# Governance and Recordkeeping
## Around the World

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## The Digital Transformation Journey

*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.bac-lac.gc.ca/eng/services/government-information-resources/information-management/Pages/governance-recordkeeping-newsletter.aspx

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## Section 1—General News

### Canada

#### Government of Nova Scotia
Open Data Portal goes live

The government has launched a Web portal which, since February 2015, contains 137 different sets of raw data. In addition, data that was available previously only through a Freedom of Information request can now be accessed for free.

#### Government of Ontario
Fine to be imposed for deliberate destruction of government records

As a result of amendments to the Freedom of Information and Protection of Privacy legislation at both the provincial and municipal levels, anyone found deliberately destroying government records to keep them from scrutiny will face a fine of up to $5,000.
See also: Archives of Ontario - Recordkeeping Amendments to FIPPA and MFIPPA Information Sheet

#### Information Commissioners
Requirement for a duty to document

Canada's Information Commissioners have issued a joint resolution asking that there be a legislated duty requiring public entities to document matters related to their deliberations, actions and decisions.

#### Library and Archives Canada and Bibliothèque et Archives nationales du Québec
New Partnership between LAC and BAnQ

Library and Archives Canada (LAC) and Bibliothèque et Archives nationales du Québec (BAnQ) have announced a new agreement. Up to 10,000 digital publications from Quebec publishers could be added to LAC's collection of Canadian documentary heritage.

### Australia
Digital "information governance" frameworks to be implemented in 2016

The Digital Continuity 2020 Policy supports the Australian Government's digital transformation initiatives. As part of the policy, new digital "information governance" frameworks are scheduled to be in place by mid-2016.
See also: Release of 2020 toolkit; Digital transformation Minister appointed

## Belgium

[Ensuring archival material is preserved](#) (French only)

The Belgian government is taking measures to ensure that the federal archives will be preserved. These measures include regulating temperature and ensuring adequate air quality.

## France

[New reuse of public sector information law](#) (French only)

This law, regarding the reuse of public sector information, came into effect on December 28, 2015.

## Ireland

[Open Data Governance Board starts its work](#)

The Irish government has created the Open Data Governance Board to advise the government on a national strategy for the Open Data Initiative launched in July 2014.

## Russia

["Right to be forgotten" legislation ensures more control over personal information](#)

On January 1, 2016, personal information became easier to control. Legislation known as "Right to be forgotten" came into effect, allowing individuals to request the deletion of links to their obsolete personal information on indexing services operating in the Russian segment of the Internet.

## Singapore

[New agency takes the lead in coordination of government technology](#)

The government has created an agency to oversee all aspects of government technology and digital public services. The Government Technology Organization (GTO) will work with agencies to use robotics, artificial intelligence, Internet of Things and Big Data in public services.
See also: [More about the GTO](#)

## Sweden

[More digitization in the public sector](#)

A framework agreement has been put in place to increase the digitization of public-sector services covering information management and e-government.

## United Arab Emirates

E-government supervisory committee to oversee modernization of government services

> The committee will ensure that government efforts are coordinated toward establishing best international practices in smart government services.
> See also: e-government smart device gateway app

## United Kingdom

Funding increase for the digital transformation of government

> The Government Digital Service has received increased funding to continue the digital transformation of government.
> See also: Local government becomes more digital; ministerial group on digital technology

Government services text message alerts

> Through the use of mobile technology, the public can be the first to know when government information is updated. In February 2016, select government services launched this text messaging service.
> See also: Government texting

## United States

### Federal Government

Government websites are now easier to navigate

> New design standards for federal government websites will make it easier to find information online. Included are a visual style guide and a collection of downloadable fonts, images and software code.
> See also: "Introducing the U.S. Web Design Standards"; Improving Government Web Design Part 1; Part 2

Federal Privacy Council to increase efficiency of privacy programs

> The federal government has created the Federal Privacy Council to assist federal agencies in sharing best practices, exchanging ideas and developing and implementing better policies.
> See also: More on the Council; House of Representatives approves changes to Freedom of Information Act (FOIA); Bill introduced to improve FOIA response time; Report: "FOIA is Broken"

