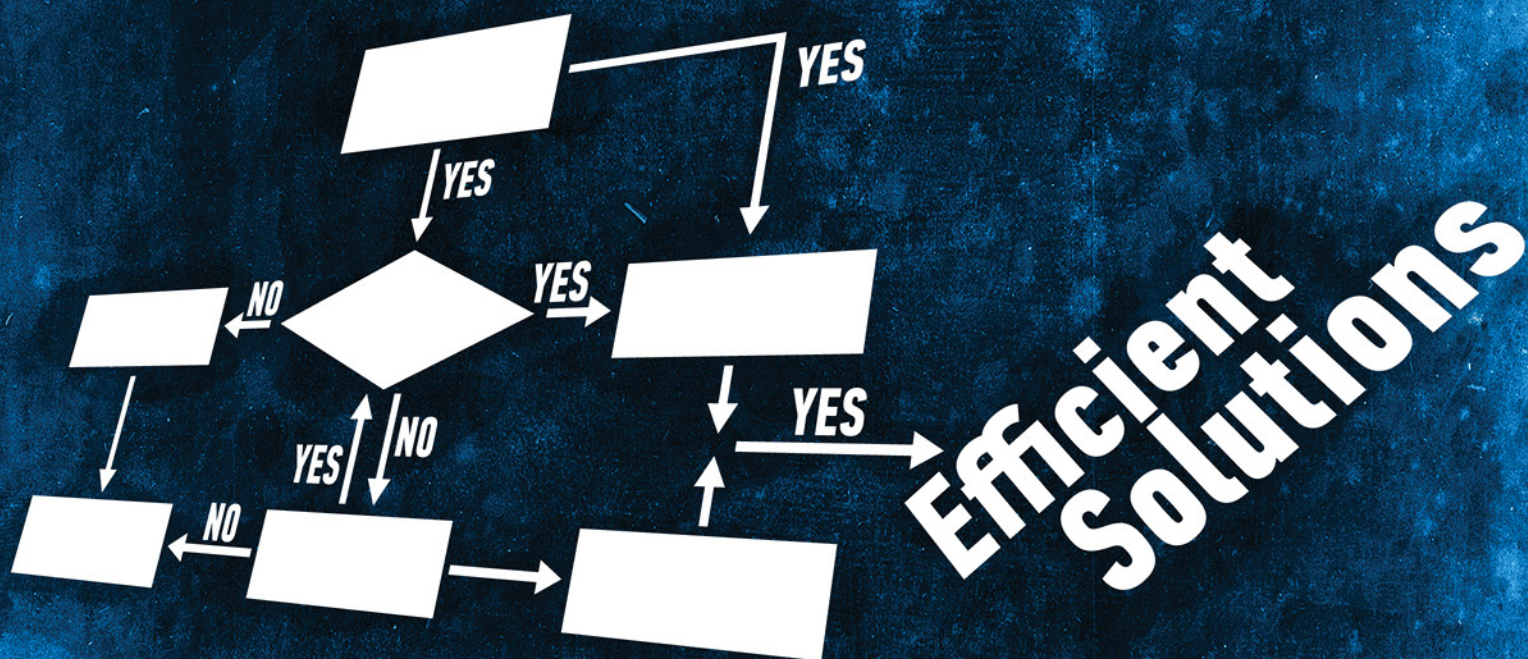


# Governance and Recordkeeping Around the World

February 2012, vol. 4, no. 2



## Improving Business Processes Through Efficient Recordkeeping



Library and Archives  
Canada

Bibliothèque et Archives  
Canada

Canada



# *Governance and Recordkeeping Around the World* – February 2012, Volume 4, Issue 2

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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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## Section 1 – General News

### Canada

#### British Columbia

##### [Amendments to the Freedom of Information and Protection of Privacy Act introduced](#)

Amendments to the Freedom of Information and Protection of Privacy Act would increase the ability of British Columbia government ministries to share citizens' information among themselves and centralize that data electronically. Amendments include allowing citizens to consent to have their information collected where it results in improved service delivery and creating rules, in consultation with the Information and Privacy Commissioner, on topics such as data linking. See also: [“Privacy Commissioner requests additional funds”](#) and [Amendments](#)

#### Federal Government – Office of the Privacy Commissioner

##### [Proposed changes to Canadian privacy laws](#)

Proposed changes to Canadian privacy laws reintroduced by the federal government would force companies to report breaches of personal information to the privacy commissioner and affected individuals. Other proposed changes introduce exceptions to rules for handling personal information and were among the proposed amendments to the Personal Information Protection and Electronic Documents Act.

### Ontario

##### [Ontario CIO wants to work more closely with federal government on joint data centres](#)

David Nicholl, Corporate Chief Information Officer of the Government of Ontario, says the lack of Canadian-built data centres is the only thing standing in the way of increased provincial adoption of cloud services. Nicholls says that after building its new Guelph, Ontario data centre in 2011, the province began testing a private cloud solution with a set of hosted Microsoft services. Nicholl would also like to work even more closely with the federal government on service delivery. “There’s an incredible opportunity for us to share,” Nicholl says. “Why not have a shared federal /provincial data centre in Ontario? We’re all developing similar solutions for the same citizens.”

