

Governance and Recordkeeping Around the World

April 2010, vol. 3, no. 6



**Declassification:
Unlocking Government Information**



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>

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Section 1 – News

General News – Overview: Quick Links

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General News

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Alberta

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Headline: Alberta Privacy Commissioner: Court decision “bad for Albertans”

Alberta Information and Privacy Commissioner Frank Work is reacting to a Court of Appeals ruling that he can no longer take “routine extensions” in privacy cases, a decision that extends to complaints under health and access to information laws.

Work says the decision will undermine the work of the commission and he intends to appeal the ruling to the Supreme Court of Canada.

Source:

<http://www.edmontonjournal.com/news/Court+decision+Albertans+privacy+commissioner/2496678/story.html>

British Columbia

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Headline: Provincial archivist testifies on recordkeeping of government documents

Provincial archivist Gary Mitchell testified before a legislative committee on the storage and disposal of government documents.

Mitchell stated that in the age of the terabyte, the paramount concern is no longer physical storage. “If it were just an issue of space, then I think we could probably say we would just keep filling warehouses.”

According to Mitchell, by retaining too much, the government sends the wrong message. “Public servant colleagues would no longer differentiate between records that have long-term value and records that don’t. They would treat them all the same, and therefore there would be, over time, a higher propensity to destroy than to preserve.”

Source: <http://www.kelowna.com/2010/01/29/bc-rail-controversy-turns-record-keeping-into-a-hot-topic-mlas-grapple-with-issue-of-what-government-should-dump-or-keep/>

Asia-Pacific

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Headline: Electronic document management is main spending priority for organizations

A survey of organizations in the Asia-Pacific region, excluding Japan, reveals that document management is the number one spending priority followed by records management.

Managing content is as important as ever as organizations deal with increasing amounts of information to manage. In addition, there is continuous demand for content-management software from legacy businesses and developing countries, as organizations make the transition from manual to electronic systems.

Source: <http://www.documentmanagementnews.com/the-news/general-news/41-general-news/226-electronic-document-management-is-main-spending-priority-for-firms-in-asia-pacific-says-idc.html>

Country – Australia

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Headline: Victoria to implement Government 2.0 procedures throughout public service

Victoria will become the first Australian state to make open access to public sector information its default position.

The state is developing an “Information Management Framework,” which will include sweeping changes to public sector processes and measures to encourage change in the public sector culture in regards to information management.

Source: <http://www.itwire.com/information-technology-news/e-government/36582-vics-embrace-creative-commons-for-gov-20>

Country – New Zealand

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Headline: Public Records Act audits to begin in mid-2010

The first audits under the Public Records Act will begin in the middle of 2010 and, according to John Roberts, acting group manager of government recordkeeping, approximately 250 departments will be audited over the next five years.

The Act, which applies to all public offices and local authorities, established a recordkeeping framework to effectively manage all records. It includes both new and current records, and recordkeeping practices in all government organizations, not just the end process of archival transfer.

Source: <http://computerworld.co.nz/news.nsf/news/4E66D99DC63EA373CC2576AE006885D9>

Related article in the October 2009 Newsletter: <http://www.odt.co.nz/news/national/64512/records-act-audits-aid-groups>

Country – Russia

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Headline: Government to consider creation of commission for IT in government agencies

The Russian Government will consider creating a government commission for the introduction of information technologies in federal, regional and local executive bodies.

The new commission would coordinate the work of federal and regional executive bodies including making the use of information technologies in the work of government agencies more effective. It would also improve the effectiveness of inter-agency interaction and internal organization of government bodies through the use of information and telecommunication technologies.

Source: http://www.ifg.cc/index.php?option=com_content&task=view&id=29560&Itemid=1

Country – United Kingdom

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1. Headline: Top data protection issues: Data cleansing and keeping records up to date

According to former Information Commissioner Richard Thomas, concerns about data cleansing and keeping records up to date will be the next big growth area in data protection.

Thomas says that organizations should create records-management policies and retention schedules and that organizations are not thinking through the issues very well and often do not have good policies in place.

Source: <http://www.scmagazineuk.com/former-information-commissioner-claims-that-poor-data-cleansing-and-records-management-will-be-the-next-growth-area-for-data-protection/article/157882/>

2. Headline: Culture Minister: Libraries “must modernise” to secure future

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According to Culture Minister Margaret Hodge, radical modernization is required for English libraries if they are to remain relevant.

