government, business, academic and cultural institutions. The task force has released a final report.

In the **United States**, the Open Government Directive has been released. Its primary goal is to increase the transparency and accountability of federal agencies and to ensure greater access and information for the public.

There are similar developments in other jurisdictions.

Australia

Topic/Title: Government 2.0 Task Force

Summary: The Government 2.0 Task Force is being formed at a time of increased interest by governments worldwide in the potential uses of public sector information and online engagement.

Its work falls into two streams. The first relates to increasing the openness of government through making public sector information more widely available. The second stream focuses on encouraging online engagement with the aim of drawing in the information, knowledge, perspectives, resources and, where possible, active collaboration with anyone wishing to contribute to public life.

Source (with introductory video): <http://gov2.net.au/about/>

Link to Final Report:

<http://www.finance.gov.au/publications/gov20taskforcereport/doc/Government20TaskforceReport.pdf>

Link to Draft Report: <http://gov2.net.au/files/2009/12/Draft-Government-2-0-Report-release.pdf>

Link to Towards Government 2.0: An Issues Paper: http://sla-divisions.typepad.com/government_information/2009/07/australias-government-20-taskforce.html

Link to Podcasts:

Two podcasts featuring Dr. Nicholas Gruen, Chair of the Government 2.0 Task Force:

(1) Government 2.0 Task Force Has Been Established:

<http://blogs.bnetau.com.au/aussierules/2009/11/01/the-government-20-taskforce-btalk-australia/>

(2) The Draft Report Is Out: What's It All About: <http://blogs.bnetau.com.au/aussierules/2009/12/08/the-government-20-report-btalk-australia/>

A third podcast includes John McDonald, former Director of Information Management Standards and Practices Division at Library and Archives Canada:

Source: http://nuweb.northumbria.ac.uk/ceis_podcasts/2009/episode08.php

The last podcast is an interview with Darren Sharp, Senior Consultant, whose company has been commissioned by the Australian government commissioned to look at how well the Government 2.0 Task Force did when it came to engaging with the public and being more transparent:

Source: <http://www.federalnewsradio.com/index.php?nid=19&sid=1855947>

United States

Topic/Title: Open Government Directive

Summary: The purpose of the directive is to direct executive departments and agencies to take specific actions to implement the principles of transparency, participation and collaboration.

Major points in the directive include **(1)** Creating and institutionalizing a culture of open government **(2)** Creating and enabling a policy framework for open government **(3)** Publishing government information online **(4)** Improving the quality of government information.

Federal agencies are required to **(1)** Launch their own open government website **(2)** Make a minimum of three "high-value" data sets available **(3)** Create an open government plan geared towards ensuring that the philosophies of openness, transparency and collaboration are permanently "hardwired."

Source: http://news.cnet.com/8301-13772_3-10411429-52.html
<http://fcw.com/articles/2009/12/08/open-government-announcement.aspx>

Directive: <http://www.whitehouse.gov/sites/default/files/microsites/ogj-directive.pdf>

Interview with Beth Noveck, principal contributor to the Directive: http://news.cnet.com/8301-13772_3-10411479-52.html?tag=mncol;txt

Trends and Predictions for 2010

A) Records Management

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Iron Mountain Seven Records-Management Trends for 2010

- 1) Taking control of email through the implementation of email archives
- 2) The pattern of imposing regulations relating to information management will continue
- 3) "Records Manager" becomes "Global Information Manager"
- 4) The benefits of storing information in the "cloud" will continue
- 5) Health care records will increasingly be stored in the "cloud"
- 6) The need for outsourcing active files will increase
- 7) There will be increasing pressure to reduce e-Discovery costs

Source: <http://www.eweek.com/c/a/IT-Infrastructure/Iron-Mountain-Predicts-Seven-RecordsManagement-Trends-for-2010-129561/?kc=rss>

Note: Slide show maybe blocked within some Federal government departments but can be viewed externally.

