

Governance and Recordkeeping Around the World

July 2009, vol. 3, no. 2



**Data Archiving: The challenge
of bringing information together**



Library and Archives
Canada

Bibliothèque et Archives
Canada

Canada

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

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

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

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

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Changes Are Coming!

Starting this fall the *Governance and Recordkeeping Around the World* newsletter will have a new look and additional features.

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Section 1: News

1.1 General News – Overview: Quick Links

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1.2: General News

Country: Canada

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Ontario

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Headline: Court Ruling: Government can't use technology as excuse to deny information

The Ontario Court of Appeal has ruled that Ontario's municipal government institutions can't use technological barriers as an excuse to deny access to information requests made by the public.

The ruling is in response to a request for information from the Toronto Police Services Board's electronic databases. The board had refused arguing it would have to create new software to extract the information which would "unreasonably interfere with the operations of the police."

Source:

http://www.cp24.com/servlet/an/local/CTVNews/20090113/090113_freedom_information/20090113/?hub=CP24Home

Québec

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Headline: « Mr. Guy Berthiaume named Chair and Chief Executive Officer of *Bibliothèque et Archives nationales du Québec* »

Mr. Guy Berthiaume was recently named to the position of Chair and Chief Executive Officer of *Bibliothèque et Archives nationales du Québec*, to succeed Ms. Lise Bissonnette, on June 22, 2009.

His long academic career and wide experience in management will be put to good use in meeting the challenges that will arise during the course of his mandate.

Source: <http://communiqués.gouv.qc.ca/gouvqc/communiqués/GPQF/Mai2009/06/c9247.html>

Country: Australia

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Headline: Australia's online history "facing extinction"

According to the National Library of Australia parts of Australia's valuable cultural history could be lost forever if Web archiving is not seriously undertaken in Australia.

The library's senior librarian in Web archiving, Edgar Crook, says that as new websites are created, literally on a daily basis, recording every single one is impossible.

Crook adds "We've been going for quite a while and we have at the moment about 2.9 terabytes of information, but that is a drop in the ocean to what has been produced since 1996. So we're trying, we're capturing a small amount and we're hoping that is going to be relevant."

Source: <http://www.abc.net.au/news/stories/2009/05/07/2563251.htm>

Caribbean

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Headline: E-Government crucial to development in public sector

One of the themes of the 2009–2012 Caribbean e-Government Strategy Planning meeting is that more democratic and transparent governance can become a reality if e-Governments are implemented in a planned and strategic manner.

If this does not occur there would be little improvement in the public sector and countries could find themselves falling behind in the information age and not investing in the development of electronic

infrastructure between governments and inter-governmental agencies.

Source: <http://www.barbadosadvocate.com/newsitem.asp?more=local&NewsID=1683>

Country: Ghana

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Headline: Introduction of information transformation blueprint

The government has rolled out an information transformation blueprint that will enhance communication between the government and the people.

Aspects of the program include ensuring responsive governance, that the National Film and Television Institute and other institutions be governed by appropriate standards and to ensure steps are taken to pass the Freedom of Information Bill.

Source: <http://www.ghanaweb.com/GhanaHomePage/NewsArchive/artikel.php?ID=157236>

Country: Indonesia

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Headline: Government urges creation of more archives

The government is advocating the creation of more regional archives and wants the Indonesian National Archives to assist in establishing and maintaining both new and existing local archives.

The head of the National Archives believes that people should be made aware of the importance of archiving and how keeping and organizing their documents could help them in the future.

Source: <http://thejakartaglobe.com/national/government-urges-creation-of-more-archives/306829>

Country: New Zealand

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Headline: Document management not just about regulation

Delegates to the 7th annual Information Management Summit held in Wellington have been advised against portraying improvement of records management techniques solely as a matter of compliance.

Speakers told the delegates that there are plenty of positives in having more efficiently organized records and these should be emphasized.

Source: <http://computerworld.co.nz/news.nsf/news/1F8A5810D27DFB48CC25757B00107E24>

Country: United Kingdom

#1

Headline: Data Centres almost at full capacity

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According to a new report, a majority of data centres are dangerously close to their storage capacity which directly impacts business as 60 percent plan to invest in improving their storage infrastructure.

Source: <http://www.pcpro.co.uk/news/239043/data-centres-at-bursting-point.html>

#2

Headline: Government seeks advice on data archiving

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The government is seeking advice on how it should implement its archive data strategy in a manner that remains accessible to the majority of Internet users.