Hodge said “Sweeping advances in technology... mean they must move with the times to stay part of the times.”

Source: <http://news.bbc.co.uk/2/hi/entertainment/8388352.stm>

Country – United States

Federal Government

1. Headline: FOIA Ombudsman working with Justice Department to train federal employees

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The Freedom of Information Act (FOIA) ombudsman says that her staff is working closely with the Justice Department to educate federal employees about resolving disputes over FOIA requests.

Ombudsman Miriam Nisbet says “Our role is [the] review of agency compliance, and as part of that role we will be and are working together with the Justice Department.”

Source: <http://www.mainjustice.com/2010/01/20/foia-ombudsman-helping-to-train-justice-dept-employees/>

Audio Interview with Miriam Nisbet: <http://www.federalnewsradio.com/index.php?nid=19&sid=1843286>

New FOIA Guidelines as outlined in a March 19, 2009 memo: <http://www.justice.gov/ag/foia-memo-march2009.pdf>

Note: Audio interview maybe inaccessible within some Federal government departments but can be accessed externally.

2. Headline: White House reveals email archiving plan

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The White House has issued a letter describing critical aspects of an unclassified network email preservation and archiving system now in use at the White House.

Source: <http://bit.ly/77qQ6C>

Letter: http://www.gwu.edu/~nsarchiv/news/20100115a/WH_letter.pdf

State Government

Florida

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Headline: Sanctions imposed for deleting information from BlackBerrys

A recent court case in Florida imposed spoliation sanctions for destruction of emails, calendar entries and text messages stored on portable electronic devices.

In particular, the court found it significant that information stored on the BlackBerrys had not been fully synchronized to a corporate server and therefore its destruction was improper.

Source:

http://www.law.com/jsp/lawtechnologynews/PubArticleLTN.jsp?id=1202436385235&Sanctions_Imposed_f or_Wiping_BlackBerrys

Related story that appeared in the December 2009 issue of the newsletter (Video):

<http://www.postonpolitics.com/2009/09/attorney-general-raises-ante-on-public-record-keeping-will-the-legislature-follow-suit/>

Private Sector

Gartner

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Headline: Gartner tells businesses to retrain their IT staff

According to Gartner's research, as the volume of data that companies collect is increasing, the perceived value of that data is decreasing. Essentially, the more data that is collected from customers, employees, suppliers, etc., the less valuable that data is perceived to be.

This has created a skills gap in IT as new roles must be created to control the data. The only solution is to retrain existing staff to assume four new roles.

The roles are **(1)** Litigation support managers **(2)** Digital archivists **(3)** Business information managers **(4)** Enterprise information architects who create fixed structures and processes for file creation and templates of documents.

Source: <http://www.techeye.net/business/gartner-tells-businesses-to-retrain-their-it-staff>

Global

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Headline: Research could assist in the preservation of books

Researchers from University College London's Centre for Sustainable Heritage are working with Slovenia and curators from the National Archives of the Netherlands to help libraries and museums preserve their collections of books.

They have identified the 15 most abundant volatile organic compounds and used these to identify degradation markers. The markers can be used to monitor the condition of aging books. This is done by analyzing the gases they produce, without damaging the books themselves.

Source: <http://www.guardian.co.uk/books/2009/nov/13/scientists-preserving-books-smell>

Section 2 – Events

Annual Meetings and Conferences

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International

1. 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:

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

2. 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/>

3. 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/>

4. 4th European Conference on Information Management and Evaluation ECIME 2010

Host: Universidade NOVA de Lisboa

When: 9–10 September 2010

Where: Lisbon, Portugal

Summary: The wide scope of ECIME reflects the increased use of technology to manage information in and between organizations of all types and sizes across the globe. ECIME 2010 will provide opportunities for people working and researching in the field to formally and informally share their knowledge and expertise.

