Governance and Recordkeeping
Around the World

Save ?

Delete ?

Infinite Retention:
The consequences of retaining too much information

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.

The content of the newsletter is intended for information purposes only and does not necessarily reflect the views and opinions of Library and Archives Canada.

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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General News

Country – Canada

Information and Privacy Commissioners

Headline: Commissioners call for more open government

Federal and all provincial and territorial Access to Information and Privacy Commissioners have issued a joint resolution that calls on politicians and bureaucrats to embrace the principle of "open government".

"The norm should really be proactive disclosure," says Susanne Legault, information commissioner of Canada. "We feel that all Canadian governments at all levels should really embrace this approach and this cultural shift."

"Open Government is about promoting a new way of viewing the role of government and the participation of citizens in it," says Yukon Ombudsman and Information and Privacy Commissioner, Tracy-Anne McPhee. "Knowing what kind of information Canadians want and making it proactively available is a fundamental feature of an open, democratic and transparent government."
Source: http://www.montrealgazette.com/news/todays-paper/Privacy+officials+call+more+open+government/3471960/story.html

Press Release: http://www.priv.gc.ca/media/nr-c/2010/nr-c_100901_e.cfm
Resolution: http://www.priv.gc.ca/media/nr-c/2010/res_100901_e.cfm

Nova Scotia

Headline: Legislation will impact documents protected by Cabinet and solicitor-client privilege

The province of Nova Scotia plans to introduce legislation that will provide the auditor general with more access to government documents protected by Cabinet and solicitor-client privilege.

Nova Scotia Finance Minister Graham Steele says the government wants to provide the access sought by the auditor general while, at the same time, putting in place protections that ensure the auditor general cannot be compelled to release Cabinet documents and information protected by solicitor-client privilege to outside parties.
Source: http://www.dailybusinessbuzz.ca/2010/06/02/ns-province-agrees-to-give-auditor-general-more-access/

Saskatchewan

Headline: Report: Privacy laws need to be updated

According to a new report the province of Saskatchewan has outdated access to information and privacy legislation and is out of step with other provinces.

Subjects featured in the report include the lack of a private sector privacy law and privacy breaches in the public health sector.

Saskatchewan Justice Minister Don Morgan says that a formal review of the information and access regime is not currently under consideration but work is being done to build "more of a culture of respect for privacy."
Source:
http://www.leaderpost.com/news/Privacy+laws+Saskatchewan+need+updated+Gary+Dickson/3221656/story.html
Report: http://www.oipc.sk.ca/Annual%20Reports/Annual%20Report%202009-2010%20FINAL.pdf

Asia-Pacific

Headline: Social media encouraged for Asia government agencies

Government bureaus in Asia-Pacific cities such as Hong Kong and Singapore are turning to social media to engage the public, though they will not be using these platforms exclusively.

In Hong Kong officials have used social media to conduct various "e-engagement activities" on different policy initiatives and are briefed on how social media platforms are used by the public as well as other government.

In Singapore officials are using Web 2.0 and social media for public communication.
Source: http://www.zdnetasia.com/social-media-encouraged-for-asia-govt-agencies-62062870.htm

Country – Australia

1. Headline: Australian Information Commissioner Act 2010 goes into effect

On November 1, 2010, the Australian Information Commissioner Act 2010 went into effect creating the Office of the Australian Information Commissioner.

Professor John McMillan, Australia's incoming information commissioner says, "The FOI (Freedom of Information) reforms and the opening of the Office of the Australian Information Commissioner will usher in a new era in open government, marking an historic change in Australian democratic practice."
Source: http://www.ombudsman.gov.au/media-releases/show/121
Key Changes: http://www.lexology.com/library/detail.aspx?g=f23390ba-259f-4976-9625-362a7af952a5
Home Page: http://www.oaic.gov.au/index.html

2. Headline: Chief Information Officer urges civil servants to become "Gov 2.0 activists"

Australia's Chief Information Officer Ann Steward, says agencies need to identify the internal barriers to embracing Government 2.0, and develop an "action agenda" not only within their own agencies, but for collaboration with other agencies on common service areas and the Australian public.

Steward also noted that, "Information is one of the riches of the public sector. We have not done enough with this information in the past. The government reform blueprint urges agencies to involve citizens and community groups in how public sector information is used."
Source: http://www.futuregov.asia/articles/2010/jul/28/australias-gcio-talks-tough-futuregov-forum/

British Virgin Islands

Headline: Archives and Records Management Act to focus on preservation of records

If passed into law the Archives and Records Management Act 2010, would establish an Archives and Records Management Department.

The Honourable Ralph T. O'Neal, premier of the British Virgin Islands commented that good recordkeeping is a good national asset and emphasized preserving records. He added that, "... it is time and good time to pay attention to our records. Our archives and various records of all kinds, including the Constitution and other Government records…."
Source: http://www.vistandpoint.com/news/local/5496-bill-to-focus-on-preservation-of-archives-and-records
http://www2.bviplatinum.com/news.php?module=news&page=Article&articleID=1279645609

Country – Fiji

Headline: National Recordkeeping Policy to be developed

Fiji's Public Service Commission has approved the development of a National Recordkeeping Policy.