### Australia

##### [Government agency transition to digital records management continues](#)

Australian Government CIOs have reported to the National Archives of Australia on their transition to digital records management in the first of three annual reports due before 2014. All agencies have been asked to respond to a 16-part questionnaire, examining issues such as to what extent they discourage the creation and use of paper records, and how comprehensive are their information and records management frameworks. Stephen Ellis, Acting Director-General, National Archives of Australia, says “The reliance on paper records is no longer sustainable as it is disconnected from business processes and technologies ranging from email and spreadsheets through to geospatial data, dynamic websites and SMS feeds.”

## Europe

### [European Commission adopts Recommendation about cultural material digitization](#)

The European Commission has adopted a Recommendation asking European Union Member States to step up their efforts, pool their resources and involve the private sector in digitizing cultural material. The Recommendation challenges Member States to develop solid plans and build partnerships to place 30 million objects in Europeana by 2015 compared to the 19 million available today; to get more in-copyright and out-of-commerce material online; and to adapt national legislation and strategies to ensure the long-term preservation of digital materials.

## India

### [Government to provide subsidized cloud computing to SMEs](#)

The Government of India will provide a subsidy to small- and medium-sized enterprises (SMEs) for using modern IT tools such as cloud computing. The Ministry of Micro, Small and Medium Enterprises (MSME) has "almost finalized the scheme in which we will give liberal subsidy to industry associations .... If we are able to create 5-6 successful clouds everybody will emulate," says Uday Kumar Varma, Secretary in the MSME.

## New Zealand

### [Joint Digital Preservation Strategy signed](#)

Archives New Zealand and the National Library of New Zealand have signed a joint digital preservation strategy which will ensure an enduring digital record of government decisions and activities. It will be complemented by policies covering day-to-day digital preservation approaches and processes, while ensuring that the right material is saved in the best way and is identifiable and useable for the long-term.

Strategy: [http://archives.govt.nz/sites/default/files/Digital\\_Preservation\\_Strategy.pdf](http://archives.govt.nz/sites/default/files/Digital_Preservation_Strategy.pdf)

## Scotland

### [National Library of Scotland Bill published](#)

The National Library of Scotland Bill is aimed at modernizing for the 21st century the functions of the National Library of Scotland (NLS) and strengthening its role in safeguarding and sharing its collections. The NLS Bill will update legislation established in 1925. The Bill will allow the NLS to (1) preserve, conserve and develop its collections (2) improve accessibility for study and research (3) exhibit objects to visitors and online (4) promote collaboration and shared good practices within the library community.

## United Kingdom

Video: [British Library urges government to change orphan works law](#)

Sixty million books are in search of an author. The British Library wants the government to change the law so works by unknown writers can be put online.

## [Public Sector needs to improve processing of social media requests](#)

Information Commissioner Christopher Graham says public sector organizations need to improve the way that they deal with Freedom of Information requests through social media channels such as Twitter and Facebook. "Public bodies claiming proactive transparency shouldn't be so coy about revealing what individual citizens may want to know. Organisations promoting accountability need to be better at processing day-to-day information requests," says Graham.

See Also:

- <http://www.guardian.co.uk/guardian-professional/2011/sep/29/ico-christopher-graham-social-media?newsfeed=true>
- Video: <http://www.youtube.com/icocomms>

## **United States**

### **Federal Government**

#### [NARA launches initial CUI registry](#)

The National Archives and Records Administration (NARA) has launched the initial registry of controlled unclassified information (CUI) categories that federal agencies can use to safeguard sensitive but unclassified information. When fully implemented, the categories listed in the CUI registry will be the only labels that federal agencies can use to identify unclassified information that requires safeguarding or dissemination controls. This will limit the proliferation of such categories.

#### [Modernization of government recordkeeping](#)

In a memo to the heads of executive department agencies, President Obama has called for agencies to develop new plans for storing electronic government records including email and Facebook and Twitter postings. The memo directs agencies to appoint a senior official tasked with overseeing the records management review and submit a report to the National Archives and Records Administration (NARA) with the results of that review. After agencies submit their plans, NARA plans to issue a Records Management Directive.

See Also

- [http://www.washingtonpost.com/blogs/federal-eye/post/obama-wants-better-digital-archive-of-federal-records/2011/11/03/gIQAXJeA4N\\_blog.html](http://www.washingtonpost.com/blogs/federal-eye/post/obama-wants-better-digital-archive-of-federal-records/2011/11/03/gIQAXJeA4N_blog.html)
- <http://www.whitehouse.gov/the-press-office/2011/11/28/presidential-memorandum-managing-government-records>
- Statement of National Archivist: <http://www.archives.gov/press/press-releases/2012/nr12-32.html>

### [White House releases report on government transparency](#)

The White House has released a report detailing efforts the Obama administration has made regarding government transparency. According to the report officials have increased government openness by, for example, approving more Freedom of Information Act (FOIA) requests; de-classifying some sensitive data; and using technology to make data on government spending, agency statistics and the president's scheduling more available. According to the report the administration is invoking FOIA exemptions less often and has reduced request backlogs by 10 percent. In addition, procedures for classifying information have been made clearer and more standardized with the National Declassification Center assisting in this process.