A consultation document on the future archiving of data has been created by the government and the

public is now being urged to provide feedback and comments on the concept, in a move designed to improve [data quality](#) when it is archived.

Justice Minister Michael Wills, who has responsibility for the National Archives, says " it is crucial that archival services are able to embrace the digital revolution and start addressing the complex challenges this has created."

Source: http://www.gas.co.uk/company/data-quality-news/government-seeks-advice-on-data-archiving_3743.htm

Country: United States

Federal Government

#1

Headline: Infrastructure protection plan calls for data warehouse

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The Homeland Security Department has implemented a new policy which would facilitate the development of a system for the collection and storage of data on critical infrastructures across the country.

Known as the Infrastructure Data Warehouse, a federated architecture would be created by which federal, state and local agencies as well as industries would maintain the data and transmit it into the warehouse.

Source: <http://fcw.com/articles/2009/02/20/national-infrastructure-protection-plan.aspx>

#2

Headline: NARA wants to replace Archival Research Catalog (ARC)

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The ARC provides a description of what the National Archives and Records Administration (NARA) has in its repositories and permits users to retrieve information by searching for keywords and through other means.

However, the catalog can no longer keep up with the rapid progress being made by companies working with NARA to digitize its holdings. This has prompted NARA to look for new ways to share and manage its growing amount of data.

A new system would require the capacity to support at least 250 million archival descriptions and links to upwards of 500 million digital copies over the next four to seven years.

Source: <http://fcw.com/articles/2009/03/16/nara-rfi.aspx>

#3

Headline: Guidance on utilizing social media

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Government-wide guidance for how agencies can more fully utilize social media applications such as MySpace, Facebook and Twitter are being developed.

Vivek Kundra, the federal chief information officer says that rules are being drafted but did not give a timeframe for their release.

Source: <http://techdailydose.nationaljournal.com/2009/04/kundra-govt-working-on-web-gui.php>

State Government

Arizona

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Headline: Bills would reconcile access to public records and evolving technology

A bill is being tabled requiring public bodies that keep public records electronically to provide them upon request on CD-ROM or in another format.

Other bills include **(1)** Making information documenting changes to electronic documents a public record **(2)** Allowing government officials to remove personal information about senders from emails they have received **(3)** Classifying as a public record metadata, or data about other data that's contained within a file, which identifies who accessed it and when.

Source:

http://www.paysonroundup.com/news/2009/apr/28/state_legislative_bills_deal_electronic_copies_pub/

Private Sector

Facebook

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Headline: Facebook users gain control of their information

Facebook users have voted to back changes which give them control over the data and content they post on the site.

The new terms also gives users the right to ask for the content to be deleted if they stop using Facebook.

The vote was triggered by changes Facebook made to its terms and conditions in February 2009.

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

Link to related story featured in the May 2009 issue of this newsletter:

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

Section 2: Events

ANNUAL MEETINGS AND CONFERENCES

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International

1. NAGARA 2009 Annual Meeting

Theme: Meet the Information Challenge

Host: National Association of Government Archives and Records Administrators

When: 15–18 July 2009

Where: Seattle, Washington, United States

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

LAC Speakers: To be determined

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

2. SAA's 73rd Annual Meeting

Theme: Sustainable Archives

Host: The Society of American Archivists (SAA)

When: 11–16 August 2009

Where: Austin, Texas, United States

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

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

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

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

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

3. Second World Summit on the Knowledge Society

Theme: Research Changes The World

Host: Open Research Society

When: 16–18 September 2009

Where: Crete, Greece

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

LAC Speakers: To be determined

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

4. IASA 2009 Annual Conference

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

Hosts:

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

When: 20–25 September 2009

Where: Athens, Greece

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

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

LAC Speakers: To be determined

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

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

Theme: Moving into the mainstream: Enabling our digital future

Host: California Digital Library

When: 5–6 October 2009

Where: San Francisco, California, United States

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

LAC Speakers: To be determined

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

6. IIM ACT 2009 Conference

Theme: “Managing Information Today and Tomorrow”

Host: Institute for Information Management Limited (IIM)

When: 7 October 2009

Where: Canberra, Australia

Summary: This conference provides a forum for both information practitioners and solution providers to develop their understanding of all aspects of information management in theory and practice. The conference will explore various tactical and operational aspects of information governance.