The Policy will be developed in cooperation between the National Archives and the Public Service Commission to strengthen and standardize records management across government and its entities and will also align government's recordkeeping procedures to international standards.

It will apply to all government employees, including temporary and casual employees, and to contractors and volunteers and will include files, emails, memoranda, minutes, audiovisual, electronic and digital materials, and any other documents created or received by government officers in the course of their duties.
Source: http://www.archives.gov.fj/index.php?option=com_content&view=article&id=31:national-records-keeping-policy&catid=29:archives-update&Itemid=34

Country – New Zealand

Headline: Audit process begins for compliance with the Public Records Act

Five public-sector organizations have begun the audit process for compliance with the Public Records Act and letters have been sent to another ten agencies.

When the Act was passed in 2005, organizations were given a five-year time frame to align their collection procedures and to organize their records with the Act's provisions before being audited.

A key purpose of the Act is "to enable the government to be held accountable by ensuring that full and accurate records of the affairs of central and local government are created and maintained; and providing for the preservation of, and public access to, records of long-term value."
Source: http://computerworld.co.nz/news.nsf/news/five-govt-agencies-engage-with-act

Country – Scotland

Headline: Records organizations could be merged

Three organizations responsible for handling public records in Scotland have been asked to look at merging.

Ministers have asked the General Register Office for Scotland, National Archives of Scotland and Registers of Scotland to explore the benefits of amalgamation.

Enterprise Minister Jim Mather says "The Scottish Government has been acting to make our public services simpler, sharper, better co-ordinated and more responsive.
Source: http://www.heraldscotland.com/news/home-news/records-bodies-could-be-merged-1.1053295

Country – The Philippines

Headline: Supreme Court joins Twitter to widen access to its decisions

The Philippines' Supreme Court has created a Twitter account, @KorteSuprema, a move to "broaden the public's access to information about the highest court in the land."

"It aims to bring the court closer to the people and give them real-time updates, news, programs and projects of the Supreme Court," says Court spokesperson and administrator Jose Midas Marquez.
Source: http://www.gmanews.tv/story/195360/supreme-court-joins-twitter-to-widen-access-to-its-decisions

Country – United Kingdom Back

Headline: National Archives director calls for simplified data

The director of information policy and services at the National Archives says the public sector needs to make information more easily accessible to people to achieve efficiency.

Carol Tullo says, "If we empower and provide easy routes and simple routes without barriers to this wealth of information that we create in the public sector, and allow others to add value to that and to innovate, then we can strive and drive for innovation."

Tullo adds that public sector organizations are "drowning in information" and have to deal with the challenge of managing it without being "completely compliance based."
Source: http://www.kable.co.uk/carol-tull-open-data-efficiency-12may10

Country – United States

Federal Government

1. Headline: Senate bill would preserve America's historical record Back

The bill "Preserving the American Historical Record Act" would establish a new federal program of formula grants to the states and territories to support archives and the preservation of historical records at the state and local level and would allow for a wide variety of access tools to the records.
Source: http://www.wo.ala.org/districtdispatch/?p=4786

Press Release:
http://hatch.senate.gov/public/index.cfm?FuseAction=PressReleases.Detail&PressRelease_id=17acca62-1b78-be3e-e033-3358f2d4fcec
Link to Bill: http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=111_cong_bills&docid=f:s3227is.txt.pdf

2. Headline: GAO calls for rules to govern federal use of Web 2.0 Back

According to the U.S. Government Accountability Office (GAO) 22 of 24 major federal agencies have a presence on Facebook, Twitter and YouTube which presents security and privacy challenges.

Gregory Wilshusen, director of information security issues at the GAO, suggested that the government might need to adopt rules to address what information it can collect and disclose in the Web 2.0 arena saying, "Unless rules to guide their decisions are clear, agencies could handle information inconsistently."
Source: http://www.govinfosecurity.com/articles.php?art_id=2775
http://fcw.com/articles/2010/07/22/nearly-all-major-federal-agencies-now-using-social-media-gao-says.aspx

3. Headline: Senate Appropriations Committee to cut funding for cloud computing Back

The Senate Appropriations Committee has voted to reduce fiscal 2011 spending on information technology initiatives, including e-government and cloud computing.

The White House wants to start replacing federal data centres with a cloud computing model, in which agencies access software and hardware online through a third party rather than using in-house servers.
Source: http://gcn.com/Articles/2010/08/09/Senate-Appropriations-Committee-IT-Funding.aspx

State Government

Florida

Headline: Recordkeeping regulations updated to reflect social media

The state of Florida is updating its recordkeeping regulations to reflect the extent to which employees are using social media and other technology to communicate at work.

Until now, Florida's rules for retaining electronic communications as official state records were written with email in mind. But a new section in the state's General Records Schedule for State and Local Government Agencies specifically mentions electronic messaging services such as BlackBerry PIN, Facebook, and Twitter.
Source: http://fcw.com/articles/2010/08/05/web-state-of-florida-record-keeping-electronic.aspx

Illinois

Headline: Legislation will increase the use of electronic records in state government

Governor Pat Quinn of Illinois signed a bill into law that allows state agencies and constitutional officers to transmit or retain records electronically unless doing so conflicts with the State Records Act or the agency's administrative rules. The law does not require agencies to transfer previously archived documents to electronic format.