Report: [http://www.whitehouse.gov/sites/default/files/opengov\\_report.pdf](http://www.whitehouse.gov/sites/default/files/opengov_report.pdf)

### [Electronic Records Archives could be launched by the end of 2012](#)

The Electronic Records Archives (ERA), the U.S. government's content management system with public accessibility, is on track to be used by 190 federal agencies by the end of 2012. "Today ERA is storing a collection of electronic records so vast that it can be hard to comprehend, totalling more than 103 terabytes and constantly growing," says David Ferriero, Archivist of the United States. The ERA, as of September 30, 2011, concluded its development phase, and now IBM will supply maintenance.

### [U.S. lawmakers question cloud security](#)

The Obama administration's plan to move U.S. government agencies to cloud computing services may lead to unintended security problems according to some federal lawmakers. Concerns expressed include whether agencies should use the services of foreign cloud providers as well as what will happen to an agency's data if its cloud provider goes out of business.

See also: [Federal government defends move to cloud](#)

## **State Government**

### *California*

#### [California updates library privacy laws to include electronic records](#)

California Governor Jerry Brown has signed into law a measure that will modernize the state's library privacy laws and updates circulation of records laws. This measure will keep a library patron's electronic and written information and borrowing records confidential.

See also: ["Update \(Digital books added to privacy law\)"](#)



## *Delaware*

### [State FOIA policies have been simplified](#)

The Governor of Delaware has signed an Executive Order which requires executive branch agencies to adopt a standardized policy for requests under the state's Freedom of Information Act (FOIA). The Executive Order brings greater consistency to agency FOIA policies, makes it easier to file a FOIA request and, in many cases, makes it less expensive for citizens to request and receive public records. The Governor also signed a state Senate Bill which establishes a standard form for FOIA requests and is intended to reduce confusion and simplify the process for making requests to state government, local governments, school districts and other public bodies. Executive branch agencies must also develop a portal for receiving FOIA requests through the Internet.

## *Illinois*

### [Recurrent open records requesters could face delays under new law](#)

Under legislation signed by Governor Pat Quinn, Illinois residents who repeatedly make open-records requests could face new restrictions that would keep them from getting information quickly. For the first time, local governments could characterize anyone who files more than seven Freedom of Information requests in a week or more than 15 in a month as a "recurrent requester," giving public bodies unlimited time to provide documents. Media, academics and researchers are exempt from the new law.

## *Pennsylvania*

### [Pittsburgh city government to outsource email](#)

The city is switching its email system to Google Apps for Government in a move officials believe will improve services and save Pittsburgh approximately 25 percent in annual email support costs. Employees will each have 25 gigabytes of email storage, which is approximately 500 times more capacity than what workers have currently.

## Section 2 – Events

### Annual Meetings and Conferences

#### International

##### [IRMS Annual Conference 2012](#)

Key Themes: Information Governance, Security and Law and Head in the Cloud, Boxes in the Basement  
Host: Information and Records Management Society  
When: 27–29 May 2012  
Where: Brighton, England  
Details to follow

##### [13th Annual International Conference on Digital Government Research \(dg.o 2012\)](#)

Theme: Bridging Research and Practice  
Host: Digital Government Society of North America (DGSNA)  
When: 4–7 June 2012  
Where: College Park, Maryland, United States  
The conference is the forum for the presentation, discussion, and demonstration of interdisciplinary e-government research, technology innovation, applications, and practice.

##### [ALA 2012 Annual Conference](#)

Host: American Library Association  
When: 21–26 June 2012  
Where: Anaheim, California, United States  
The conference includes over 300 programs on topics including the transformation of libraries and e-content and current federal initiatives that impact libraries.

#### National

##### [2012 ARMA Canada Conference](#)

Theme: “Ride the Changing Tides of RIM”  
Host: Association of Records Managers and Administrators  
When: 3–6 June 2012  
Where: Nanaimo, British Columbia, Canada  
This conference provides an opportunity for records and information management professionals to expand their knowledge, meet with exhibitors, and network with their peers.

##### [Association of Canadian Archivists 37th Annual Conference](#)

Theme: In Search of Archival Gold  
Host: Association of Canadian Archivists  
When: 7–9 June 2012  
Where: Whitehorse, Yukon, Canada  
Within Canadian archives is a form of gold, one that is in many cases “priceless” simply because it is unique and irreplaceable: archival records. The conference celebrates this “archival gold,” and discusses the opportunities, issues and challenges that these records present.