LAC Speakers: To be determined

Programme and Registration:

<http://www.iim.org.au/minigen/default.asp?action=showContent&contentID=119&fdid=698>

7. International Conference on Dublin Core and Metadata Applications

Theme: Semantic Interoperability of Linked Data

Host: National Library of Korea

When: 12–16 October 2009

Where: Seoul, South Korea

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

LAC Speakers: To be determined

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

8. 2009 Australia Society of Archivists Conference

Theme: Voyaging together: integrity, memory and sustainability

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

When: 15–17 October 2009

Where: Brisbane, Australia

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

LAC Speakers: To be determined

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

9. ARMA International 54th Annual Conference and Expo

Host: ARMA

When: 15–18 October 2009

Where: Orlando, Florida, United States

Summary: The conference will highlight subjects of interest for those who are responsible for managing records and information in their organization.

LAC Speakers: To be determined

Programme and Registration: <http://www.arma.org/conference/2009/>

10. Fourth International Conference on Digital Information Management (ICDIM 2009)

When: 1–4 November 2009

Where: Ann Arbor, Michigan, United States

Summary: Digital Information Management is a multidisciplinary conference on digital information management, science and technology and topics include **(1)** Data Mining **(2)** Knowledge Management **(3)** Data Life Cycle in Products and Processes **(4)** e-Government.

LAC Speakers: To be determined

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

11. 2009 National Digital Forum

Theme: Being online now: Culture, creativity and community

Host: National Digital Forum

When: 23–24 November 2009

Where: Wellington, New Zealand

Summary: The conference will explore opportunities for the creative and cultural sectors to cross traditional boundaries and collaborate on solutions to issues facing communities being online now.

LAC Speakers: To be determined

Programme and Registration: <http://ndf.natlib.govt.nz/about/2009-conference.htm>

National

1. 61st IPAC Annual Conference

Theme: Turnarounds: Transformations in Government and Society

Host: The Institute of Public Administration of Canada

When: 23–26 August 2009

Where: Fredericton, New Brunswick, Canada

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

LAC Speakers: To be determined

Programme and Registration:
<http://ipacfredericton.ca/2009-conference/Default-e.htm>

2. Government Technology Exhibition and Conference (GTEC) 2009

Theme: "Service Mashups"

When: 5–8 October 2009

Where: Ottawa, Ontario, Canada

Summary: Web 2.0 developers use a tool called a mash-up to combine data from more than one source into a single integrated tool. In a similar way, GTEC's Government 2.0 (G2.0) Conference will bring leaders together to "mash-up" public sector programs and services to uncover the underlying issues that enable or prevent governments from innovating service delivery. Rather than offering a series of presentations, GTEC's conference will challenge community leaders to collaborate on a vision of government 2.0 services based on actual benefits and limitations of their policy and operating environments.

LAC Speakers: To be determined

Programme and Registration: <http://www.gtec.ca/>

3. Archives & You! 5th National Conference

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

Host: Canadian Council of Archives

When: 27–28 November 2009

Where: Gatineau, Québec, Canada

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

LAC Speakers: To be determined

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

FORUMS

1. Government Recordkeeping Forums in 2009

Host: National Archives of New Zealand

When: There will be four forums held in 2009:

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

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

Programme and Registration: For further information please contact: rkforum@archives.govt.nz

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

Host: DigCCurr Professional Institute

When: 21–26 June 2009 and 6–7 January 2010

Where: Chapel Hill, North Carolina, United States

Summary: This professional institute consists of one five-day session in June 2009 and a two-day follow-up session in January 2010 and is designed to foster skills, knowledge and community-building among professionals responsible for curating digital materials.

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

3. 2009 Intergovernmental Forum on Risk Management

Theme: Rethinking Risk and Rising to New Challenges

Host: The Conference Board of Canada

When: 16–17 September 2009

Where: Château Laurier, Ottawa, Ontario

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

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

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

4. Fifth Annual OCLC Digital Forum West

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

Host: Online Computer Library Centre Western

When: 16–17 September 2009

Where: Los Angeles, California, United States

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

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

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

SEMINARS

No seminars listed at this time.