The new law also creates an advisory board that will develop best practices for state agencies on how to implement electronic records management and retention policies.
Source: http://www.daily-chronicle.com/blogs/entries/2010/07/29/35310897/index.xml

Section 2 – Events

Annual Meetings and Conferences Back

International

1. 6th International Digital Curation Conference

Theme: "Participation and Practice: Growing the Curation Community through the Data Decade"

Hosts: Digital Curation Centre, the Graduate School of Library and Information Science, the University of Illinois at Urbana-Champaign, and the Coalition for Networked Information.

When: 6–8 December 2010

Where: Chicago, Illinois, United States

Summary: The conference will look at how data curation practices are evolving and spreading throughout the disciplines and what institutional structures and communities are needed to help support these developments.

Programme and Registration:
http://www.dcc.ac.uk/events/conferences/6th-international-digital-curation-conference

2. Memory, Identity and the Archival Paradigm: an interdisciplinary approach

Host: Centre for Archive and Information Studies at the University of Dundee

When: 8–10 December 2010

Where: Dundee, Scotland

Summary: The conference themes include **(1)** Value, Appraisal and Theories of Identity and Memory **(2)** The impact of Description on the Archival Record **(3)** Everyone their Own Archivist: an Eternal Verity or a Digital Virtue?

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

Programme and Registration: http://www.dundee.ac.uk/cais/memoryandidentity/

3. 2011 ICDLM: International Conference on Digital Library Management

Theme: "Extending Benefits of Modern Technology to Public, Academic, and Special Libraries"

Hosts: The Energy and Resources Institute (TERI), New Delhi and Raja Ram Mohan Library Foundation (RRRLF), Kolkata, in partnership with the Ministry of Culture

When: 11–13 January 2011

Where: Kolkata, India

Summary: Digital libraries have become a critical component of global information infrastructure as they facilitate rapid flow of information, bridging the digital divide and, thus, providing uninterrupted organized information access to users of all sectors in multiple languages. The conference aims to provide an international forum for sharing advanced thoughts and experiences focusing on digital libraries and its management.

Programme and Registration: http://www.teriin.org/events/icdlm/

4. ICDK 2011: International Conference on Digital Libraries and Knowledge Organization

Hosts: Management Development Institute (MDI) and Indian Association of Special Libraries and Information Centres

When: 14–16 February 2011

Where: Gurgaon, Haryana, India

Summary: The goal of the conference is to bring together librarians, information engineers, educators as well as experts and professionals in other related fields, from both India and abroad, to exchange ideas and share research findings about digital libraries and knowledge organization. The conference will generate valuable ideas for advancing services for knowledge creation through research.

Programme and Registration: http://www.mdi.ac.in/ICDK/Home.html

5. The 2011 AIIM International Exposition and Conference

Host: AIIM

When: 21–24 March 2011

Where: Washington, D.C., United States

Summary: Details to follow.

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

National

1. The Information Culture: "Managing for Today, Preparing for Tomorrow"

Host: ARMA Canada – National Capital Region

When: 15–16 November 2010

Where: Gatineau, Québec, Canada

Summary: Information culture deals with methods, approaches, techniques and contemporary technologies that can be used to influence the way people work. This conference will be the place to meet and discuss new ways of ensuring that information management not only remains relevant to clients but that it is also a strong, vibrant domain within the work culture.

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

Programme and Registration: http://www.imdays.ca

2. Ontario Library Association's 2011 Super Conference

Host: Ontario Library Association (OLA)

When: 2–5 February 2011

Where: Toronto, Ontario, Canada

Summary: OLA's Super Conference is Canada's largest continuing education event in librarianship and plays host to national and international leading speakers from inside the library world and outside.

Programme and Registration: http://www.accessola.com/ola/bins/content_page.asp?cid=5

3. **Association of Canadian Archivists University of British Columbia Student Chapter 3rd Annual International Seminar and Symposium**

Theme: "The Law of Unintended Consequences: The right to be forgotten, the duty to remember"

Host: Association of Canadian Archivists UBC Student Chapter

When: 11 February 2011

Where: Vancouver, British Columbia, Canada

Summary: The aim of this conference is to open an interdisciplinary dialogue among the custodians of the world documentary heritage about the preservation of its newest forms and expressions.

Programme and Registration: http://tinyurl.com/aca-ubc2011

4. **Association of Canadian Archivists 36th Annual Conference**

Theme: "Back to Basics??"

Host: Association of Canadian Archivists

When: 2–4 June 2011

Where: Toronto, Ontario, Canada

Summary: Details to follow.

Programme and Registration (to follow): http://archivists.ca/content/annual-conference

5. **2011 ARMA Canada Conference**

Host: Association of Records Managers and Administrators

When: 5–8 June 2011

Where: Charlottetown, Prince Edward Island, Canada

Summary: Details to follow.