LAC Speakers: To be determined

Programme and Registration:

<http://academic-conferences.org/ecime/ecime2010/ecime10-home.htm>

<http://www.h-net.org/announce/show.cgi?ID=172918>

5. 7th International Conference on Preservation of Digital Objects iPRES 2010

Hosts: The Austrian National Library and the Technical University of Vienna

When: 19–24 September 2010

Where: Vienna, Austria

Summary: Digital preservation and curation is evolving from a niche activity to an established practice and research field that involves various disciplines and communities. iPRES 2010 will re-emphasize that preserving scientific and cultural digital heritage requires integration of activities and research across institutional and disciplinary boundaries to adequately address the challenges in digital preservation. iPRES 2010 will further strengthen the link between digital preservation research and practitioners in memory institutions and scientific data centres.

LAC Speakers: To be determined

Programme and Registration (to follow): <http://www.ifs.tuwien.ac.at/dp/ipres2010/>

National

1. Public Sector Social Media: New Rules of Engagement

Host: The Conference Board of Canada

When: 3–4 May 2010

Where: Ottawa, Ontario, Canada

Summary: Social media is changing how information is gathered, exchanged and verified, and how day-to-day business is conducted. This conference will bring experts together to describe how to optimize social media to have higher performance and a competitive advantage.

LAC Speakers: To be determined

Programme and Registration: <http://www.conferenceboard.ca/conf/10-0093/default.aspx>

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: Topics include **(1)** Using Records as Documentary Evidence **(2)** The Cost of Poor Quality Recordkeeping Systems **(3)** Developing an Effective Records Information Management Strategy **(4)** Records Management as a Governance Function **(5)** Putting IM Awareness into Your Organization.

LAC Speakers: To be determined

Programme and Registration: http://www.armacanada.org/London_2010/program_summary.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: The conference features plenary and concurrent sessions on a variety of topics.

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: Topics include **(1)** How Archives Can Benefit from Social Media **(2)** Digital Preservation in the Canadian Landscape **(3)** ATIP and the Archives: Legislative Change and Continuity.

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: <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

1. Maritime Privacy and Access Workshop 2010

When: 17–18 June 2010

Where: Halifax, Nova Scotia, Canada

Summary: Topics include **(1)** Importance of ATIP within the Agency **(2)** What Key Exemptions are Applied in Processing an Application **(3)** IM and Access & Privacy - Relationship and Future Development **(4)** Creating Records from an Access Perspective **(5)** BlackBerry Records **(6)** Challenges of Retrieving Electronic Documents.

Programme and Registration: <http://www.verney.ca/mapw2010/>

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

2. 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 – University of Waterloo

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Topic/Title: Records Management Committee

Summary: The University of Waterloo has created a Records Management Committee to advise the Secretary of the University and the Associate Provost, Information Systems and Technology.

Areas covered will include the policies and procedures governing the creation, use, storage, retention and disposition of university records.

Source: <http://www.secretariat.uwaterloo.ca/Committees/university-wide/recordsmgt.html>

Egypt – National Archives

Topic/Title: Project for the Digital Documentation of the National Archives of Egypt

Summary: The project has created one of the largest digital archives in the world, with over twenty-five million records, representing over ninety million documents.

Challenges that were encountered during the project included **(1)** Applying the latest innovative methods for the digitization and indexing of files **(2)** Building a digital scanning laboratory **(3)** Maintaining the security and integrity of documents against copying or distortion using digital watermark technology **(4)** Creating business models and processes to ensure the highest levels of quality control.

Source: <http://www.prnewswire.com/news-releases/ibm-helps-the-egyptian-government-preserve-national-archives-79216277.html>

Video: <http://www.youtube.com/watch?v=xHEbdIxMo1Y&feature=related>

New Zealand – National Library

Topic/Title: Web Harvest 2010

Summary: The National Library of New Zealand has a social responsibility to preserve New Zealand's social and cultural history, whether it be in the form of books, newspapers and photographs, or websites, blogs and videos.

The planned New Zealand Web Harvest 2010 recognizes the importance of the Internet in all areas of New Zealand society and culture by taking a "snapshot" of the whole .NZ domain as it existed on the Web in April 2010.

Source: http://www.natlib.govt.nz/about-us/news/20-jan-2010-web-harvest-consult?body_language=en

Presentation: http://archives.govt.nz/sites/default/files/WEB_USE_-_National_Library_Web_Harvesting_presentation_-_Gillian_Lee_-_December_2009.PPT

Oman

Topic/Title: e-Government Services Portal

Summary: The Services Portal will implement digital technologies to improve the efficiency of internal processes and aid in the transformation of Oman into a sustainable knowledge society.