WORKSHOPS

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

Theme: Promoting Practical and Responsible Stewardship of Digital Assets

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

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

Where: Ann Arbor, Michigan, United States

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

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

2. 3rd International Workshop on Web Usability and Accessibility

When: 5–7 October 2009

Where: Poznan, Poland

Summary: The workshop brings together professionals and researchers interested in discussing recent trends and perspectives in Web usability and accessibility. Its aim is to evaluate the effectiveness of existing approaches with the result of allowing participants to discover and discuss the most innovative and advanced techniques in Web usability and accessibility.

Programme and Registration (To follow): <http://gplsi.dlsi.ua.es/congresos/iwwua09/>

CAMPAIGNS

1. Archive Awareness Campaign 2009

Theme: "Take Flight!"

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

When: November 2009

Where: To be determined

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

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

Section 3: Current Trends and Products

3.1: Recordkeeping: Current Developments, Projects and Future Initiatives

Australia

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Topic/Title: Queensland Archives Building Opened

Summary: The new building will store the state's historical records and is designed to environmentally protect the records.

Source: <http://www.abc.net.au/news/stories/2008/11/10/2415585.htm>

Australia – National Archives of Australia – National Library of Australia – National Film and Sound Archive

Topic/Title: Dealing with the Digital Deluge Project

Summary: Australia's main collecting institutions will receive funding to help them collect and preserve huge volumes of digital information.

Dealing with the Digital Deluge project will allow the National Library of Australia (NLA), the National Film and Sound Archive and the National Archives of Australia to manage and expand the life of their digital material.

"If Australia's national cultural institutions don't collect and preserve the work and inspiration of our researchers and creators in digital form today, it will not be there for the public to access tomorrow," says Jan Fullerton, Director-General of the NLA.

Source: http://www.psnews.com.au/Page_psn1695.html

Botswana

Topic/Title: National Archives and Records Management System's Implementation

Summary: The National Archives and Records Services is initiating a project that will result in all government ministries and departments using an electronic archiving and records management system.

Source: <http://www.mmegi.bw/index.php?sid=7&aid=19&dir=2009/February/Thursday12>

Kenya

Topic/Title: E-Government National Data Centre Project

Summary: This project is an important component of e-Government and will involve infrastructural development for data storage and content management as most government departments have websites but they are rarely updated on a regular basis.

Implementation of e-Government will facilitate the exchange of information between government and stakeholders such as Non-Governmental Organizations and the public.

Source: <http://www.afriquenligne.fr/news/africa-news/kenya-working-on-e%11govt.-with-national-data.-digital-archives-2008110815474.html>

Luxembourg

Topic/Title: Digitizing libraries: Octavie Modert presents a new portal, "eluxemburgensia"

Summary: The *Bibliothèque nationale du Luxembourg* has launched its new digital portal, "eluxemburgensia," which will centralize the digital content of its fonds and collections. Old editions of Luxembourg daily newspapers published between 1848 and 1950 will now be available virtually.

This new research interface offers internet users many navigation options, including viewing a newspaper directly. Luxembourg is the first country to offer this kind of consulting module.

Source: http://www.gouvernement.lu/salle_presse/actualite/2009/05-mai/26-modert-biblio/

Philippines

Topic/Title: Proposal to Establish National Film Archive

Summary: The Senate has proposed the establishment of a National Film Archive and the main proponent, Senator Revilla, says "there should be an efficient government archiving of all award-winning and critically acclaimed Filipino films as one way of preserving the historical, cultural and artistic heritage of the country."

Source: http://www.senate.gov.ph/press_release/2008/1230_revilla1.asp

Singapore and United Arab Emirates

Topic/Title: E-Governance Liaison

Summary: Officials from Singapore and the United Arab Emirates (UAE) met to exchange knowledge and best practices that have enabled the creation of advanced e-Governance systems in both countries.

Singapore shared their electronic governance experience while the UAE discussed their e-Governance infrastructure, focusing on the quality and range of e-Services provided.

A member of UAE's delegation says that "Dubai and Singapore both have a robust and well-established electronic governance set up that has significantly eased the lives of its residents and citizens by improving the accessibility of government information and services. This visit by IDA [Infocomm Development Authority of Singapore] officials served as an ideal platform for us to learn from each other's electronic governance experience as both Dubai and Singapore press ahead with our visions of creating knowledge-based digital societies."