Programme and Registration (to follow): http://www.armacanada.org/index.shtml

Forums

1. **Government Cloud Computing Forum 2011**

Host: Hallmark Editions

When: 23–24 February 2011

Where: Canberra, Australia

Summary: Cloud computing in government, or "G-cloud" computing, will radically transform the way Information and communication technologies (ICT) infrastructure is designed, managed, accessed within 21st century government enterprises.

The Government Cloud Computing Summit 2010 offers timely, cost-saving and practical insights into cloud computing.

Programme and Registration: http://www.halledit.com.au/CCF2011

Seminars

1.   Strategic Planning and Measurement for Senior Records and Information Managers

Host: ARMA Canada – Toronto

When: 9 December 2010

Where: Toronto, Ontario, Canada

Summary: Do you know where your Records Information Management (RIM) program is going?

This session will discuss the importance of having a RIM strategy that is aligned with your organizational culture and objectives. It will identify **(1)** the steps required to develop an effective RIM strategy **(2)** how to define measurement criteria **(3)** how to measure your program performance in relation to the criteria you have defined.

Programme and Registration:
http://www.armatoronto.on.ca/events-calendar.php?month=12&year=2010

Workshops

1.   Functional Classification Course

Host: Verney Conference Management

When: 15–19 November 2010

Where: Toronto, Ontario, Canada

Summary: Topics include **(1)** Purpose of recordkeeping **(2)** Records management compliance requirements **(3)** DIRS/DIRKS Methodology **(4)** Developing a business classification scheme **(5)** Building a retention schedule.

Programme and Registration: http://www.verney.ca/cfc0910/

Campaigns

No campaigns listed at this time.

Section 3 – Current Trends and Products

Recordkeeping: Current Developments, Projects and Future Initiatives

Australia

Topic/Title: High-density Data Storage Centre

Summary: The centre is capable of transferring the contents of the entire Library of Congress every 15 minutes.

Premier Anna Bligh launched the high-density data storage centre with officials boasting of a new era in sustainable and secure data storage.

Source: http://www.brisbanetimes.com.au/technology/technology-news/centre-makes-data-cool-and-green-20100812-121c7.html

India

Topic/Title: National Library and Information Services Infrastructure for scholarly content (N-LIST) / Information and Library Network Centre (INFLIBNET)

Summary: Leading educational institutes and libraries are making books immortal - virtually.

With projects such as N-LIST and INFLIBNET, rare books and publications are now the focus of many local and national-level projects of digitization.

Source: http://timesofindia.indiatimes.com/city/ahmedabad/More-libraries-going-for-digitization-of-knowledge-e-resources/articleshow/6272386.cms

INFLIBNET Home Page: http://www.inflibnet.ac.in/

New Zealand – National Library

Topic/Title: National Digital Heritage Archive (NDHA)

Summary: Increasingly, New Zealand and the world's cultural heritage is being created and stored in digital form. Institutions are being challenged to preserve and provide long-term access to digital heritage collections under their guardianship.

NDHA is the National Library of New Zealand's technical and business solution to this challenge.

The first phase of the NDHA was implemented in October 2008. The second, and final, phase of the NDHA will be completed in 2010.

Source: http://www.natlib.govt.nz/about-us/current-initiatives/ndha

Scotland

Topic/Title: Digital Access Scotland

Summary: Digital Access Scotland is a forum established to enable all citizens to digitally access the wealth of information and resources held in Scotland's libraries, museums and archives to maximize the potential use and reach of these resources.

Source: http://scottishlibraries.wordpress.com/2010/05/19/digital-access-scotland/

Home Page: http://www.digitalaccessscotland.org/

The Netherlands – National Library

Topic/Title: The "new" e-Depot

Summary: In 2003, the National Library of the Netherlands launched its e-Depot for the long-term management of electronic journal literature and now the National Library is building on the success of e-Depot.

The new e-Depot will include a preservation planning module that allows for policy-based decision making on how to apply preservation actions.

Hilde Van Wijngaarden, head of acquisitions and processing at the National Library, says that planning is a challenge for digital libraries.

The basic issue is to know with certainty what has to be done to keep information accessible for the long term. "I used to think that planning was something that you did after you stored your objects," she said. "And then you'd ask yourself, 'OK what do I need to think about to keep them accessible?' "

Source: http://www.digitalpreservation.gov/edge/edge_kb.html

United Kingdom

Topic/Title: CLIF project (Content Lifecycle Integration Framework)

Summary: At the heart of meeting institutional needs for managing digital content is the need to understand the different activities that the content goes through, from planning and creation to disposal or preservation.

The CLIF project will examine the management of the lifecycle of digital content from creation through to disposal or preservation across system boundaries.

Source: http://www2.hull.ac.uk/discover/clif_project/project_aims.aspx
http://www.nla.gov.au/padi/metafiles/resources/42083.html

Home Page:
http://www2.hull.ac.uk/discover/clif.aspx

United Kingdom – Cambridge University Press

Topic/Title: Video: Book Digitization Process

Summary: Cambridge University Press has produced a video about their book digitization process.

To date, the Cambridge University Press has been able to make 15,000 titles that were previously out-of-print available to scholars, students, and the public via print-on-demand and has also formed an alliance with the Cambridge library to scan and digitize books from the library's vast collection.