Designed as a customer-centric model, the portal's contents are shaped by **everyday life events**. Online visitors can easily access the services most relevant to them. In essence, the portal improves the quality of services the government provides to its citizens.

Source:

<http://www.zawya.com/Story.cfm/sidZAWYA20091109033732/Official%20eGovernment%20portal%20launched%20in%20Oman>

Note: The United Arab Emirates also has a portal based on life events, as featured in the **February 2010 issue** of the newsletter.

United Kingdom

Topic/Title: Data.gov.uk

Summary: The United Kingdom has unveiled its own version of an open source database for its citizens called Data.gov.uk, which is a site that provides official data to the public for free.

The brainchild of Tim Berners-Lee and Nigel Shadbolt, the site also provides tools, such as datasets and a wiki, that allow developers to create mashups of the data for their own purposes.

Source: <http://www.technewsworld.com/story/69168.html>

Video Interview with Tim Berners-Lee and Nigel Shadbolt:

<http://www.guardian.co.uk/politics/video/2010/jan/21/uk-national-data-website-launched>

United Kingdom – British Film Institute

Topic/Title: Video Presentation: The BFI Film Archive: How Do They Do It?

Summary: The video examines how the Film Archive responds to the challenges of preserving and restoring thousands of films before they become unusable.

Video: <http://www.discoverychannel.co.uk/video/how-do-they-do-it-the-bfi-film-archive/>

United Kingdom – National Archives

Topic/Title: Web Continuity Program

Summary: Thanks to a new program of the National Archives, users who have clicked on a broken link on a government website are being redirected to the appropriate site to obtain the information they are searching for. The program is the first of its kind anywhere in the world.

Dr. Amanda Spencer, Head of Web Continuity at the National Archives, says "When it was first created, the Internet was often regarded as ephemeral. Websites weren't viewed as records which needed to be preserved."

"However, as the Internet has developed to be the predominate source of government information for most people, this has changed. Today, some information only ever exists online and as the experts in preserving the future of history, we have had to adapt."

Source: <http://www.nationalarchives.gov.uk/news/392.htm>
http://www.publicservice.co.uk/news_story.asp?id=11343

United States – Customs and Border Protection

Topic/Title: Freedom of Information Act Electronic Reading Room

Summary: The Freedom of Information Act (FOIA) Electronic Reading Room features records and documents available previously only through FOIA requests.

Source: <http://www.rightsidenews.com/200910267000/border-and-sovereignty/us-customs-and-border-create-freedom-of-information-act-electronic-reading-room.html>

United States – Library of Congress

Topic/Title: The “Metadata for Digital Content” Group

Summary: The group includes cataloguers, programmers and digital project managers and their goal is to provide better access to digital materials.

Jane Mandelbaum, manager in the Library’s Information Technology directorate and a founder of the group, says the group is focusing on “how we build standardized metadata that works across the spectrum of digital objects.”

Source: http://www.digitalpreservation.gov/library/challenge/metadata_digital_content_challenge.html

Global

Topic/Title: Closing the Digital Curation Gap

Summary: Digital curation, or the management and preservation of digital data over the full life cycle, is of strategic importance to the library and archive fields.

However, the scientific record and the documentary heritage created in digital form are at risk whether it be from technology obsolescence, from the fragility of digital media, or from the lack of baseline practices for managing and preserving digital data.

This project establishes baseline practices for the storage, maintenance and preservation of digital data to help ensure their enhancement and long-term use.

Source: <http://www.imls.gov/news/2009/112009c.shtm>

Digital Curation Manual Instalments: <http://www.dcc.ac.uk/resource/curation-manual/chapters/>

Products and Tools from Around the World

Canada – Archives Association of British Columbia

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Product/Tool: MemoryBC.ca

Summary: Archival repositories preserve records, papers, photographs and other types of historical information created by people and organizations over time. All of these materials are available to the public to access and research.

The MemoryBC.ca portal provides a searchable database of the materials available at nearly 200 archival repositories throughout the province of British Columbia.

Source: <http://memorybc.ca/>

France

Product/Tool: Secure Access Gateway Provider platform or FAST

Summary: FAST is a security platform that turns email into the electronic equivalent of registered mail and could help deal with the bureaucratic paper mountains throughout Europe.