## Forums

### [DigCCurr Professional Institute: Curation Practices for the Digital Object Lifecycle](#)

Host: DigCCurr Professional Institute

When: 20–25 May 2012 and January 2013

Where: Chapel Hill, North Carolina, United States

This professional institute consists of one five-day session in May 2012 and a two-day follow-up session in January 2013. Each day of the May session will include lectures, discussions and an interactive component. A course pack and a private, online discussion space will be provided to supplement learning and application of the material.

## Seminars

No seminars listed at this time.

## Workshops

No workshops listed at this time.

## Campaigns

No campaigns listed at this time.

## Section 3 – Current Trends and Products

### Recordkeeping: Current Developments, Projects and Future Initiatives

#### Canada

##### [Library and Archives Canada - Canadian Feature Film Index](#)

Library and Archives Canada (LAC) has launched the Canadian Feature Film Index. The index provides information on over 4,300 Canadian feature films produced from 1913 to 2009 and selected entries include images of movie posters from LAC's holdings. Additions to the database will include entries for post-2009 films. "This database is an important resource for filmmakers, students and researchers, as well as those who are interested in Canada's cinematic history. It ensures that this key part of Canada's documentary and cultural heritage is accessible to everyone," said Daniel J. Caron, Deputy Head and Librarian and Archivist of Canada.

Source: <http://www.collectionscanada.gc.ca/whats-new/013-544-e.html>

##### [University of Calgary Library - Opening of Digital Library](#)

The digital library has been touted as one of the most advanced academic libraries in North America. The library features touch technology, an interactive digital globe, over 200 computer workstations, video editing suites and a high-resolution video wall that can display detailed maps, sections of deep space and other scientific data.

Video: <http://www.youtube.com/watch?v=hm-FCcAIX8M>

#### Australia

##### [National Archives - Digital Transition Policy](#)

The Digital Transition policy's goal is to move Australian government agencies to digital recordkeeping for efficiency purposes meaning moving from paper-based records management to digital information and records management. The policy sets out a number of requirements for all Australian government agencies including: reducing paper stockpiles, managing digital information wherever it is held, and considering what information and records areas need to be adequately resourced.

Presentation: [http://www.archives.gov.au/news/pdf/111214\\_01\\_01.pdf](http://www.archives.gov.au/news/pdf/111214_01_01.pdf)

##### [National Library - Refreshing IT Infrastructure](#)

This project will refresh the National Library's IT infrastructure from January 2012 until December 2015 to keep pace with the growth in digital assets it manages. The project is intended to enable the scale-up of the National Library's collecting of digital materials and to support a "full spectrum" of collection workflows. The project will also ensure ongoing access to digital materials and manage content and metadata in an "efficient, reliable, sustainable, maintainable and accountable manner."

## India

### National Film Heritage Mission (NFHM)

The Government of India is planning a major film restoration and archiving project to preserve its cinematic heritage. The NFHM aims to restore and digitize about 8,000 films and 5,000 video tapes including posters and other material with the project considered “the first comprehensive step towards digitizing and restoring film heritage.” Of the estimated 1,300 silent films made between 1913 and 1931, less than a dozen are in existence.

## New Zealand

### National Archives - Government Digital Archive Program

In 2010 Archives New Zealand secured government funding for the development of a digital archive that will enable Archives New Zealand to take in large-scale transfers of government agencies’ digital records and provide appropriate public access to these records, such as email messages, videos, databases and electronic documents.

By 2013, the New Zealand Digital Archive will provide a full range of functions related to the long-term management and preservation of government digital material held by Archives New Zealand and digital heritage material held by the National Library of New Zealand.

By 2018, the New Zealand Digital Archive will be the primary preservation repository for New Zealand government, heritage, research, learning and community digital content, and a critical component in how New Zealanders discover, access, and reuse data and information and access digital management and preservation services.

Presentation: <http://archives.govt.nz/advice/training-and-events/previous-forum-papers-html/government-digital-archive-programme>

## Scotland

### Scottish Online Project

The objective of Phase 1 of the project was to investigate the current provision of archive catalogues in Scotland, and to scope the potential size of Scottish archives online. In the current phase (Phase 2) a report has been produced that includes findings obtained from a questionnaire that was circulated to 76 archival repositories and recommendations for the final phase of the project.



## Singapore

### eGov2015

The government has reiterated its commitment to improve public service delivery and citizen engagement with the unveiling of a new e-government master plan called eGov2015.

Two new public services have been launched: a mobile site to house all public sector mobile sites and apps; and a data portal to share textual data with citizens and businesses. In addition, during the second half of 2012, OneInBox, a centralized electronic inbox for citizens to receive electronic correspondence from the government will be introduced that may evolve to become a personal digital repository that can be used to federate identity, a "game changer" for the service. The government also plans to build a private cloud called the Central G-Cloud that will complement the use of public clouds and government agency clouds.

## The Philippines

### Creation of National Film Archives

The film archives aim is to store the remaining 3,000 of the 8,000 Filipino films produced since 1919.