B) e-Discovery

Clearwell Systems Top 10 Electronic Discovery Predictions for 2010

- 1) Early case assessment software will gain importance
- 2) Information management lifecycle initiatives will diminish
- 3) In-house e-Discovery coordinators will be hired
- 4) Data analytics and statistical methodologies will gain traction
- 5) Integrated platforms will take over
- 6) Manual document review will fade away
- 7) Federal rules will aid e-Discovery
- 8) Alternatives to the Electronic Discovery Reference Model will become prominent
- 9) Co-operation in the e-Discovery process will make incremental progress
- 10) Cloud computing will have a major impact

Source: <http://www.eweek.com/c/a/Data-Storage/What-You-Need-to-Know-About-EDiscovery-in-2010-514136/>

Note: Slide show maybe blocked within some Federal government departments but can be viewed externally.

Section 4 – Selected Readings

Articles, White Papers, Presentations, Reports

Canada

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1. Topic/Title: Testimony on the Treasury Board Directive on Recordkeeping

Date: November 24, 2009

Participants: Peter Bruce, Deputy Chief Information Officer, Treasury Board Secretariat and Doug Rimmer, Assistant Deputy Minister, Documentary Heritage Collection Sector

Overview: Mr. Bruce and Mr. Rimmer appeared before a parliamentary standing committee to discuss the directive on recordkeeping.

Summary: Questions included **(1)** What is the objective and expected results of the directive? **(2)** How is the directive applied in the departments and what are the responsibilities and powers granted to departmental senior officials? **(3)** Why is there an emphasis on business value in the directive? **(4)** Will the directive assist departments in responding more quickly to access to information requests? **(5)** How well has the protocol for destroying documents been communicated throughout the public service? **(6)** How can the current culture regarding recordkeeping be improved?

Source:

<http://www2.parl.gc.ca/HousePublications/Publication.aspx?DocId=4255337&Language=E&Mode=1&Parl=40&Ses=2>

Directive: <http://publiservice.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=16552>

2. Presentation: Managing e-Records – without an EDRMS

Summary: On October 21, 2009, Systemscope's Senior Information Architect Linda Daniels-Lewis delivered a workshop at the 5th Electronic Documents and Records Management Conference in Ottawa, Ontario, Canada.

The workshop explored a common challenge faced by many Government of Canada organizations: managing e-records without the support of an Electronic Document and Records Management System (EDRMS).

Subjects included: **(1)** Defining the e-record **(2)** Managing e-records **(3)** Classifying e-records **(4)** Where to begin **(5)** How to proceed **(6)** How to succeed.

Source: <http://www.systemscope.com/?p=564>

Presentation: http://www.systemscope.com/wp-content/uploads/2009/10/Managing-e-records-_-without-an-EDRMS.pdf

Australia

Title of Podcast: The Records Continuum

Date: August 2009

Summary: In this podcast, the history and significance of the records continuum is discussed.

Podcast: http://nuweb.northumbria.ac.uk/ceis_podcasts/2009/episode06.php

Records Continuum Research Group: <http://www.infotech.monash.edu.au/research/groups/rcrg/>

England and Wales

Title of Policy: Archives for the 21st Century

Published by: The Ministry of Justice (United Kingdom), in association with the departments for culture and local government.

Date: November 2009

Scope and Objective: To set out the strategic vision for the sustainable development of a publicly funded archive sector across England and Wales.

Overview: Approximately 300 institutions in England and Wales actively collect archives in a variety of formats and, if there is to be a record of the present for future generations, the importance of capturing digital material to form the historical record must be acknowledged and the challenges of preserving digital information understood.

Recommendations include: (1) Co-coordinating responses to the growing challenge of managing digital information so that it is accessible now and remains discoverable in the future (2) Developing services in partnership and working towards increased sustainability within the sector.

Source: <http://www.nationalarchives.gov.uk/policy/aft21c/>
<http://news.zdnet.co.uk/itmanagement/0,1000000308,39906058,00.htm>

Link to Policy: <http://www.nationalarchives.gov.uk/documents/aft21c/archives-for-the-21st-century.pdf>

European Union

Title of Report: Cloud Computing: Benefits, Risks and Recommendations for Information Security

Published by: European Network and Information Security Agency (ENISA)

Date: 2009

Overview: The report outlines some of the information security benefits and key security risks of cloud computing.