The platform provides automated and secure document exchange, legally recognized acknowledgement of receipt, electronic certificates and signatures, secure encryption of information, as well as traceability, time-stamping and archiving of electronic documents.

Source:

<http://cordis.europa.eu/ictresults/index.cfm?section=news&tpl=article&BrowsingType=Features&ID=90609>

Ireland – National Library

Product/Tool: Sources: A Database for Irish research

Summary: Emphasizing the need to embrace new technologies, new methods for providing access to sources in this digital age, the National Library has launched Sources, a database for Irish research. It consolidates all sources of information on Ireland and the Irish, covering all periods.

Dr. Martin Mansergh TD, Minister of State with special responsibility for the Arts, says “The provision of access to our sources in this digital age must be provided for, through the latest technology. It is a reality that digital content now embraces much of the world’s intellectual, social and cultural history, and it is safe to say that, in time, more and more material will become accessible through the digital media.”

Source:

http://7thspace.com/headlines/325409/minister_of_state_dr_mansergh_launches_national_library_of_ireland_database_for_irish_research.html

New Zealand and the United States

Product/Tool: RapidRedact

Summary: RapidRedact is redaction software that can be used in compliance efforts when it comes to digitizing sensitive records and documents.

The software removes selected information from all electronic document types including any confidential information, author’s changes and hidden codes or data that can exist “behind” the document.

“The creation of digital documents provides organizations with numerous benefits with one of the most significant being increased access to information,” notes Kirtas President and Founder Lotfi Belkhir.

Source: <http://www.newswiretoday.com/news/50592/>

United Kingdom

Product/Tool:

- (1) Information Management Policy Toolkit
- (2) Records Management Toolkit

Overview: The London Museums Hub, of which the Museum of London (UK) is the lead partner, has released an Information Management Policy Toolkit and a Records Management Toolkit.

Though directed at their Museum audience, the information in these toolkits can be used for other organizations.

Summary:

(1) The Information Policy Toolkit contains documents and guidance to help an organization develop and implement its own Information Policy.

(2) The Records Management Toolkit contains a Tools and Guidance Module to help an organization develop and implement a records management program.

Source:

- (1) http://www.mla.gov.uk/what/programmes/renaissance/regions/london/News_and_Resources/newsletter
- (2) http://www.mla.gov.uk/what/programmes/renaissance/regions/london/News_and_Resources/newsletter

United States – General Services Administration

Product/Tool: Terms of Service Template for Social Media

Summary: The General Services Administration Office of Citizen Services has developed a template for federal agencies to use when developing their Amended Terms of Service agreements with social media providers.

Source: <http://www.usa.gov/dotgovbuzz/1009.html#web>

United States – National Archives and Records Administration (NARA)

Product/Tool: Cloud Computing FAQs

Summary: NARA has developed FAQs on cloud computing that include (1) What is cloud computing? (2) What are the benefits and concerns of cloud computing? (3) What are some of the records-management implications associated with cloud computing? (4) What else is NARA doing in regard to cloud computing?

Source: <http://www.archives.gov/records-mgmt/faqs/cloud.html>

United States – Ohio State University Archives

Product/Tool: Records Management Program

Summary: The Ohio State University Archives has posted information on its website regarding records management, which includes the following topics:

- (1) Records Management: An Overview
- (2) What Is A Record? and Other Definitions
- (3) Transient Records and Non-Records: An Overview
- (4) Email Management: An Overview
- (5) Records Retention Schedules
- (6) Electronic Records: An Overview
- (7) Records Transfer and Destruction Procedures
- (8) Public Records Laws and Regulations: An Overview

Source: <http://library.osu.edu/sites/archives/retention/records.php>
United States – Recommend Inc.

Product/Tool: MindServer Categorization

Summary: This product helps manage the increasing risk associated with legacy data by automating its tagging and categorization.

Recommend vice-president of marketing Craig Carpenter says “In a typical enterprise there are silos of data sitting everywhere, and volumes of data are growing too, forcing enterprises to get more proactive about records management. This technology can come in and automatically categorize and tag data on any number of parameters. The biggest risk today is legacy data because there's a lot of it and companies are flying blind with respect to what's in it.”