## United Kingdom and United States

### AIMS project (Born digital collections)

The goal of the project is to process and preserve a total of 13 born-digital collections of noteworthy individuals and organizations and make them discoverable using Hydra, a Fedora repository-based solution, which other institutions can freely install and implement.

Describing the process: [http://born-digital-archives.blogspot.com/2011\\_06\\_01\\_archive.html](http://born-digital-archives.blogspot.com/2011_06_01_archive.html)

## United States

### Distributed Custodial Archival Preservation Environments (DCAPE)

The goal of the project is to build a distributed production preservation environment that meets the needs of archival repositories for trusted archival preservation services. The environment includes a trusted digital repository infrastructure that is assembled from state-of-the-art rule-based data management systems, commodity storage systems, and sustainable preservation services.

Report: [http://salt.unc.edu/DCAPE/docs/Conferences/archiving\\_2011.pdf](http://salt.unc.edu/DCAPE/docs/Conferences/archiving_2011.pdf)

### Department of Justice - Building a 21st Century FOIA System

The Department of Justice's Office of Information Policy (OIP) has announced that it will focus on using technology to strengthen the Freedom of Information Act (FOIA) system. OIP oversees FOIA administration across the government. Specifically, OIP announced that it would convene a technology working group in fiscal year 2012 to focus on improving FOIA processing, such as document searches, reviews, and consultation between offices.

### [Harvard University Library - Podcast: Conversations About Digital Preservation](#)

Andrea Goethals, Digital Preservation and Repository Services Manager at the Harvard University library, talks about her repository work at the Florida Digital Archive and in Harvard University's library system. Goethals also talks about her work on the Global Digital Format Registry and with the preservation working group of the International Internet Preservation Coalition.

### [National Archives and Records Administration \(NARA\) - Opening of the New Center for Government Personnel Files](#)

The government has opened a new building for government employees' personnel files after they leave federal service. The building in St. Louis, Missouri, known as the National Personnel Records Center, can hold two million cubic feet of records, including more than 100 million military files. The Center will house paper records deemed permanently valuable by the National Archives, going back to the 1800s and continuing on through the 20th century and will also have separate systems and facilities for storing digital records.

Videos: <http://www.archives.gov/press/press-releases/2012/nr12-12.html>

## Products and Tools from Around the World

### Canada

#### [Library and Archives Canada - Guidelines for Physical Digital Storage Media](#)

These guidelines are intended to assist content producers and institutions in making informed decisions on the longevity and risk of obsolescence of the different media available in the market. The guidelines will also help clarify the ramifications of their choices when building long-term storage solutions with varying resource levels.

### Australia

#### [Defining High Risk Records](#)

How do organizations define which digital records are needed to support high risk processes? How to identify what “high risk” is in your organization includes: using existing risk assessments, using existing disposal tools, using legislation, standards, procedures, and best practice requirements, and thinking about your business needs.

#### [Case Study: The digital city delivers in paperless push](#)

There has been a major effort to reduce paper use, improve processes and increase the use of digital information at Greater Shepparton City Council.

The City Council has had an electronic document management system for some time but has been looking for ways to better utilize the system to improve and introduce consistent recordkeeping practices across all functions of the Council.

Major issues, challenges and projects that the City Council faces include (1) the physical signing of documents and solutions (2) back-scanning of hard copy records (3) taking steps to include social media in the digital record (4) email attachment size limits (5) the change to the organization’s culture (6) the relationship between Information Management and Information Systems.

#### [National Archives: “Digitising accumulated physical records: A guide to initiating and planning digitisation projects”](#)

This guide is for information and records managers, information architects and other staff considering scanning or digitizing accumulated physical records.

### France

#### [Capture and Save Twitter Activities in a Corporate Digital Vault \(Content Hub\)](#)

Content Hub is a Twitter connector that enables corporate tweets to be searched in a hierarchical manner, retrieved and archived in the corporate archiving system and therefore be indexed for Search, Early Case Assessment or e-discovery.

## New Zealand

### [National Archives - Digital Information Risk Identification Tool](#)

This tool is intended to be used as a checklist to identify risks to long-term access to digital information in public sector agencies in five categories including information management.

## United Arab Emirates

### ["Musharaka" \(Knowledge Management System\)](#)

"Musharaka" creates a more structured and efficient government information systems' network.

"Musharaka" connects all entities under one content classification and taxonomy management system which enables government staff to access data and documents across a variety of platforms. "In today's dynamic and highly agile business environment, organizations are facing growing challenges in creating, capturing, organizing, sharing and refining information and content across teams and geographic locations," says Irini Rafaat, Managing Director of Link Development. "We have tailored our solution to support organizational knowledge management strategies with the right technology tools for collaboration, information management and enhanced find-ability to optimize operations and foster innovation."

## United States

### [Akaibu Inc. -- Akaibu Evolve](#)

This software platform takes into consideration the complexities that emerge when organizations need to "lift and shift" archived data, and reduces the risks inherent in archive migrations.