Source and Video: http://thecite.blogspot.com/2009/10/video-of-book-digitization-process-at.html

United Kingdom – National Archives

Topic/Title: Capturing and Preserving Government Websites

Summary: With a new government in place the priority is to archive Web pages of the previous government.

In a special project the National Archives has taken screen shots of government websites four weeks before, one week before and one week after the general election in order to capture the transition period.

David Thomas, director of technology at the National Archives, says, "The ephemeral nature of websites means there's a risk that important information could be lost without a comprehensive web archiving programme."

Source: http://news.bbc.co.uk/2/hi/uk_news/politics/8680949.stm

United States – Government of New York State

Topic/Title: The Empire 2.0 Center of Excellence

Summary: This is a one-stop centre that provides resources and tools about social media and Web 2.0 technologies and their best practice uses.

Features include a "Resources Section" to provide step-by-step guidance on implementing Web 2.0 technologies with tool kits to help plan and create a social media technology strategy and Web pages.

Source: http://www.empirestatenews.net/News/20100821-6.html

Press Release: http://cio.ny.gov/assets/documents/20100820%20Empire20Strategy.pdf

Home Page: http://www.empire-20.ny.gov/

Video: http://www.youtube.com/watch?v=5_Qp_3cgXgQ

United States – Library of Congress

Topic/Title: National Digital Stewardship Alliance (NDSA)

Summary: The NDSA is a partnership of institutions and organizations dedicated to preserving and providing access to selected databases, Web pages, video, audio and other digital content with enduring value.

Goals will include developing improved preservation standards and practices; working with experts to identify categories of digital information that are most worthy of preservation; and taking steps to incorporate content into a national collection.

Source: http://www.loc.gov/today/pr/2010/10-178.html

United States – Penn State University

Topic/Title: Repositories for "born-digital" electronic University business records

Summary: The biggest challenge in the 21st century for the Penn State University Archives is the development of appropriate repositories for digitally created electronic university business records.

A strategic plan was developed and two initiatives were undertaken **(1)**The Digital Preservation Task Force **(2)**The Electronic Records Archival Repository Working Group.

Source (Includes Research Report): http://alumni.libraries.psu.edu/eresources.html

Global

Topic/Title: Web Archiving in National Libraries

Summary: Web archiving of four institutions are highlighted: **(1)** National Library of Korea **(2)** National Library of New Zealand **(3)** National Library Singapore **(4)** National Diet Library (Japan).

Source: http://www.ndl.go.jp/en/cdnlao/newsletter/066/66ind.html
Conference of Directors of National Libraries in Asia and Oceania Newsletter No. 66 November 2009

Products and Tools from Around the World

Canada – Canadiana.org

Product/Tool: Digital Collection Builder (DCB)

Summary: DCB is an open-source software tool that enables libraries, archives, and other heritage organizations to provide access to their unique digitized collections.

DCB brings their collections together with other Canadian online resources and facilitates even the smallest institution's ability to describe its digital content in a structured way.

Source: http://dcb-gcn.canadiana.org/

Australia

Product/Tool: Recordkeeping Standards Project

Summary: The Public Record Office Victoria project is creating new standards and products for good recordkeeping in the provincial government of Victoria that will assist public sector agencies in implementing a sound program of records management that addresses the needs of relevant stakeholders.

Published documents include **(1)** Records Management Strategy and Policy **(2)** Developing Disposal and Records Disposition Authorities **(3)** Recordkeeping Responsibilities for Public Sector Employees **(4)** Digitization Requirements **(5)** Records Management Checklist.

Source: http://www.prov.vic.gov.au/recordkeepingstandards/project_overview.asp

Standards and Related Documentation: http://www.prov.vic.gov.au/records/standards.asp#SM

Australia – National Library

Product/Tool: Trove

Summary: Trove is a search engine that provides access to more than 90 million items about Australians and Australia, sourced from more than 1,000 libraries and cultural institutions across the country and split into eight searchable categories.

Source: http://www.networkworld.com/news/2010/042810-australian-national-library-uses-open.html

Presentations: http://www.resourceshelf.com/2010/08/11/two-new-presentations-about-the-trove-one-searchfederated-search-technology-from-national-library-of-australia/

Home Page: http://trove.nla.gov.au/general/about
http://trove.nla.gov.au/

Israel

Product/Tool: NogaLogic 3.0

Summary: Most organizations have terabytes of unstructured data, including multiple copies and versions of the same documents, scattered across many different and distributed repositories.

"Effective information management requires companies to understand where and how their unstructured data is used, moved, shared and stored, and then to protect this data throughout its lifecycle," says Thomas Quednau, Nogacom's CEO.

This information management and governance software solution manages, moves, shares and protects unstructured business data throughout its lifecycle, regardless of where data is located across the enterprise, how files are named or how they are accessed in their native applications.

Source: http://www.prweb.com/releases/2010/06/prweb4195924.htm

United Kingdom

Product/Tool: Personal Information Online Code of Practice

Summary: The United Kingdom's Information Commissioner's Office has released a code of practice for personal information online.

The code explains how the Data Protection Act applies to the collection and use of personal data online and provides good-practice advice for organizations that do business or provide services online.

