Recordkeeping for Good Governance Toolkit

Digital Recordkeeping Guidance

Funafuti, Tuvalu – June 2013

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Pacific Regional Branch International Council on Archives

Guidelines 12 – 19: Aims

- To help organisations in the Pacific region put in place appropriate and sustainable solutions for managing their digital records.

- To help guarantee that digital records of government activities and decisions are properly managed to ensure their integrity, useability, accessibility and survival for as long as they are needed

Guidelines 12 – 15: Overview

- **12:** Introduction to Digital Recordkeeping
- **13:** Digital Recordkeeping Readiness Self-Assessment Checklist for Organisations
- **14:** Digital Recordkeeping – Choosing the Best Strategy
- **15:** Scanning Paper Records to Digital Records

Guidelines 16 – 19: Overview

- **16:** Systems and Software Checklists
- **17:** Managing E-mail
- **18:** Digital Preservation
- **19:** Implementing a digital recordkeeping strategy
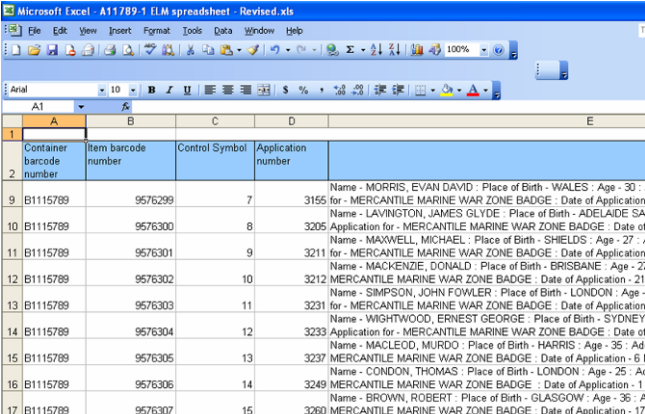
Guideline 12
Introduction to digital recordkeeping

Provides an overview on digital records and record-keeping, addressing key concepts, benefits, risks and myths. Includes a glossary for records managers and for IT professionals

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Introduction to digital recordkeeping

- What are digital records?

- What is digital recordkeeping?

- The importance of metadata

- Risks and benefits of digital records

- Digital recordkeeping myths

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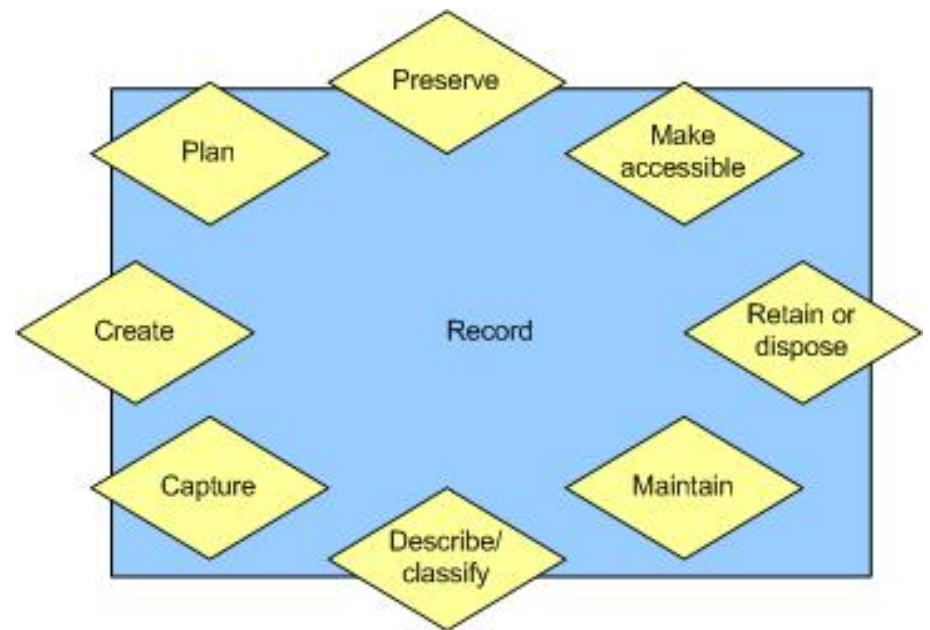Pacific Regional Branch International Council on Archives

Digital records

- Many different types and formats
- There is a difference in how we 'view' a digital record and paper record
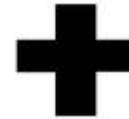
What is digital recordkeeping?