## Section 2—Events

### Annual Meetings and Conferences

### National

**June 2016**

Association of Canadian Archivists 41st Annual Conference

    2–4 June 2016
    Montreal, Quebec, Canada
    Hosted by the Association of Canadian Archivists

45$^e$ Congrès de l'Association des archivistes du Québec (French only)

    13–15 June 2016
    Quebec City, Quebec, Canada
    Hosted by: L'Association des archivistes du Québec

ARMA Canada Conference

    13–15 June 2016
    Halifax, Nova Scotia, Canada
    Hosted by: ARMA

**October 2016**

Public Sector Social Media 2016 (Conference website to come)

    24–25 October 2016
    Ottawa, Ontario, Canada
    Hosted by The Conference Board of Canada

**November 2016**

Government Technology Exhibition and Conference (GTEC) 2016

    1–3 November 2016
    Ottawa, Ontario, Canada

## International

**September 2016**

inForum 2016

        11–14 September 2016
        Crown Perth, Perth, Australia
        Hosted by: Records and Information Management Professionals Australasia

ARMA 2016: 61st Annual Conference and Expo

        25–27 September 2016
        San Antonio, Texas, United States
        Hosted by: ARMA International

**October 2016**

iPRES 2016: 13th International Conference on Digital Preservation

        3–6 October 2016
        Bern, Switzerland
        Hosted by: The Digital Curation Centre

4th International Open Data Conference 2016

        6–7 October 2016
        Madrid, Spain
        Hosted by: Multiple Organizations

International Conference on Dublin Core and Metadata Applications 2016

        13–16 October 2016
        Copenhagen, Denmark
        Hosted by: DCMI (Dublin Core Metadata Initiative)

Australian Society of Archivists 31st National Conference

        17–21 October 2016
        Parramatta, Sydney, Australia
        Hosted by: The Australian Society of Archivists

## Section 3—Current Trends and Products

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

**Canada**
Adlib—"Deep Insight" project

> The project's goal is to assist organizations in the management of their unstructured data.

Government of Ontario—Virtual Museum of Franco-Ontario Heritage

> As of November 2015, there are more than 250 stories, objects, images, archival documents and behind-the-scenes museum tours on the website.
> See also: Launch of Virtual Museum; Press Release (French only)

**Australia**
Government of New South Wales—Digital Processes at Department of Premier and Cabinet (DPC) Case Study

> This case study outlines DPC's Electronic Document and Records Management (EDRM) Program strategy and the successes the EDRM team has had in transitioning their organization to a fully digital operating environment.
> See also: New South Wales State Library digitization program Part 1; Part 2

**Belgium**
"Digital Wallonia" (French only)

> Three major segments of the Wallonia region are being digitized to, in effect, change the culture to focus on digital learning and interaction. The segments are educational institutions, government, and private businesses.

**Estonia**
National Library—Newspaper Portal

> This newspaper portal is unique due to its searchable text and the planned amount of data to be uploaded.

**Europe**
PREFORMA Project

> This project addresses the challenge of implementing good quality, standard file formats for preserving data content in the long term. The main objective is to give memory institutions full control of the process of conformance testing of files to be ingested into archives.
> See also: Improving Technical Options for Audiovisual Collections through the PREFORMA Project

**France**

Projet de loi pour une République numérique (French only)

> The principle of "open by default" is not new. Governments all over the world are making data more accessible to the public, as this project demonstrates.

National Archives—PROV, un modèle pour la provenance des données numériques (French only)

> PROV develops state-of-the-art models pertaining to the origin of digital data. The model has already been implemented as part of the SAEM project.

**Italy**

Projects for Collections Documentation and Storage

> A series of self-teaching didactic tools are now available online. Additional projects for 2016 are being developed and launched, including a crowdsourcing project.

**Namibia**

e-Government project

> The e-Government project will improve the delivery of public services through the use of information and communication technology. As part of the project, an e-Government Strategic Action Plan has been developed.

**Norway**

Decoding fragile manuscripts

> A common problem facing archives and libraries is the readability of objects in their collections. Norwegian researchers are addressing this by developing new, high-tech tools (hyperspectral imaging) to read information in fragile pieces of parchment.