The code explains the privacy risks that may arise when operating online, and suggests ways for organizations to deal with them. It applies equally to the public and private sectors.

Source: http://www.arma.org/policy/policy/globalpolicybrief/10-08-17/Guidelines_for_Online_Privacy_Published_in_the_UK.aspx

United States – American Library Association (ALA)

Product/Tool: E–Government Toolkit

Summary: The toolkit was developed to assist librarians with addressing the growing public demand for assistance with online government services.

The toolkit was established "…with tips and other information to guide librarians in planning, managing, funding and promoting E-Government services" says Jessica McGilvray, assistant director of the ALA Office of Government Relations.

Source: http://www.wo.ala.org/districtdispatch/?p=4998

Link to Toolkit: http://www.ala.org/ala/issuesadvocacy/egovtoolkit/index.cfm

United States – RenewData

Product/Tool: Anagram Keyword Development

Summary: Keyword search remains the most widely used content-centric approach for reducing the amount of data for review.

However, most keyword selection methods use an ad hoc approach, which is extremely inefficient and has no clear process.

Traditional keyword selection methods can produce lists that are either too broad or too narrow, meaning valuable time is wasted manually reviewing irrelevant content or critical documents are missed altogether.

This tool provides e-discovery legal teams with a more defensible and reliable method for developing the keywords needed to find responsive documents

Source: http://idm.net.au/blog/007924-renewdata-solves-ediscovery-keyword-puzzle

Article "Keyword Development for e-Discovery":
http://www.metrocorpcounsel.com/current.php?artType=view&artMonth=September&artYear=2010&Entry No=11396

Studies and Surveys

Infinite Retention of Information

Introduction

Infinite retention results in infinite waste.

Information is the lifeblood of any organization. However, too much information can create information overload that can increase storage costs, expand backup windows, complicate e-Discovery and increase litigation risks.

Organizations recognize the value of an information management plan yet **one in eight** companies archive their files indefinitely instead of implementing policies that allow them to confidently delete unimportant data or records.

The result is that organizations spend far more time and money on the negative consequences of poor information management and discovery practices than they would by working to change them.

These, and other observations, are part of a global study of enterprise data retention practices conducted by Symantec Corporation.

Methodology

Symantec's 2010 Information Management Health Check surveyed senior IT management and legal executives at 1,680 enterprises in 26 countries including Canada.

Findings

1) Gap exists between information management goals and practice

An information management gap exists between what organizations realize they *should* do and what they *actually* do.

Most organizations **87 percent** said they realize a proper information retention strategy will allow them to delete unnecessary information.

However, only **46 percent** actually have a formal information plan. Many are exploring implementing such a plan, but are trying to create the perfect plan.

2) Gap is driving common information management mistakes

Organizations are over-retaining information and, in lieu of an information retention plan, are keeping everything "just in case."

For example, **75 percent** of backups have infinite retention, or are on legal hold, and **one in six** files are archived indefinitely.

3) Gap is driving serious enterprise consequences

The 1,680 responses were divided into five tiers based on their information management practices.

i) Top tier enterprises are more likely to have a formal information retention plan **71 percent** than the bottom tier enterprises **27 percent**.

ii) Top tier enterprises are less likely to use their backup software for archiving **26 percent** than the bottom tier enterprises **49 percent**.

iii) Top tier enterprises **have very little backup storage** that they felt was not necessary and shouldn't be backed up

iv) Top tier enterprises also used much less **20 percent** of their backup storage for legal holds than the bottom tier enterprises **60 percent**.

Recommendations

1) Create a formal information retention plan

Without a formal plan it is difficult to know when and what to delete.

2) Delete according to your information retention plan

Most organizations correctly believe that a proper information retention strategy should allow them to delete unnecessary information.

3) Stop using backup for archiving and legal holds

Backup is intended for disaster recovery and normally all that is required is a few weeks of backup (30 to 60 days). Files should be deleted or archived after that.

4) Deploy deduplication

Observations

Symantec Australia's vice president and managing director Craig Scroggie says that organizations were treating backups as archives, although the former was more data-intensive and intended for recovery.

"Just storing everything" was the lowest risk path, Scroggie said, noting that organizations could be storing "hundreds of petabytes" of data.

"They don't understand what it is they're keeping, so they're just keeping everything."

Scroggie explained that the more information an organization stored, the more could be subpoenaed, or summoned in legal disputes. Organizations that stored information about employees or customers could face privacy concerns.

"This requires a far more mature approach to management of information ... it's not just an IT task," says Scroggie. "We are in a complex area; it's complex to manage business requirements and balance IT with business needs."