- 'Same, but different' to traditional recordkeeping
- The activities and processes involved in managing a digital record over the course of its life

The importance of metadata

What is in the can?

Basic record metadata

Basic metadata includes:

- title

- creator, sender, receiver

- date when created or received

- security classification

- registration or control number

Basic record metadata

Other metadata

More metadata needs to be added to records when they are:

- – Stored
- – Accessed
- – Changed
- – Kept, destroyed or transferred

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What are the benefits of digital recordkeeping?

The benefits of (good) digital recordkeeping…

- Records can be accessed anywhere, anytime (by an authorised person)
- Multiple copies of records not needed
- Records more easily discoverable and retrievable
- Records are more secure, due to access controls
- Cost savings – less duplication and double-handling

What are the risks of digital recordkeeping?

The risks and challenges of digital recordkeeping…

- Lots and lots of digital information created and sent today – hard to keep up

- Computer software and hardware going out of date (technological obsolescence)

- Challenges to authenticity – easy to amend or delete digital records

- Loss of security and privacy

- Long-term costs

More risks and challenges of digital recordkeeping…

- Loss of control due to reliance on vendors and external providers

- Lack of access to resources such as IT support and software vendor assistance

- Managing change for users

- Choosing inappropriate systems or software applications

15 Digital recordkeeping myths

| 1	Everything on a computer is safe
2	Information generated on my computer is not a record
3	Digital storage is cheap
4	Computers will create a paperless office
5	All information generated or received on my computer at work is my own personal property
6	Scanning is a cheaper and more reliable way of storing information
7	'Archiving' is the same as digital recordkeeping

15 Digital recordkeeping myths cont.

8	Databases such as spreadsheets are reliable forms of evidence
9	Outsourcing will solve all my problems
10	Google will help me to find everything I need
11	Our shared drive is good enough for managing records
12	When I delete an email it has been destroyed
13	Digital records cannot be used as evidence
14	I will be able to access all my records in ten years' time
15	Recordkeeping is not my responsibility

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Guideline 15: Scanning paper records to digital records
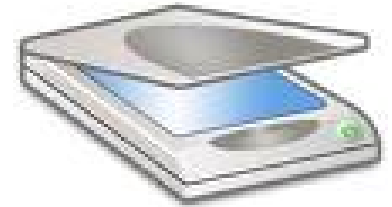
- Practical advice for organisations considering a scanning project.

- Looks at the various processes involved in a scanning project from planning to file storage, risks and issues such as outsourcing, and includes information on technical standards and the different equipment available.

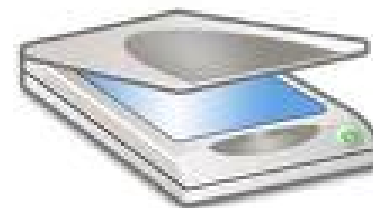# Guideline 15: Scanning paper records to digital records
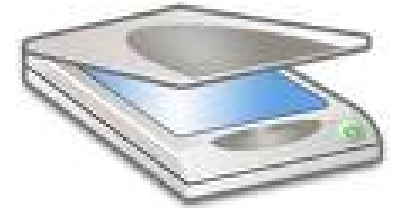
Reasons for scanning:

- in the course of business
- to improve access
- to provide backups as security
- to preserve the original records
- to save physical storage space

Guideline 15: Scanning paper records to digital records

10 steps in a digitisation project:

1. Why
2. What
3. Technical Specifications
4. Plan
5. Prepare

6. Image capture
7. Metadata capture
8. Quality control
9. Storage & preservation
10. Access

Guideline 17: Managing Email

- Practical advice on email management, including why emails should be captured, when to capture it, how to store it, and tips for managing email.
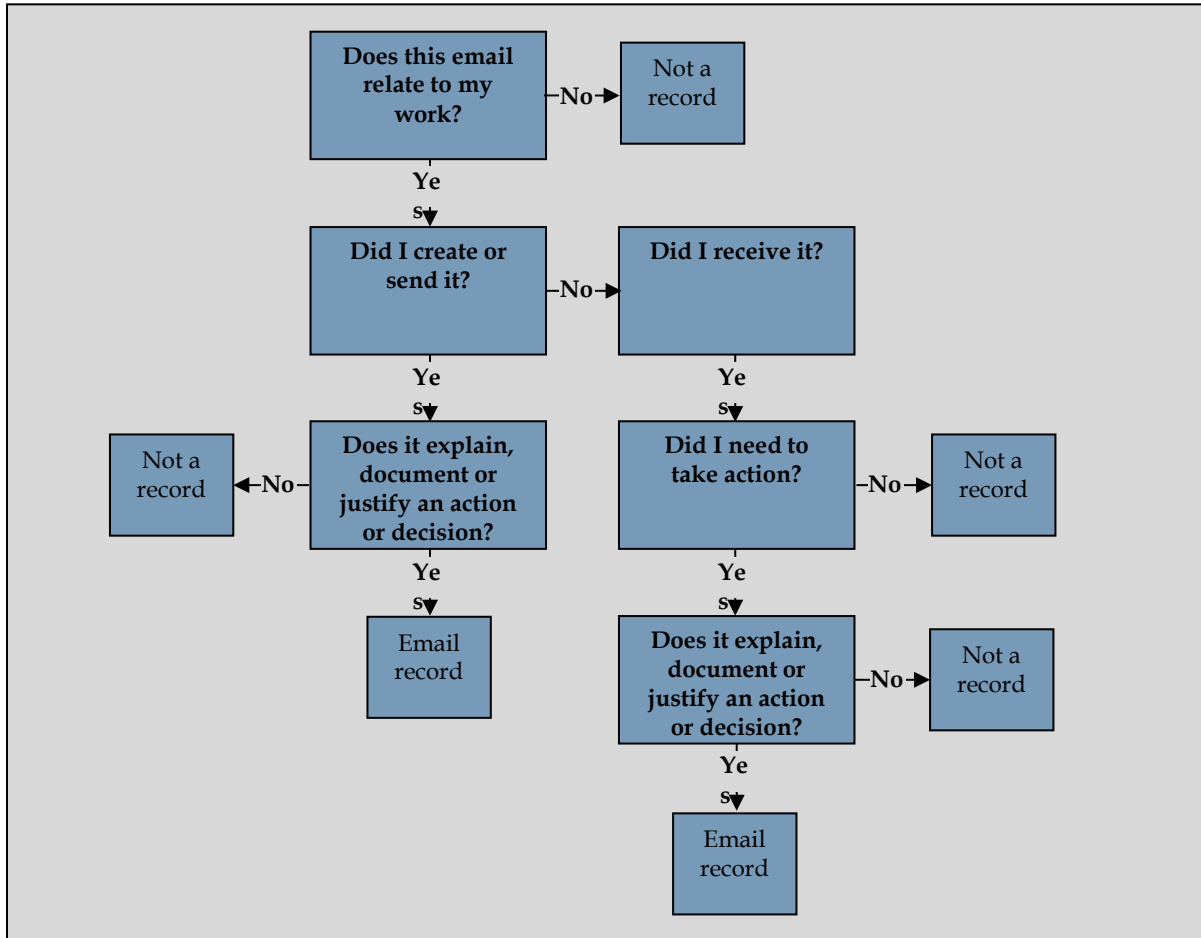
Guideline 17: Managing Email

Which emails do you need to keep?

- an email that is written, sent or received in the course of your work is a record
- emails need to be managed to make sure they can be found and accessed for as long as they are needed

Guideline 17: Managing Email

Guideline 17: Managing Email

Options for capturing email records:

- capture them into a records management system
- print emails and file in a paper system
- save emails to a shared network drive

Summary

- Digital records are the same (but different) as physical records
- Digital records have their own benefits and challenges
- Metadata is important
- Plan before you scan
- Emails are records too