**Scotland**

Citizen Space (consultation platform)

> The Scottish Government participates in approximately 100 public consultations a year, on a wide range of subjects. As a result, a new platform has been created called Citizen Space.

**Slovakia**

National Library—DIKDA Project

> Approximately 2.65 million cultural heritage objects, including more than 132,000 books and 356,000 periodicals, have been digitized. A video is included.

**Sweden**

Handwritten text recognition ("Google for handwriting") project

At the present time, technology is limited in its ability to transcribe archival texts reliably. However, researchers at the Uppsala University Library have begun developing methods to read these valuable works.

**United Kingdom**

The British Library—Multispectral imaging

Using multispectral imaging, The British Library has revealed a figure, never before seen in such detail, on a folio of a notebook belonging to Leonardo da Vinci.

University College London (UCL)—Predicting the shelf life of library and archival collections

Heritage scientists at UCL have developed demographic models of decay and loss to predict when a large library or archival collection might age beyond repair.

**United States**

Cornell University—Aristotle Cloud Federation project

This project will assist in making the work of scientific researchers more efficient by enabling them to share data and resources between various institutions through an academic-focused cloud-computing platform.

Government of Maryland—"Mobile-first" Website design

The government of Maryland has launched a "mobile-first" design on its website. Mobile-first refers to designing and developing websites for smaller screen sizes, such as those found on smartphones. The newly designed state website focuses on providing quick access to online services and user personalization features.

New York Public Library—Digitization projects

As with many public libraries today, the New York Public Library is undergoing a digital transformation with various projects that cover many different formats, such as audio and video recordings and maps.
See also: Interview with the Chief Technology Officer; Video: "Preserving New York Public Library's Audio & Moving Image Collections"

## Products and Tools from Around the World

### Canada

Bibliothèque et Archives nationales du Québec (BAnQ)—"Recueil des règles de conservation des documents des établissements de santé et de services sociaux du Québec" [PDF] (French only)

> This retention schedule was published in 2015.
> See also: Série B (version 1.2) [PDF]

Library and Archives Canada—"Generic Valuation Tools (GVT)"

> The Generic Valuation Tools (GVT) assist Government of Canada institutions in meeting their obligations under the Directive on Recordkeeping by setting the groundwork for two specific requirements. The identification of information resources of business value (IRBV) and the establishment of retention specifications.

### Australia

Government of New South Wales (NSW)—"Records management and the cloud: considerations for local government"

> Though specifically for local government, this information will also benefit the public sector.

National Archives—"Australian Government Recordkeeping Metadata Standard (Version 2.2)" [PDF]

> The National Archives of Australia has issued its Recordkeeping Metadata Standard (Version 2.2).

Office of the Information Commissioner—"Guide to privacy regulatory action"

> This guide explains the privacy regulatory powers in detail, examining the legislative framework and purpose of the powers, and the procedural steps the Office will take in exercising these powers.

### Europe

User guide on digital preservation

> The Consortium of European Social Science Data Archives has published a digital preservation user guide containing six main subjects.

### France

National Archives—"Standard d'échange de données pour l'archivage (SEDA) 2.0" (French only)

> This tool formally defines the transactions that take place when data is archived.

**Germany**
Digital Business Platform 2.0

> The world's first Digital Business Platform assists the public and private sectors to plan, govern, design, implement and accelerate their digital projects and strategies.

**Scotland**
"Open Data Resource Pack"

> Produced by the Scottish government, the resource pack assists public authorities in the development and implementation of their own plans for open data. Launched in 2015, the government's Open Data Strategy directs all public authorities to make data available online with an open licence in a machine-readable format by 2017.

**Switzerland**
KOST-Val (validateur de formats), version 1.6.1 (French only)

> This new version is now available.

**United Kingdom**
Zylpha—Legal document bundling technology

> This technology ensures that relevant email messages can be effectively and easily recorded and managed within bundles.

**United States**
Digital Public Library of America—"New Self-Guided Curriculum for Digitization"

> The curriculum is available in a self-guided version and each module includes a video presentation, with slides.

Message Logic—"Smart Archiving" Technology

> The importance of effectively archiving, storing and being able to quickly find corporate emails cannot be overstated. This tool contains "Smart Archiving" technology, which is a new way to archive messages.