Source: http://www.dubaicityguide.com/geninfo/news_dtls.asp?newsid=22457

United Kingdom

Topic/Title: futureArch project

Summary: The three-year project will enable the Bodleian Library to develop its technical facilities and conserve the digital versions of papers created by politicians, writers, scientists and intellectuals.

The project will also implement new practices and methods of data storage.

As more information is recorded in 'hybrid' form the Bodleian Library, like many institutions, is facing the problem of preserving these records.

Source: http://www.24hourmuseum.org.uk/nwh_gfx_en/ART60141.html

United States – Iron Mountain

Topic/Title: Digital Record Center

Summary: Iron Mountain Inc. is unveiling a Digital Record Center for Images service that allows customers who store paper records to retrieve archived documents digitally.

This service is aimed at companies storing sensitive documents, such as medical charts, mortgage agreements, human resources records and sales contracts.

Assuming the data is fully secured during transmission to avoid eavesdropping, this is a step forward in reducing the amount of physical media and material which could be lost or stolen.

Source: http://searchstorage.techtarget.com/originalContent/0,289142,sid5_gci1293807,00.html

Vietnam

Topic/Title: First National Museum of Photography

Summary: The first national museum of photography, known as the National Centre for Artistic Photographic Exhibition and Archives, will be home to exhibitions and the largest archival collection in Vietnam starting in 2010.

In the past, various agencies including the Vietnam News Agency, the National Library of Vietnam and the Museum of Vietnam Revolution, have been in charge of storing archival material.

Source: http://www.nhandan.com.vn/english/culture/270908/culture_f.htm

3.2: Products and Tools from Around the World

Australia

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Product/Tool: Enterprise Content Management (ECM) solution

Summary: Mornington Peninsula Shire, which is the third largest Council in Victoria, has benefited greatly from implementing an ECM solution.

CEO, Dr Michael Kennedy, says “in implementing this solution we are able to capture, store and manage all of our information and then leverage this to create a platform for collaboration across the organisation, with our community partners and service providers and to the community.”

Kennedy added that ECM didn’t want to merely extend access to information, but wanted to actively enable business transactions to be conducted 24 hours per day, 7 days per week.

Source:

http://www.cio.com.au/article/269345/mornington_peninsula_shire_implements_objective_manage_knowledge_deliver_service_excellence

India

Product/Tool: ArchivePlus v1.0

Summary: ArchivePlus archives selected data, transfers it to a different location and eliminates unnecessary data duplication.

In addition, it manages compliance related to data retention policies and addresses data governance with provisions such as password encryption.

Source: <http://blog.nasscom.in/emerge/2009/02/03/made-in-india-featuring-archiveplus/>

United Kingdom – British Library

Product/Tool: Ethernet networking infrastructure

Summary: The British Library is now using a new Ethernet networking infrastructure as the basis for a number of their projects which will digitize large quantities of content and will also consolidate its [data](#) centre using virtualization.

Stephen Lilgert, the British Library’s head of infrastructure strategy and development, says “we have 150 million items in our catalogues, including a copy of every book...and newspaper published in the UK and we are growing at about 3 million new items a year, so capacity is an issue, as is the network for managing the distribution and storage of our digital content.”

Source: <http://www.itpro.co.uk/604677/british-library-revamps-network-for-digitisation-work>

United States – Concept Searching

Product/Tool: FOIAdiscovery

Summary: This solution augments current Freedom of Information Act (FOIA) processes and reduces the time and money government agencies spend in processing FOIA requests.

FOIAdiscovery automatically generates metadata from various repositories and the search features identify keywords from within documents, regardless of where it is stored, to facilitate the FOIA process

and facilitate the completion of the request.

Source: <http://www.prlog.org/10141478-concept-searching-introduces-freedom-of-information-act-foia-discovery-solution.html>

United States – Hitachi Data Systems Corporation

Product/Tool: Hitachi Content Archive Platform

Summary: The Platform enables organizations to reduce their overall storage requirements and support fixed content archiving, as well as adhere to increasingly stringent corporate governance policies.

“The huge growth of unstructured data and the need for companies to consolidate their storage and ‘do more with less’ means that archiving and long-term information management are now critical elements in the design and delivery of storage infrastructures,” according to Sean Moser, Vice President of Software Product Management, Hitachi Data Systems.