### [National Archives and Records Administration \(NARA\) - Guidance on Managing Content on Shared Drives](#)

The guidance outlines the records management implications and challenges, agency responsibilities, and benefits of organizing and managing content stored on shared drives.

### TAB - How Metadata Works With Records Management ([Part 1](#) and [Part 2](#))

Part 1 focuses on understanding metadata and what it means for your organization. Topics include: Metadata Explained; Metadata and Records Management; Metadata vs. Folder Structures; and Metadata vs. Full-Text Searching.

Part 2 focuses on building an action plan. Topics include: Beyond Retrieval: Metadata and Records Management Controls, and A Records Management Action Plan for Metadata.

Note: The documents are free but must be downloaded.

### [X1 Discovery Inc. - X1 Social Discovery\(TM\)](#)

X1 Social Discovery(TM) collects, authenticates, searches, reviews and produces electronically stored information from popular social media sites such as Facebook, Twitter and LinkedIn.

Automated searches are performed across multiple accounts and sources, including linked content, which often constitutes the most relevant aspect of individual social media streams.

It also provides for a matter-centric workflow from search and collection through production in searchable native format, while preserving critical metadata not possible through image capture, printouts, or raw data archival of RSS feeds.

### [Zylab - Audio Search Bundle](#)

This desktop software product identifies relevant audio clips from multimedia files and from business tools such as fixed-line telephone. It transforms audio recordings into a phonetic representation of the way in which words are pronounced, so that investigators can search for dictionary terms as well as proper names, company names or brands without the need to “re- ingest” the data.



## Studies and Surveys

### Canada

#### [2011 SAS Business Study \(Information Overload\)](#)

Study Commissioned By: SAS Canada / Leger Marketing

Participants: Sample of 1,000 Canadian executives (senior management level or higher) from medium-sized (50-500 employees) and large-sized (more than 500 employees) organizations.

Canadian executives understand that in today's information age it is not about having all information, rather having the right information.

Almost half of Canadian executives still say the amount of information they have overwhelms them. This shows no statistical improvement from 2010, though there has been some change at the provincial and industry level, with some showing improvement while others are facing an uphill challenge.

80 percent of respondents said they make better informed business decisions if they had the right tools in place to analyze information more effectively, yet 1 in 4 (24 percent) say they do not have the right information to make effective business decisions about their business performance.

Those in the academic and education sectors were far more likely to say things have gotten worse – 42 percent in 2010 versus 61 percent in 2011 saying they suffer from information overload. "Organizations often need to make significant procedural changes to effectively address information overload," says Kathryn Brohman, Professor, Management Information Systems, School of Business, Queen's University. "For organizations to be successful combating information overload they need both the right technology and the right procedures."

Source: <http://www.newswire.ca/en/story/729265/information-overload-still-dragging-canadian-execs-down-national-survey>

### Australia and New Zealand

#### ["Is anybody listening to Records Managers?"](#)

Survey commissioned by: Image and Data Manager of Australian and New Zealand Records and Information Managers

Participants: Submissions were received from a wide range of over 250 public and private sector organizations, with many at differing stages of the path to digital records management.

Are you worried that the message about information and records management is not getting through to your colleagues? Do you spend your time devising strategies to encourage use of the corporate EDRMS but find its falling on deaf ears? Is email management or the lack of it causing sleepless nights? If you answered yes to any of the above you are not alone. This survey has found some common concerns at the top of everybody's list.

## Improving Business Processes Through Efficient Recordkeeping

### **Introduction**

Over 90 percent of organizations think they are inefficient. That is the conclusion of an analysis of data from a survey of 5,500 company records managers from medium-sized organizations conducted by information management vendor Iron Mountain in 2011.

The purpose of the survey was to uncover key business efficiency challenges associated with managing both paper and electronic information.

The survey asked respondents to weigh the importance of improving processes through better information management against the current state of those processes in their organizations. There is near unanimous agreement that improving core business processes makes an organization more successful. However, the results of the survey reveal most organizations are unhappy with how their core processes run. They do not understand how to improve them despite having formal programs for how their organizations should manage information.

### **Does Your Organization Have A Formal Recordkeeping Program?**

The survey revealed that 65 percent of organizations polled have an incomplete or no formal records and information management program. 47 percent have a formal records management program that has not been consistently implemented. 35 percent say that all the elements of the program have been implemented enterprise-wide.

### **Is Your Recordkeeping Program Being Used?**

According to the survey, even among those organizations that have a recordkeeping program, 75 percent of respondents are managing their records and information themselves, but only 35 percent of the respondents believe their program is being used by everyone in the organization.

### **Trigger Events**

As the survey reflects, organizations are often reactive in getting their information management "house" in order.

They are missing valuable opportunities to find cost savings, protect vital documents, improve access to documents, establish audit trails, and reduce the risks associated with noncompliance. This can have dire consequences when a trigger event occurs.