Source: <http://www.v3.co.uk/v3/news/2248005/recommend-helps-firms-manage>

Global

Product/Tool: ICA-AtoM Beta 1.0.8

Summary: ICA-AtoM is a Web-based archival description software derived from the International Council on Archives (ICA) standards. It assists and encourages institutions to make their archival holdings available online.

The **Archives Association of British Columbia** in Canada is one institution using this software to upgrade its new searchable database and Internet portal called MemoryBC.ca.

AtoM is an acronym for Access to Memory.

Source: <http://ica-atom.org/>
<http://webwatchingforarchivists.blogspot.com/2009/11/ica-atom.html>

Studies and Surveys

United States

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Survey Subject: 2010 State of Enterprise Storage Survey

Survey Conducted by: *InformationWeek*

Survey Participants: 331 business technology professionals

Key Findings include:

(1) Nearly **50 percent** of respondents said their top storage concern was insufficient resources for critical applications compared with **30 percent** in 2009.

(2) **87 percent** of respondents manage more than 1 terabyte of data while **29 percent** administer more than 100 terabytes.

(3) **87 percent** of respondents have defined retention periods and **46 percent** have policies to retain email for less than five years.

(4) **34 percent** are considering cloud computing compared with **19 percent** in 2009.

Source: <http://www.informationweek.com/news/storage/systems/showArticle.jhtml?articleID=222600275>

Global

Title of Survey: Records Management: User Expectations, Market Trends, and Obstacles

Survey Conducted by: Forrester Research in conjunction with ARMA International

Survey Participants: Records Management stakeholders in the third quarter of 2009

Overview: Effective records and retention-management programs play a big role in mitigating legal risk caused by more regulations and legal discovery of electronically stored information. In 2010, **more than half** of records-management stakeholders expect to expand their technology.

Key Findings:

(1) **In 36 percent** of organizations records-management stakeholders are not included in the IT strategic planning process.

(2) **50 percent** of the survey participants use any type of technology solution to enforce retention policies for file shares, desktops, or other electronic assets.

(3) **63 percent** of records-management stakeholders currently leverage technology to enforce retention management for email.

(4) **More than 80 percent** of records-management decision makers use technology applications for physical records management.

(5) **56 percent** of records-management stakeholders plan to increase spending on software in 2010.

Source:

http://www.prweb.com/releases/Records_Management/Information_Management/prweb2833654.htm

Guidelines

ARMA International Maturity Model for Information Governance

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The Information Governance Maturity Model is based on the eight Generally Accepted Recordkeeping Principles (GARP®) as well as a foundation of standards, best practices, legal and regulatory requirements.

This model will assist an organization in conducting a preliminary evaluation of its recordkeeping programs and practices. Thoughtful consideration of the organization's practices should allow users to make an initial determination of the maturity of their organization's information governance.

Initially, it is not unusual for an organization to be at different levels of maturity with respect to the eight principles. It is also important to note that the model represents an initial evaluation.

To be most effective, a more in-depth analysis of organizational policies and practices may be necessary.

The model goes beyond a mere statement of the principles by beginning to define characteristics of various levels of recordkeeping programs. For each principle, the model associates various characteristics that are typical for each of the five levels in the model.

The five levels of the model are **(1)** Sub-standard **(2)** In development **(3)** Essential **(4)** Proactive **(5)** Transformational

Source: <http://www.arma.org/GARP/Garp%20maturity%20Model.pdf>

Link to Generally Accepted Recordkeeping Principles:
<http://www.arma.org/GARP/>

Declassification of Government Information

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On December 29, 2009 President Obama signed an Executive Order on declassification that makes significant changes in the handling of classified documents. It also breaks important new ground in setting parameters as to how agencies share classified information.

The Executive Order introduces the principle that no information may remain classified indefinitely and calls for the review of extended classified documents, 50 years after their creation, with two limited exceptions.

The Order also redefines the phrase “need to know” as it pertains to classified documents.

Previously, it was the originator of the document who determined the “need to know” status. However, with the new Executive Order, it will be the potential recipient’s mission that will be the dominant factor in defining “need to know.”

Another feature of the Executive Order is the creation of the new National Declassification Center, to be located at the National Archives Records Administration (NARA), which will be responsible for streamlining the declassification process.

One of the challenges the Center faces is to work through a backlog at NARA of more than 400 million pages waiting to be declassified by December 2013.