Source:

http://www.businesswire.com/portal/site/google/?ndmViewId=news_view&newsId=20090427005206&newSLang=en

United States – Michigan

Product/Tool: State Government Records Program

Summary: The government records program of the State of Michigan includes topics such as:

[E-mail Retention Guidelines](#)

[Frequently Asked Questions about E-mail Retention](#)

[State Government Records Management Manual](#)

[E-mail Storage Options](#)

Source: http://michigan.gov/hal/0,1607,7-160-17451_18673_19379-56043--,00.html

United States – Oracle

Product/Tool: Oracle Universal Records Management

Summary: This product allows organizations to apply records and retention policies, as well as [legal discovery](#) and holds, to all relevant content across the enterprise including email attachments, content stored in file servers and physical records in a warehouse.

Source: <http://www.cmswire.com/cms/enterprise-cms/the-enterprise-cms-race-to-dod-50152-v3-compliance-004087.php>

3.3: Studies and Surveys

Europe and North America

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Title of Study: Premier « *Entreprise Performance Management Index d'Oracle* » – Une trop faible intégration entre processus, systèmes et personnel

Organization: Oracle

Study Participants: 800 decision-makers in Europe and North America

Summary: Oracle conducted a qualitative study in which a number of European and North American businesses took part.

The study looked at how businesses integrated their management processes and information systems, and attempted to present a complete picture of their business processes.

In this study, Oracle tested its first Enterprise Performance Management Index and concluded that there was room for improvement.

Source: "Le Mensuel d'AGEFI Luxembourg," April 2009
<http://www.agefi.lu/mensuel/Article.asp?NumArticle=11337>

India

Survey Subject: Infrastructure priorities within the Indian CIO community

Organization: EMC Corporation has announced the results of the IDG Mindtrack survey.

Survey Participants: The survey draws upon the experience and feedback of 148 CIOs polled from leading organizations across different industry verticals.

Summary: *According to the survey:*

(1) **Nearly 80%** of the data within organizations is either partially or completely unstructured with only a fraction of the employees having complete access to structured data.

(2) **A majority** of CIOs are firmly convinced that an enterprise-wide information management strategy is important, if not critical, for the success of their businesses.

CIOs however are divided on the issue of whether or not there are benefits to heterogeneous storage architecture.

(3) **More than half** of CIOs surveyed will increase their security budgets in the range of 10-30% to combat rising theft and leaks of intellectual property and financial information.

Conclusion: There is a need for information management solutions that will mitigate the challenges associated with the increase in digital data and organizations must adopt an information centric approach to securing their vital digital assets.

In addition, the increase in unstructured data versus the availability of storage is driving corporate investments in storage virtualization, information lifecycle management and back-up / archival technologies, with the latter receiving the most attention.

Source: <http://www.indiaprwire.com/pressrelease/information-technology/2009040722918.htm>

Section 4: Selected Readings

4.1: Articles, White Papers, Presentations, Reports

Canada

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Topic/Title: Downsizing led to creation of company that is thriving

Type of Document: Article/Case Study

Author: Kathryn Leger, *The Montreal Gazette*

Overview: After leaving the legal team at Bell Canada, Montréal lawyer Dominic Jaar created his own consulting company which assists law firms and businesses inside and outside Quebec downsize by combining law with technology in an innovative and practical way.

Summary: Instead of competing with the larger companies in the information systems integration consulting field Jaar targeted a narrower market of "better managing the information in order to reduce your costs and be more effective in cases of litigation."

Jaar says "where there is a gap right now is mainly with information management. Indeed, it is often management of information technology processes and electronic documents that ends up bogging down and creating extra costs for lawyers and law firms, and other businesses."

Another challenge, according to Jaar, is being able to retrieve information. "Company employees spend as much as 30 percent of their time looking for information. Multiply that by the salary, and the cost to the clients, and in this downturn economy, it is a huge amount of money you could be saving."

As for lawyers, Jaar says, "due to the explosion of the volume of information you have with electronic documents, you are creating piles and piles of paper, actually boxes of paper in every case you have now. The lawyers end up managing paper, as opposed to managing the case."

As companies and law firms continue to deal with compliance and governance regulations, business consulting companies such as Jaar's will continue to advise them.

Source:

<http://www.montrealgazette.com/Business/Downsizing+creation+company+that+thriving/1433994/story.html>

Belgium

Topic/Title: « Quelle stratégie pour la gestion de documents »

Type of document: Article

Author: Axel Luedemann, Entreprise Solution Consultant, HP Imaging and Printing Group featured in *PME Business KMO*

Summary: The amount of information exchanged each day is growing constantly, both in organizations and between individuals.