Trigger events can be potentially positive (like mergers) but also negative (such as lawsuits). And when they strike, they can drain organizations of valuable resources, take employees away from core business practices, and often prevent an organization from accessing core systems needed for business operation.

Of those surveyed, 32 percent reported that a trigger event, such as litigation, audit, or investigation has increased their awareness of the need for improved records and information management. Conversely, 58 percent of organizations have not yet experienced such a trigger event. Interestingly, 10 percent of organizations could not say whether a trigger event had occurred. It is essential that organizations streamline their processes and increase operational efficiencies before an event (trigger) occurs.

### **Other Findings**

90 percent of organizations say that business process efficiency is imperative or significant to their business goals and success. 54 percent say that more of their business processes could be improved. 38 percent of organizations say that they effectively manage all their information internally. 37 percent of organizations manage their information internally, but not as effectively as they would like.

### **Tips to Unlocking Efficiencies**

In response to the survey's findings, Iron Mountain offers the following information management tips to unlocking records and information management efficiencies:

- Eliminate obstacles to sharing information: Consider the utility of a piece of information within the organization: Does it need to be accessed by multiple departments? How often? Breaking the silos and single-ownership habits of information creation and management allows for easy sharing and ensures it can move freely in the organization.
- Take paper out of the equation when you can: Digitizing or even removing paper from traditionally paper-heavy processes can streamline your organization.
- Don't be a "copycat": Look for areas where redundant copies are slowing your organization down and consider centralizing information for better access.
- Be prepared: A defining characteristic of an efficient organization is a comprehensive disaster recovery and litigation readiness plan, ensuring that if something does happen, you have access to the critical information that keeps your organization running.
- Keep it simple, for agility's sake: Simplifying your information management policies and procedures (e.g., reducing the number of "touches" and approvals needed for a document), will make it easier to adapt core processes in times of change or growth.

Source: <http://blog.ironmountain.com/2011/compliance/the-results-are-in-business-efficiency-survey-reveals-an-opportunity-for-organizations-to-get-their-%E2%80%9Chouse%E2%80%9D-in-order/>

<http://www.techjournalssouth.com/2011/05/four-information-management-tips-to-improve-business-efficiency/>

<http://www.echannelline.com/usa/story.cfm?item=26857>

<http://www.cmswire.com/cms/information-management/information-management-5-business-process-issues-that-enterprises-need-to-fix-011537.php>

## Section 4 – Selected Readings

### Articles, White Papers, Presentations, Reports

#### Canada

##### [Online Privacy: Q&A with Privacy Commissioner of Canada Jennifer Stoddart](#)

Moderator: Anthony Reinhart is Communitel's staff writer and a former reporter at The Globe and Mail

Privacy Commissioner Jennifer Stoddart shares insights about online privacy including the challenges of keeping personal information safe and raising public awareness to potential threats.

##### Video: [Trends in Information and Privacy Regulation](#)

Dr. Ann Cavoukian, Information and Privacy Commissioner for Ontario, is among a group of panelists discussing trends in information and privacy regulation.

#### Asia

##### [Asia speeds up e-government efforts](#)

Author: Vivian Yeo, ZDNet Asia

Governments in Asia are implementing or enhancing e-government programs to better serve a growing digital public. According to Bash Badawi, Asia-Pacific director of IDC's Government Insights, one significant e-government trend in the region within the last two years is that there has been a greater emphasis on more citizen-centric services. "When designing and deploying services, the governments in Asia-Pacific focus more on what the citizen needs in a two-way communication." Badawi adds that another prominent development is the use of social media by governments albeit, "slowly and cautiously".

#### Australia

##### [Australian States Debate Data Sovereignty Issues With Cloud Computing](#)

Author: J. Angelo Racoma is a technology journalist and economist featured in CMS Wire

Cloud computing is on the rise. But as organizations get their data and work on the cloud, data jurisdiction can be questionable, especially if data centres are offshore. With this in mind, a potential concern with cloud computing is data sovereignty, and Australian states are debating the issue, particularly with regard to storage of sensitive and private citizen data.

## Germany

[Preservation Policies](#) by Jens Ludwig, Goettingen State and University Library

[Creation of a Digital Preservation Policy: Experience of the German National Library](#), by Reinhard Altenhöner, German National Library

These presentations were part of the Digital Preservation Summit 2011 held in Hamburg, Germany.

## Middle East

[Organizations in the Middle East need to adopt retention lifecycle management for information governance](#)

Publication: AME info.com

As capital markets have begun to develop all across the Middle East and North African markets, the region has been forced to move towards greater transparency, stronger disclosures and more robust governance practices. Within the gamut of corporate governance, information management and security has been gaining increasing focus and importance.

## New Zealand

[2011 Annual ALGIM Records Management Symposium Presentations](#)

Presentations include: (1) Archiving Social Media (2) Setting Up Real Retention and Disposal: A Case Study (3) Taming the Beast, or the First Sign of Cloud? (4) When is it Time to Review Your EDRMS and What Approach Should be Taken When You Do?