Link to Executive Order: <http://www.archives.gov/isoo/pdf/cnsi-eo.pdf>

Link to the National Declassification Center: <http://www.archives.gov/declassification/>

The following are articles and audio interviews that provide more information on this subject.

(1) Executive Order Breaks New Ground in Declassification

Source and Audio Interview: <http://www.federalnewsradio.com/index.php?nid=35&sid=1876294>

(2) New National Declassification Center readies government-wide change

Source and Audio Interview: <http://www.federalnewsradio.com/index.php?nid=15&sid=1857603>

(3) National Declassification Center faces unique challenges

Source and Audio Interview: <http://www.federalnewsradio.com/index.php?nid=19&sid=1879873>

(4) Archivist details challenges of massive declassification job

Source and Audio Interview: <http://www.federalnewsradio.com/index.php?nid=35&sid=1879741>

Note: Audio interviews maybe inaccessible within some Federal government departments but can be accessed externally.

Section 4 – Selected Readings

Articles, White Papers, Presentations, Reports

Canada

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1. **Topic/Title:** Get your content under control

Type of Document: Article

Author: Kathleen Lau, *ComputerWorld Canada*

Overview: The article discusses what to include in an Electronic Content Management strategy, what to avoid, and how not to get overwhelmed. It includes a discussion with **Tim Stevenson, administrator of the reference and documentation centre with Canada Council for the Arts.**

Summary: Several years ago the Council introduced a records-management system that allowed greater efficiency in searching for files in the event of an audit or internal request.

Stevenson recalls “We didn’t have any way to determine that the media arts section had this file or the visual arts section had that file. So whenever [a file] gets charged out to someone or gets moved around Council ... if someone comes looking for it, we know exactly where it is at all times. And it makes our job a heck of a lot easier.”

While the initiative was successful, user adoption was not necessarily assured early on and the Council launched an awareness campaign designed to educate and train users on the new process. “That was a big stepping stone because people were not used to using an automated records manager to find their information,” says Stevenson.

Source: <http://www.itworldcanada.com/a/News/4ef1016d-b385-4c7c-bb9f-11db006836a4.html>

2. **Topic/Title:** Canadian CIOs talk data governance at roundtable

Type of Document: Article

Author: Kathleen Lau, *ComputerWorld Canada*

Overview: During an interactive discussion on data management, Canadian chief information officers (CIOs) discussed issues such as the ownership, governance and security of data.

Summary: The consensus of the CIOs was that there is often a misunderstanding as to who should take ownership of an organization’s data and that maintaining and measuring the quality of the data is a responsibility of the business.

Also, part of the data governance strategy of an organization should include a data governance body to ensure data quality, thereby encouraging user trust in the information.

Source and Video: <http://www.itworldcanada.com/a/Daily-News/eae17f32-7c7d-4c51-a80b-3223a19e673c.html>

India

Topic/Title: Cloud computing as a new e-governance paradigm

Type of Document: Article

Authors: Guru Malladi, Partner Ernst & Young and Anand Hariharan, Senior Professional, Technology Advisory, Ernst & Young featured in *Express Computer*

Summary: According to the authors, cloud computing could add a new dimension to India's ongoing e-governance program if certain preparatory steps were initiated by the Government of India to launch cloud computing as a model for e-governance programs.

These steps are **(1)** Setting up a nodal agency for cloud computing **(2)** Creating pilot solutions and demonstrating their success **(3)** Developing a legal framework and risk management program **(4)** Creating a solution portfolio for cloud migration.

Source: <http://www.expresscomputeronline.com/20091221/management02.shtml>

Norway

Topic/Title: The Norwegian National Digital Library

Type of Document: Article

Author: Marianne Takle, Senior Researcher / Research Director NOVA – Norwegian Social Research featured in *Ariadne*, Issue 60 July 2009

Overview: The relationship between collections and digital techniques has now entered a new phase in which the most important issue is not one of having access to the catalogues by means of digital communication, but rather one of making the content of the collections available to users over the Internet.

This article describes the National Library of Norway's digitization strategy and how the National Library is taking on a key role in the country's digital library service.

Summary: The National Library of Norway is adapting to the transition from printed books to electronic media through its digital national library, known as NBdigital, and putting in place a program that would digitize all forms of material published in Norway.