It is becoming difficult to find a way to manage information. Digitization is a solution, but this also brings its own information management challenges.

Whatever strategy an organization adopts must permit the organization, management and retrieval of its digital records and images without being too costly over time.

Source: http://www.pmekmo.be/news/5865_quelle_strategie_pour_la_gestion_de_documents

France

#1

Topic/Title: « La mémoire en pixels »

Type of document: Article/Interviews

Authors: Sana Guessous and Aurélien Thirard featured in *MCS info*, the University Press

Summary: The Strasbourg archives have been digitizing their fonds and collections. This will bring about two major benefits. It will facilitate the preservation of works and archives, especially when they are in poor condition, and it will facilitate the accessibility and consultation of these documents.

It is not possible to digitize everything, as digitizing has its limits, especially for cultural and administrative organizations.

Source: http://mcsinfo.u-strasbg.fr/article.php?cPath=3&article_id=11157

#2

Topic/Title: « Voyage au centre des prix de l'archivage »

Type de document: Article

Author: Patrick Brebion, *ArchiMag*

Summary: Digital archiving is used more and more in different organizations. This practice is revolutionizing the archiving world and is redefining record preservation methods, but at present it is hard to determine the cost.

The problems posed by digitization vary depending on the preservation strategies being considered.

Source: <http://archimag.com/fr/accueil-archimag/magazines/archimag-n224/outils/voyage-au-centre-des-prix-de-larchivage.html>

India

Topic/Title: Managing information in digital universe

Type of Document: Article

Author: Sarv Sarvanan, Vice-President and Managing Director, EMC India Center of Excellence featured in *CIOL News*

Overview: The digital universe is expanding.

The amount of digital information produced by the world in the year 2011 will reach 1,800 exabytes, or 10 times higher than that produced in 2006, with 95 percent of it being unstructured.

Main Points:

(1) The digital universe is expanding exponentially and haphazardly and has also been accompanied by a parallel increase in the personal digital information footprint or 'digital echo'.

(2) The proliferation of groups of data by individuals, specific work groups, etc., also creates redundant and duplicate information repositories, adding to the confusion with huge cost implications as well.

(3) Corporations will ultimately be responsible for the security, privacy, reliability, and compliance of over 85 per cent of all this information, despite the fact that over 75 percent of it will be created by individuals.

(4) The strategy of organizations will increasingly have to centre around comprehensive information management, built around an integrated information infrastructure and strong information governance protocols.

(5) Given the size and complexity of information at enterprise levels, organizations will require new information management tools, standards and an information infrastructure that is flexible, adaptable, and scalable to manage exponential growth.

Source: <http://www.ciol.com/News/News-Reports/Managing-information-in-digital-universe/4509119159/0/>

Israel

Topic/Title: Before the image vanishes

Type of Document: Article/Interview

Author: Gili Izkovich, *Haaretz.com*

Overview: Billy Segal, Director, Israel Broadcasting Authority (IBA) archive talks about the archive's initiatives and challenges.

Summary: After 22 years of working at the archive, 12 of them as its director, Segal is focused on the future.

One example is the agreement between Harvard University and the IBA that will see materials stored at the IBA transferred to digital files.

"We'd already had a connection with Harvard for several years," relates Segal, "but with reference to digitization, the connection was made by Moti Amir from Israel Radio. They want to purchase all of the State of Israel's Judaica documentation, to have a copy of every Jewish-Israeli work there."

This agreement is welcome news to Segal as she sees firsthand the disintegration of the collections in the archive she directs.

In regards to addressing the problem Segal says "every time I brought the idea to the management, to the various managements, they all tied my hands. My job, my mandate, is to save the archive. If we don't do something, there are materials that are going to be ruined. They will disappear."

Source: <http://www.haaretz.com/hasen/spages/1018929.html>

United Kingdom

Topic/Title: We're in danger of losing our memories

Type of Document: Opinion Piece

Author: Lynne Brindley, Chief Executive of the British Library featured in *The Observer*

Summary: In the age of the Internet there is an infinite amount of information that is accessible online. For example there are approximately 8 million .uk domain websites which are growing at a rate of 15-20% each year.