Stanford University Libraries—ePADD

> Stanford University Libraries have developed this software solution that allows digital archivists to sort through thousands of archival emails and make them accessible.

## Studies and Surveys

### Canada

["Final Report: Analog and Digital Audiovisual Media Preservation Needs Survey"](#)
Published by: The Archives Association of Ontario, October 20, 2015.

> The Archives Association of Ontario (AAO) Preservation Committee released a survey in May 2015 that was intended to identify the audiovisual capabilities of AAO members, as well as any outstanding needs they may have regarding audiovisual preservation.
>
> The Committee hoped that the results of the survey would help indicate potential ways in which the AAO can assist archival organizations to meet their needs and navigate the complexities of audiovisual preservation.
>
> The survey asked members about the size of their organization's analog and digital audiovisual holdings, and their ability to process, preserve, and make those holdings accessible. Three major concerns were identified.

### Europe

["Survey Report on Digitisation in European Cultural Heritage Institutions 2015"](#) [PDF] ([Download is free](#))
By: Gerhard Jan Nauta, Wietske van den Heuvel, [DEN Foundation (NL)](#) on behalf of
[Europeana](#)/[ENUMERATE](#), June 2015.

> Currently, statistical data on Europe's digital heritage is tentative and scattered. The Enumerate project created a reliable baseline of statistical data about digitization, digital preservation and online access to cultural heritage in Europe. Improvements were also made to the quality and availability of intelligence about digital heritage.
>
> The survey represents the fourth major study into the current state of digitization in Europe. Approximately 1,000 institutions were surveyed. Questions were asked about the collections; digitization activity; digital access; digital preservation strategies; and digitization expenditures.

## The Digital Transformation Journey

This special section of the newsletter examines the capacity for digital technology to fundamentally transform the way the public sector operates and delivers services to citizens from around the world and how it can be used to make the digital transformation journey a smoother one.

**Introduction**

The digital era is here and digital transformation in the public sector is proceeding rapidly as governments around the world are developing and implementing their digitization strategies and programs to better serve the public; an example being Digital India.

However, not all public sector organizations are at the same level of digital maturity, as they do confront similar issues and barriers that are impeding change. The report "The journey to government's transformation" provides a snapshot of the public sector's digital evolution and gives advice as to how public bodies can effectively continue the digital transformation process. More than 1,200 government officials, 140 government leaders and outside experts from over 70 countries were surveyed.

**Digital Maturity**

Digital strategies and technology drive transformation of business processes and improve decision making. To do this effectively, an organization must have digital maturity, but what is this exactly? Digital maturity refers to the extent to which digital technologies have transformed an organization's processes, talent engagement, and citizen service models.

Digital maturity is linked to a digital strategy that is clear and concise; less risk averse; better able to respond to opportunities and threats, and promotes a culture that fosters innovation and collaboration. In this report, the level of digital maturity is determined by a digital maturity estimation framework.

**Digital Maturity Estimation Framework**

The framework is based on 20 questions that were grouped into 3 broad categories: people, processes, and preparedness. Five key factors that influence digital transformation in public sector organizations were then identified. What is the digital maturity of your country?

See also: **Report:** "The journey to government's digital transformation"; **FINDINGS:** Canada; Australia; Malta; United Kingdom; United States; Guide: "Digital Government Engagement Trends Report 2016"; Report: "The digital skills gap in government"; "Cloud and digital transformation for governments"

# Section 4—Selected Readings and Recordings

## Articles, White Papers, Presentations, Reports, Videos and Podcasts

### Canada

Article: "Social media e-discovery: its time is here"

> Written by: Dera J. Nevin, director of e-discovery services at Proskauer Rose LLP, featured in *Canadian Lawyer*, September 7, 2015.

> The importance of social media communications as part of the e-discovery process is growing.
> See also: "Bringing e-discovery in-house"

### Australia

Article: "Information Governance begins with a single step"

> Written by: Julian Goringe, Director of Asia Pac at rsd, featured in *IDM (Image & Data Manager),* August 17, 2015.

> The author discusses the steps in implementing an information governance program.
> See also: "Effective Email Integration Techniques for Improved Information Governance"

### France

Article: "Quels seront les nouveaux profils de l'administration numérique de demain?" (French only)
> Written by: Sandrine Baglin-Brandel, featured in *La Gazette*, July 6, 2015.