## United Kingdom

[Setting institutional repositories on the path to digital preservation](#)

Published By: JISC KeepIt Project, June 28, 2011

The JISC KeepIt project was focused on engaging digital institutional repositories (IRs), typically serving institutions of higher education, in digital preservation practice. Four repositories were a part of the project representing both the original type of IR, focused on the collection of published research papers, typically with a strong emphasis on sciences (often called open access repositories), and the latest generation of IRs collecting data and teaching materials, from the sciences to the arts and humanities, that is, the valuable outputs produced right across the whole institution.

Podcast: [Proportionality in e-discovery: A UK Perspective](#)

This podcast discusses proportionality in the United Kingdom, the six proportionality principles from the Sedona Conference, the history of proportionality in the federal rules and recent developments in the courts.



## United States

### [7 steps to modernize your records program](#)

Author: Mark Diamond, Founder & CEO of Contoural, Inc. featured in InsideCounsel

The author explains the seven steps which are (1) Focus on the folders content not the boxes they are in (2) Obtain consensus from more stakeholders (3) Invest and save (4) Identify the official copy of an electronic record (5) Get rid of the paper (6) Avoid reminder-based programs (7) Get people with the right skills.

### [Storage tips from heavy-duty users](#)

Author: John Brandon is a former IT manager at a Fortune 100 company who now writes about technology featured in ComputerWorld

The Library of Congress, Amazon.com and Mazda Motor Corp. share some tips on the challenges inherent in managing big data. The task requires innovative approaches for handling billions of objects and peta-scale storage mediums, tagging data for quick retrieval and discovering errors.

### [Meeting the Challenge of Media Preservation: Strategies and Solutions](#)

Published By: [Indiana University Bloomington Media Preservation Initiative Task Force](#)

Date: September 2011

The Media Preservation Initiative Task Force was created in 2010 and charged with developing plans for a campus media preservation centre, establishing strategies for preservation prioritization, exploring media access issues, analyzing the university's technology infrastructure, and investigating how the results of preservation work would engage existing campus research and instruction. This report charts solutions and lays the groundwork for unlocking campus media assets and transforming them into usable resources.

### [Social media archiving policies must be realistic](#)

Author: Molly Bernhart Walker, Fierce Content Management

While social media policies have to be clear, they also have to be usable. As enterprises set acceptable-use policies for social media, and select employees authorized to represent the organization in an official capacity, they sometimes inadvertently lock down the technology.

Archiving policies could also become antithetical to the reason for engaging through social media in the first place. Charley Barth, director of records at the Department of the Navy, says simply taking a "snapshot" after social media content goes live won't create a sufficient archive. "There's not a lot of value there when the links don't work and you can't really drill down into the content. It's just a picture of a page."

Practicality of Archive Data in the Cloud: [Part 1](#), [Part 2](#), and [Part 3](#)

Author: Chris Marsh is the IT market and development manager at Spectra Logic featured in Computer Technology Review.

This three-part series looks at the role of storage tape in the cloud, data integrity verification in the cloud, and archiving in the cloud.

Video: [What's Next in Social Media? The future of social media at the National Archives](#)

Conversations about connection technologies have shifted from whether governments should use social media to how governments should use social media. People have questions about what the explosion of social media will mean for the future of society, including difficult questions about what this new landscape will mean for privacy, security, freedom of expression and online identity.

Discussions in this video include how the National Archives is thinking about the work of preservation in the age of social media as more records become digital and as the institution faces huge challenges in how it approaches retaining the historical records.

## Books

### Selected Readings

ARMA International, [Records and Information Management: Fundamentals of Professional Practice, 2nd Ed.](#), 2011.

With its practical approach and emphasis on best practices, Records and Information Management: Fundamentals of Professional Practice has become a trusted resource for records and information management (RIM) professional novices and veterans, as well as for post-secondary instruction. Its eight chapters cover the scope and responsibilities of RIM programs in a variety of settings.

Doreen Stupski and Chris Zoladz, [Building a Privacy Program: A Practitioner' Guide](#), 2011.

In today's information economy, many organizations recognize the importance of building an effective data privacy program. But knowing where to begin can be a real challenge.

Building a Privacy Program: A Practitioner's Guide offers comprehensive, practical insights for creating and growing an effective privacy operation. Whether you are launching your first privacy program or expanding an existing one, Building a Privacy Program is the guide to your organization's success.

Alison Cullingford, [The Special Collections Handbook](#), 2011.

This is a comprehensive guide to working with special collections and rare books.

Working with special collections can vary dramatically from preserving a single rare book to managing and digitizing vast mixed-media archives yet the role of the information professional is always critical in tapping into the potential of these collections, protecting their legacy and bringing them to the attention of the wider public.

Whether you are working alone or in a team of 20 this handbook can guide you through the essential skills and processes and highlight common problems, solutions and best practices. International case studies in each chapter drawn from a variety of sectors offer an insight into how real people have dealt with challenges in practice.