These websites contain valuable information which is not always being preserved because the websites disappear along with the information contained in them.

Brindley cites examples such as the White House website removing information pertaining to President Bush's administration when Obama became President and websites that contained information about the 2000 Sydney Olympic Games which no longer exist.

Brindley says that organizations, such as Google, are not archiving this type of material and therefore it is essential that archives and libraries take the lead.

She emphasizes that if websites continue to disappear the memory of the nation disappears too and historians and citizens of the future will find a black hole in the knowledge base of the 21st century.

She adds that it is her job to ensure that this does not extend to Britain's national memory.

Source: <http://www.guardian.co.uk/technology/2009/jan/25/internet-heritage>

United States

Topic/Title: HOLD UP!

Type of Document: Article

Author: Helen Streck, records management consultant in Shook, Hardy & Bacon's Tort Section, featured in *Infonomics Magazine*, AIIM.

Summary: A litigation hold is not a reason for ignoring your records retention schedule for the remainder of your records. This article describes the five steps to keep moving forward.

Five Steps:

- 1) Determine what records and information should be preserved. Being under a legal hold does not mean the records have to be in your office or on your computer.
- 2) Apply retention requirements to the records and information not covered by a legal hold.
- 3) Work with IT to ensure preservation of data subject to the legal hold from systems that are at the end of their lifecycle.
- 4) Review abandoned or orphaned data sets for relevance. Data that needs to be held can be archived offline and data that does not need to be held may be deleted, but either way abandoned data does not have to remain on the system.

5) Meet with litigators and the discovery teams to review legal holds that have been in place for an extended period of time.

Conclusion: There is no need to put a “hold” to the elements of an organization’s Records Information Management (RIM) Program.

During litigation, more than ever, management should comply with the requirements to continue demonstrating that RIM controls and processes are carried out in the normal course of business.

Compliance with a RIM Program should not stop just because of litigation. Applying RIM processes and controls during discovery and litigation can be done.

Source: <http://www.aiim.org/infonomics/hold-up-5-steps-retention-holds.aspx>

Global

Title of Briefing Paper: The Future of Enterprise Information Governance

Author: Economist Intelligence Unit

Date: 2008

Purpose: To better understand how companies are creating cross-functional governance bodies to create strategies and policies around corporate information.

Overview: The information that organizations create and collect provides potential benefits but also carries substantial risks. As a result, some organizations are forming formal governance bodies to create strategies, policies and procedures surrounding the distribution of information inside and outside their business.

Summary: Information is vital to the ability of organizations to conduct business. Organizations succeed based on the reliability, availability and security of their data.

A corporation’s capacity to handle information depends upon a variety of factors, including engaged executives and a company culture that supports collective ownership of information.

However, strategically created enterprise-wide frameworks that define how information is controlled, accessed and used are arguably the most critical elements in a successful information management program.

Source: <http://www.storagenewsletter.com/news/security/emc-economist-intelligence-unit-governance>

4.2: Books

Selected Readings

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4.2.1 John Seely Brown and Paul Deguid, *The Social Life of Information*, 2002.

From the chief scientist of Xerox Corporation and a research specialist in cultural studies at UC-Berkeley comes a treatise that casts a critical eye at all the hype surrounding the boom of the information age. The authors' central complaint is that narrowly focusing on new ways to provide information will not create the cyber-revolution so many technology designers have visualized. The problem (or joy) is that information acquires meaning only through social context.

Source: http://www.amazon.com/Social-Life-Information-Seely-Brown/dp/1578517087/ref=pd_rhf_p_t_2

4.2.2 Michael E. Kraft and Scott R. Furlong, *Public Policy: Politics, Analysis, and Alternatives*, 2009.

Public Policy starts with the basics and concisely reviews institutions, policy actors, and major theoretical models. The authors then discuss the nature of policy analysis and its practice, and show students how to employ evaluative criteria in six substantive policy areas. At its core, *Public Policy* guides students through policy alternatives, arming them with analytic tools for understanding how the motivations of policy actors both within and outside of government influence a complex, yet comprehensible, policy agenda. Professors will appreciate its authoritative, balanced approach, and its accessibility will engage students and keep them reading.

Source: http://www.amazon.com/Public-Policy-Politics-Analysis-Alternatives/dp/0872899713/ref=sr_1_1?ie=UTF8&s=books&qid=1244056443&sr=1-1