Link to 2010 Information Management Health Check:
http://www.symantec.com/content/en/us/about/media/pdfs/symantec_2010_information_management_health_check_report_global.pdf?om_ext_cid=biz_socmed_twitter_2010Aug_worldwide_IMG

Slide Presentation:
http://www.slideshare.net/symantec/symantec-2010-information-management-health-check

Articles:
http://www.itnews.com.au/News/223580,one-in-eight-companies-keep-files-indefinitely-symantec.aspx
http://www.marketwatch.com/story/survey-finds-infinite-data-retention-leading-to-costly-information-management-mistakes-2010-08-04-113290?reflink=MW_news_stmp
http://www.information-management.com/news/Symantec_information_management_retention-10018486-1.html

Section 4 – Selected Readings

Articles, White Papers, Presentations, Reports

Canada

1. Topic/Title: OPC gathers input on privacy and cloud computing

Summary: In preparation for the next review of Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), the Office of the Privacy Commissioner of Canada (OPC) has been hosting a series of one-day panel discussions (2010 Consumer Privacy Consultations) in cities across Canada.

Elizabeth Denham, assistant privacy commissioner of Canada, says that the OPC is asking whether PIPEDA is the right framework and model or if new technologies are stretching Canadian law. Denham adds that the OPC needs to think about what is happening to people's privacy in the cloud and how they can gain control over their personal data.

Daniel Koffler, chief technology officer at Montreal-based Syntenic Inc. says his key concern is the "real lack of strategic discussion" in Canada. "In the U.S., they not only have the largest cloud providers and social networking sites, but they are developing a national cloud strategy … we don't see similar trends here."

Source: http://www.itworldcanada.com/news/opc-gathers-input-on-privacy-and-cloud-computing/140961?sub=1536995&utm_source=1536995&utm_medium=top5&utm_campaign=TD

2010 Consumer Privacy Consultations (with Webcast):
http://www.priv.gc.ca/resource/consultations/calgary_e.cfm

Link to Consultation Paper "Reaching for the Cloud(s): Privacy Issues related to Cloud Computing": http://www.priv.gc.ca/information/pub/cc_201003_e.cfm

2. Topic/Title: Developing and managing email archiving policies

Type of Document: Article

Author: Jennifer Kavur is a senior writer for Computer World Canada featured in *it World Canada*

Summary: There can be legal repercussions for organizations that do not live up to compliance requirements. This article provides insight in the following areas **(1)** Developing email archiving policies **(2)** Focusing on the overall retention schedule for all records **(3)** Focusing on the three different motivators applicable to any archiving project **(4)** The legal implications of email retention **(5)** E-discovery and the proper organization of documents **(6)** Minimizing the costs of document retrieval.

Speaking about **infinite retention** Patrick Eitenbichler, director of worldwide product marketing, information management, software at Hewlett-Packard Co. says that it is important to have policies in place to capture relevant information, but it may not be necessary to capture all documents from all employees.

"If a document was rightfully deleted based on the policy they (the organization) have set, they are actually much better off from a compliance perspective … because it is clear they set a policy and they made the best effort to capture the relevant information."

Source: http://www.itworldcanada.com/news/how-to-develop-and-manage-email-archiving-policies/140366

3. Topic/Title: Jean-Pierre Wallot fought to preserve Canada's memory

Type of Document: Article

Author: Bruce Ward, *The Ottawa Citizen*

Summary: As national archivist of Canada during the advent of the Internet age, Jean-Pierre Wallot acted as conservator of Canada's collective memory.

Dr. Wallot oversaw the construction of the Library and Archives Canada Preservation Centre and played a key role in the development of a national strategy to preserve Canada's audio-visual heritage.

Source: http://www.ottawacitizen.com/fought+preserve+Canada+memory/3513041/story.html

Asia

Topic/Title: Unifying records management

Type of Document: Article

Author: John Mark V. Tuazon, *MIS ASIA*

Summary: Organizations run the risk of legal action against them if they cannot find information whether it be paper or electronic.

Damien Wong, general manager for Southeast Asia, HP Software and Solutions, says that having to manage both physical and digital records with mixed content is becoming a challenge.

He asks, "How do you manage across both systems in order to regain the integrity of your records? You are not going to get from zero to 100 per cent in just a month; it's going to take some time to migrate, so you really still have to deal with paper-based content."

According to R. V. Raman, the lead solutions consultant for Southeast Asia, a unified system can act as a unified records repository/gateway that can interface with different silos of information across the enterprise and can help organizations keep, share, and organize both physical and digital data.

Source: http://mis-asia.com/magazines/cio_asia/volume-4-2010/unifying-records-management

Australia

Topic/Title: Raising standards for recordkeeping

Type of Document: Article

Author: Barbara Reed, Director, Recordkeeping Innovation, Head of the Australian Delegation to the International Standards Organisation Committee TC46, SC11 featured in *Image and Data Manager*

Summary: In the article Reed sorts through the array of standards that apply to the recordkeeping discipline and explains why they matter.

Source: http://idm.net.au/article/007995-raising-standards-record-keeping

New Zealand

Title of Report: The Chief Archivist's Annual Report on the State of Government Recordkeeping 2009

Organization: Archives New Zealand

Date Published: June 2010

Overview: There are a number of opportunities for improving records and information management in public offices. Three general areas of opportunity for development have been identified **(1)** Effective management of records as a way to control paper and email bloat **(2)** The role of recordkeeping as a foundation for successful implementation of new technologies **(3)** Prudent recordkeeping as a basis for continuity of information in a time of rapid technological and social change.

Recommendations include:

(1) Recordkeeping should be carefully considered when changing or moving functions of government. There is a substantial risk of disruption to the continuity of government services if recordkeeping and information management has not been well planned from the outset.