> Tremendous progress has been made possible through the digital revolution of the last 30 years. What can be expected in the future?

### Japan

Paper: "Lessons learned from twelve years' operation of the Web ARchiving Project (WARP)"
> Written by: Kosuke Murakami, Assistant Director, Digital Library Division, Kansai-kan of the National Diet Library, featured in the *National Diet Library Newsletter*, No. 203, December 2015.

> The Web Archiving Project began in 2002.

### New Zealand

Paper: "Storage is a Strategic Issue: Digital Preservation in the Cloud"
> Written by: Gillian Oliver, Victoria University of Wellington, and Steve Knight, National Library of New Zealand, featured in *D-Lib Magazine*, March/April 2015, Volume 21, Number 3/4.

> The paper reports on the use of cloud computing by cultural heritage institutions considering outsourcing the storage of digital collections.

**United Kingdom**

Article: "Information Governance and the Goldilocks Syndrome: Navigating data complexity for business advancement"

> Written by: John Lloyd and Daren Ward, *ITProportal*, July 12, 2015.
>
> How can organizations successfully strike a balance between governing their information appropriately and using their data to run their business?

Report: "The digital landscape in government 2014–2015 – Business intelligence review" [PDF]

> Published by: The National Archives of the United Kingdom, February 2016.
>
> The report describes the challenges in the current digital landscape including the volume and limited structure of born-digital records, technology for digital sensitivity review and the resources needed in government departments. It also provides recommendations.

Report: "Government digital records and archives review" [PDF]

> Written by: Sir Alex Allan, December 17, 2015.
>
> Sir Alex Allan reviewed the government's strategy for managing its digital records and archives.

**United States**

Article: "Organization, culture and resources: Making it work for records management"

> Published by: *Fierce Government IT*, November 2, 2015.
>
> This article focuses on the steps federal government departments and agencies are taking in implementing the White House's 2012 records management directive and the challenges they are facing.

Paper: "Tools for Discovering and Archiving the Mobile Web"

> Written by: Frank McCown, Monica Yarbrough and Keith Enlow, Harding University, featured in *D-Lib Magazine*, March/April 2015, Volume 21, Number 3/4.
>
> A new tool has been developed that will assist Web archivists in the collection of ephemeral Web content.

Article: "When data grows old: An agency model to optimize aging data"

> Written by: Greg Gardner, chief architect, Defense and Intelligence Solutions, NetApp US Public Sector, featured in *GCN*, December 4, 2015.
>
> Taking a life cycle approach for managing data, and following several key steps, results in a much more efficient approach that leverages a variety of widely accepted secure storage technologies.

## Books

**Selected Readings**

Margaret Crockett, *The No-Nonsense Guide to Archives and Recordkeeping*, 2015.

> Divided into four main work areas, this guide utilizes checklists, practical exercises, sample documentation, case studies and diagrams.

Published by Purdue University Press, *Making Institutional Repositories Work,* 2016.

> A collection of essays, this book is arranged in five thematic sections. The essays describe how repositories have matured and what can be expected from them, as well as introducing what may be the future role of the institutional repository.

Marcia Lei Zeng and Jian Qin, *Metadata, Second Edition*, 2015.

> Metadata remains the solution for describing the complex world of digital information, and continues to be of importance for information professionals. This book offers a comprehensive look at the metadata schemas that exist in the world of library and information science and beyond, as well as the contexts in which they operate.

Bénédicte Grailles, Patrice Marcilloux, Valérie Neveu et Véronique Sarrazin, *Classer les archives et les bibliothèques: mise en ordre et raisons classificatoires*, 2015 (French only).

> This book discusses the changes that are taking place in the classification of holdings in libraries and archives.

Franck Bulinge, *Maîtriser l'information stratégique: Méthodes et techniques d'analyse*, 2015 (French only).

> This book describes the methods, techniques and tools essential in managing information.

Françoise Mirguet and Paul Servais, *Archivistes de 2030 : Réflexions prospectives*, 2015 (French only).

> What are the challenges of archives from the past, present, and 15 years from now? Thirty-five archive managers share their thoughts.