Key Conclusion: The cloud's economies of scale and flexibility are both friend and foe from a security point of view. The massive concentrations of resources and data present a more attractive target to attackers, but cloud-based defences can be more robust, scalable and cost-effective.

Source: <http://blogs.govinfosecurity.com/posts.php?postID=368>

Report: <http://www.enisa.europa.eu/act/rm/files/deliverables/cloud-computing-risk-assessment>

France

Topic/Title: « Numérisation des livres: les préoccupations du rapport Tessier »

Type of document: Article and report

Author: Alain Beuve-Méry, *Le Monde*

Summary: After the controversy arising from the announcement of discussions between the National Library of France and the American search engine Google on scanning books it was necessary to find solutions.

In response, the Tessier report on the "digitization of the written heritage" has been submitted to the Minister of Culture and responds to several issues and outlines three recommendations of how it would be appropriate to negotiate with Google.

Source: http://www.lemonde.fr/web/imprimer_element/0,40-0@2-3246,50-1290400,0.html

Link to the Report:

<http://lesrapports.ladocumentationfrancaise.fr/BRP/104000016/0000.pdf>

(Available only in French)

United States

Topic/Title: How Web 2.0 and Gov 2.0 have changed the business of government

Type of Document: Article/Audio Interview

Summary: Steve Radick, an associate with Booz Allen Hamilton, discusses the last decade of Web and Government 2.0, the challenges ahead for government agencies and predictions for the future.

Source and Audio Interview: <http://www.federalnewsradio.com/?nid=19&sid=1828434>

Books

Selected Readings

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1. John Gøtze and Christian Bering Pedersen, *State of the eUnion: Government 2.0 and Onwards*, 2009.

State of the eUnion consists of essays from a variety of Government 2.0 thinkers and doers. The essays cover topics such as Government 2.0 history, open government data and democracy 2.0.

The book is available free, is being published in hardcopy by AuthorHouse and will be sold on Amazon.

Source: http://sla-divisions.typepad.com/government_information/2009/11/free-download-state-of-the-eunion.html
<http://www.amazon.com/gp/offer-listing/1449047297%3FSubscriptionId%3DAKIAIUHVTL3RWMSQFY4A%26tag%3Dwikio01-20%26linkCode%3Dxm2%26camp%3D2025%26creative%3D386001%26creativeASIN%3D1449047297>

Link to Book: <http://21gov.net/wp-content/uploads/e-book.pdf>

Link to Interview: <http://www.federalnewsradio.com/index.php?nid=19&sid=1815403>

2. Kate Theimer, *Web 2.0 Tools and Strategies for Archives and Local History Collections*, 2010.

To connect with and successfully serve the growing generation of native Web 2.0 users, archivists and other professionals responsible for historical collections must learn how to accommodate their changing information needs and expectations.

Theimer reviews the fundamental principles of important Web 2.0 tools and includes examples of how archives around the world have been successfully using each one. She provides step-by-step tips on what is required to implement it in your own institution. Readers are offered guidance to help them assess their current Web presence and evaluate how Web 2.0 tools can fit into an overall outreach plan.

Source: <http://www.neal-schuman.com/bdetail.php?isbn=9781555706791>

Link to Book: <http://www.neal-schuman.com/sandbox/images/pdf/9781555706791.pdf>

3. Tony Hulme, *Unlocking the business value of information: Information On Demand*, 2009.

Tony Hulme defines *Information On Demand* as the ability to deliver trusted information to the right people and processes at the right time, relevant to the task, for better decisions.

He shows how most organizations fall at the first hurdle as there is a lack of trusted information, and explains why this is the case and the effects it can have on the business. He looks at the key information management disciplines that can be used to solve these issues and shows how these disciplines can be applied to industry-specific business imperatives from a functional capability perspective.

Illustrating how these functional capabilities fit within a reference architecture for a comprehensive information management strategy, he concludes by suggesting how organizations can establish an information agenda or an approach to begin treating information as a strategic asset.

Source: <http://bir.sagepub.com/cgi/content/short/26/3/170>
<http://bir.sagepub.com/cgi/reprint/26/3/170>