(2) Public offices should address digital continuity issues by identifying at-risk information and taking action to address those risks.

(3) Public offices must ensure they have robust processes for the disposal of records and that this is done regularly and effectively.

Source: http://archives.govt.nz/about/publications-media/chief-archivists-annual-report-state-government-recordkeeping-2009

NOTE: The 2008 Annual Report was featured in the October 2009 issue of the newsletter.

Scotland

Title of Report: Thriving or Surviving? National Library of Scotland in 2030

Organization: National Library of Scotland

Date Published: 2010

Overview: The National Library of Scotland (NLS) is increasingly conscious of the need to maintain a focus not only on the immediate future but on a more distant horizon. Many of the strategic decisions, for example on organizational capacity or capital investment, are best considered in the context of this timescale.

This report examines the influences that will shape NLS over a 20-year timescale.

Link to Report: http://www.nls.uk/about/policy/docs/future-national-libraries.pdf

United Kingdom

Topic/Title: Legal compliance: Preparing for an e-discovery request

Type of Document: Interview / Podcast

Summary: Electronic discovery is a key part of legal compliance in the United Kingdom (UK). E-discovery requests result when legal proceedings or regulatory requirements obligate parties in a dispute to provide data as evidence in court.

In this interview, UK Bureau Chief Antony Adshead of SearchStorage.co.UK speaks with VigiTrust CEO Mathieu Gorge about what triggers an e-discovery situation, what data can be affected and how to prepare for an e-discovery request.

United States

1. Topic/Title: Know Your Data – Key to Information Governance

Type of Document: Video

Summary: Sheila Childs of Gartner and Gabriela Garner of EMC Corporation discuss how an information governance strategy can help organizations.

Topics include **(1)** Best practices **(2)** Information as both an asset and a liability **(3)** Information Lifecycle Management (ILM) **(4)** Defining and assigning the right policies for managing data over the course of its life cycle **(5)** The strategies for managing aging and unstructured data **(6)** Leveraging social media **(7)** Developing and implementing tools and technologies for achieving good governance
(8) Why is information governance so important? Why can't organizations keep all their information?

Source: http://www.emc.com/collateral/demos/microsites/mediaplayer-video/gartner-know-your-data.htm

2. **Topic/Title:** Fending off the digital dark ages: The archival storage issue

Type of Document: Article

Author: Lamont Wood, *ComputerWorld*

Summary: The article highlights the challenges organizations face preserving digital data.

Bill LeFurgy, a project manager at the Library of Congress, reports that his organization has done accelerated aging tests on DVDs and CDs using ovens and has found enormous variability among discs, even among those that are the same brand. "Some will last a decade and others much less," LeFurgy says. "Beyond five years, I would be nervous."

"Most countries have this problem of digital preservation," notes Dyung Le, director of systems engineering for the Electronic Records Archive initiative of the U.S. National Archives and Records Administration. There, archived tapes are recopied every 10 years, and the National Archives tries to have at least three copies of everything, with at least one copy being off-site. He estimates that the archives manages more than 400 terabytes of data.

Source:
http://www.computerworld.com/s/article/9181658/Fending_off_the_digital_dark_ages_The_archival_storage_issue?taxonomyId=18

3. Topic/Title: The National Archives at Kansas City

Type of Document: Video

Summary: This video puts the spotlight on the services provided by the National Archives at Kansas City.

Source and Video: http://www.facebook.com/video/video.php?v=598320134852&ref=mf

Books

1. Robert F. Smallwood and Vigi Gurushanta, *Managing Canadian Electronic Records: Standards, Best Practices & Implementation Issues*, Second Edition, 2010.

This management guide provides a comprehensive review of Canadian electronic records standards, best practices, technologies, decision points and project implementation issues. It also covers leveraging Microsoft SharePoint 2010 for records management and developing taxonomies, and it gives tips for "green" records management. It also outlines the key principles and issues in Canadian e-discovery, according to Canadian law.

Source: http://www.lulu.com/product/paperback/managing-canadian-electronic-records-standards-best-practices-implementation-issues/11481392

2. Joey Bernal, *Web 2.0 and Social Networking for the Enterprise: Guidelines and Examples for Implementation and Management Within Your Organization*, 2009.

This book provides hands-on, start-to-finish guidance for business and IT decision-makers who want to derive value from Web 2.0 and social networking technologies. Bernal systematically identifies business functions and innovations these technologies can enhance and presents best-practice patterns for using them in both internal- and external-facing applications.

Drawing on the immense experience of IBM and its customers, Bernal addresses both the business and technical issues that enterprises must manage in order to succeed. He offers insights and case studies covering multiple technologies, including AJAX, REST, Atom/RSS, enterprise taxonomies, tagging, folksonomies, portals, mashups, blogs, wikis, and more. He also presents practical guidance for building robust, secure and collaborative applications by using applications and services from multiple sources with powerful tools such as WebSphere$^®$ Portal, Lotus$^®$ Connections, and IBM Mashup Center.

Source: http://www.amazon.com/Web-Social-Networking-Enterprise-Implementation/dp/0137004893