Key aspects of the digitization program include the Digital Security Repository, an archive for digital content, the three guiding principles of selection of documents, legal deposit of material in digital form, the development of a common search engine and copyright.

Source: <http://www.ariadne.ac.uk/issue60/takle/>

United Kingdom

Title of Action Plan: Putting the Frontline First: Smarter Government

Date: December 2009

Published by: The British Government

Summary: This plan outlines how the government will improve public service outcomes while achieving the fiscal consolidation that is vital to helping the economy grow.

The plan focuses on three actions **(1)** Strengthening the role of citizens and civic society **(2)** Recasting the relationship between the centre and the frontline **(3)** Streamlining central government for sharper delivery.

Source and Video: <http://www.hmg.gov.uk/frontlinefirst.aspx>

Action Plan (See the Foreword by the Prime Minister): <http://www.hmg.gov.uk/media/52788/smarter-government-final.pdf>

United States

1. **Topic/Title:** How to Optimize Your Records Management Program

Type of Document: Video Presentation

Host: Donna Houk, Director Enterprise Accounts, Iron Mountain, presented at the ARMA 2009 Conference Expo in Orlando, Florida

Summary: The video presentation outlines three areas where organizations can reduce the costs of their records-management program. It describes actual client situations and the impact of not having a good records-management program in place.

Video: <http://www.youtube.com/watch?v=EghRoGKZxTg>

2. **Topic/Title:** Information Lifecycle Management for Storage: Set Policies To Take Real Control of Your Data

Type of Document: Article

Author: Bruce Gain, *Processor*, January 29, 2010 • Vol. 32, Issue no. 3

Summary: Information lifecycle management (ILM) can offer tremendous benefits for storage strategies, but it is a complicated process.

Organizations are only beginning to understand ILM and are not using it to improve storage on a wide-scale basis yet. However, those that have implemented ILM are seeing results.

In this article, the author describes what organizations need to know to get the most out of ILM for storage applications including:

(1) Do not take a reactionary approach to storage strategies. In other words, organizations need to take better control of their stored data, which means better capacity planning and management.

(2) Organizations must effectively analyze their data, which starts by asking questions such as: Has your organization's data storage needs been quantified? Are the data organized in separate categories, based on importance and the need for quick access?

(3) For ILM storage policies, data needs to be hierarchized, with critical data requiring rapid access times given Tier 1 status, and documents not accessed for an extended period of time (more than three months, for example) moved to Tier 2 storage, and after six months, to tape or offsite storage.

Source:

<http://www.processor.com/editorial/article.asp?article=articles%2Fp3203%2F22p03%2F22p03%2F22p03.asp&guid=&searchtype=&WordList=&bJumpTo=True>

Books

Selected Readings

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1. Kelvin Smith, *Public Sector Records Management*, 2007.

Records management has undergone significant change in recent years, owing to the introduction of freedom of information legislation, the development of e-government and e-business, and the need to manage records effectively in the private and public sectors.

There are very few practical texts for records managers and this book aims to fill that gap.

The text is practical and written at an accessible level. Although the author discusses legislation and examples from the United Kingdom, the book is relevant to public sector records management at an international level. It is essential reading for professionals in records-management posts and for anyone who is responsible for recordkeeping as part of their operational duties.

Source:

http://www.ashgate.com/default.aspx?page=637&calcTitle=1&pageSubject=839&title_id=7875&edition_id=10158
<http://www.amazon.co.uk/Public-Sector-Records-Management-Practical/dp/0754649873>

2. Robert Freeman, Mark R.W. LeMahieu, Jason Sanders, David O. Stephens, Julian L. Mims III, *Electronic Records Management*, 2006.

With electronic records come new challenges for records management. There are new risks and liabilities associated with email use such as: high risk of loss from technical threats, natural disasters, short life expectancy of the hardware and software required to read text, higher demand for technical expertise, new concerns with employees who can now create, store, modify and delete records, as well as privacy and security issues.

Electronic Records Management describes the new challenges of the digital age with strategies and best practices as well as procedures and standards for the safekeeping of government records and reduction of paperwork.

Source:

http://bookstore.icma.org/Electronic_Records_Management_P1633C30.cfm?UserID=3116486&jsessionid=4e30ca62156e37726d2b