

Governance and Recordkeeping Around the World

December 2009, vol. 3, no. 4



**Cloud Computing: Changing the way
information is managed and stored**



Library and Archives
Canada

Bibliothèque et Archives
Canada

Canada

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

ISSN: 1916-5714

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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>

Comments may be sent to the following address:

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Cloud Computing – The use of applications hosted across the Internet by an independent service provider. An example of cloud computing is a Google Doc, in which the word processing program is accessible through a Web browser, and the content in the document resides in Google’s servers.
Source: Social Media Handbook – General Services Administration Order CIO P 2106.2

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Section 1 – News

General News – Overview: Quick Links

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General News

Country – Canada

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Federal Government

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Headline: Government refuses to expand access to information and privacy laws

The government has rejected recommendations by a House of Commons committee to expand and modernize Canada's access to information and privacy laws because they are either too cumbersome, unnecessary or ill-considered.

Interim information commissioner, Suzanne Legault, acknowledges there's an "urgent need" to modernize legislation to remedy some "very long delays" in responding to access requests.

Source:

http://www.ctv.ca/servlet/ArticleNews/story/CTVNews/20091015/harper_information_091015/20091015?hub=QPeriod&s_name=

Government Response:

<http://www2.parl.gc.ca/HousePublications/Publication.aspx?DocId=4139208&Mode=1&Parl=40&Ses=2&Language=E>

Federal Government – Treasury Board of Canada Secretariat

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Headline: Treasury Board revamping information management and ATIP policies

Treasury Board Secretariat (TBS) is in the midst of a multi-year effort to revamp its information management and access to information and privacy (ATIP) policies.

Kim Steele, manager of information management for the policy and compliance at TBS says "Over the past several years we've seen an exponential increase in the rate at which we produce information."

Donald Lemieux, executive director of the information privacy and policy division at TBS, says the goal is to reduce the number of regulations, standards and guidelines while expanding the number of government agencies to which its policies apply and the emerging technologies and issues they address.

Source: <http://www.itworldcanada.com/news/gtec-treasury-board-plows-through-it-policy-refresh/138937>

Country – Cambodia

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Headline: Cambodia releases E-Government guidelines

The guidelines provide details on what ministries and other government departments are required to do to provide their services online as well as identify areas in which e-government can be used to build the public service competency of government institutions, provide guidelines for collecting data and help establish a blueprint for expanding government services.

Source: <http://www.bernama.com/bernama/v5/newsworld.php?id=435456>

<http://www.phnompenhpost.com/index.php/2009082527954/Business/e-government-guidelines-released.html>

Country – Ireland

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Headline: Irish Government to appoint CIO to manage 21st-century nation

The government has announced that it will appoint a Chief Information Officer (CIO) to manage the Irish public sector's use of IT, existing e-government infrastructure and national digital assets.

The CIO will assist public-sector modernization by implementing changes to how government conducts its business processes.

Source: <http://www.siliconrepublic.com/news/article/14125/cio/irish-government-to-appoint-cio>

Country – Romania

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Headline: Data retention law ruled unconstitutional

The Romanian constitutional court has ruled that a law which would require mobile operators and Internet service providers to store communication data for six months was unconstitutional.

There was great debate in the country with civil rights organizations claiming it violated basic rights while prosecutors said it was too restrictive arguing that the six-month period, during which data was stored, was too short.

Source: http://www.sofiaecho.com/2009/10/09/797385_romanian-constitutional-court-data-retention-law-unconstitutional

Country – United Kingdom

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Headline: Legislation delay 'threatening digital heritage'

The delay in enacting the Legal Deposit Libraries Act has meant that libraries, such as the British Library and the National Library of Scotland, have not been able to collect online and digital material, creating gaps in the archives.

As the legislation will not become law before the next election the British Library and the National Library of Scotland have brokered "voluntary deals" with some websites to archive digital data.

Source: <http://www.telegraph.co.uk/technology/news/6261268/Legislation-delay-threatening-digital-heritage.html#>

Source and Audio Interview: <http://www.guardian.co.uk/media/2009/oct/04/british-library-digital-archives>

Country – United States

Federal Government

1. **Headline:** Cloud-based email and archives creates security concerns

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Government agencies are outsourcing email security and archiving to the "cloud", which are online environments managed by third parties, but can face various security hazards according to some computer specialists.

The Obama administration, through the 2011 federal budget, will require agencies to move towards cloud computing and the 2010 budget is recommending that agencies begin shifting their computing systems to the "cloud".

Source: http://www.nextgov.com/nextgov/ng_20091008_4920.php?oref=topstory

2. **Headline:** NARA reports progress on Electronic Records Archive

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The Electronic Records Archives (ERA) digitizes existing government paper records and by 2011 the plan is to make the use of ERA as a records storage device mandatory for all Federal agencies.

Projects include transferring the electronic records from President Bush's administration and by 2011 integrating the records of the U.S. Congress, and the Supreme Court.

Source and Audio Interview: <http://www.federalnewsradio.com/?nid=35&sid=1754378>

In Depth Article: <http://fcw.com/Articles/2009/09/14/NARA-ERA-dig-out-of-digital-records-avalanche.aspx?Page=1>

3. **Headline:** Obama administration wants help archiving social media

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The Obama administration plans to hire a contractor to help archive the increasing amount of data that qualifies as presidential records that are published on publicly accessible Web and social networking sites.

Source: http://www.nextgov.com/nextgov/ng_20090903_1103.php

4. **Headline:** New Federal records rule goes into effect

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The National Archives and Records Administration has issued a federal records management rule revising and reorganizing the existing regulations on records management which directs that federal records must be kept secure and readily available.

Source: <http://www.enterprisestorageforum.com/continuity/news/article.php/3841051>

Rule: <http://edocket.access.gpo.gov/2009/pdf/E9-23613.pdf>

State Government

California

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Headline: Los Angeles City Council may adopt cloud computing

City council may transfer its email system to Google as part of its move to cloud computing which would allow the city to avoid the cost and maintenance of running its own email system.

The emails would be stored on Google's network of remote servers but concerns have been raised about the security of the data.

Source: http://www.latimes.com/business/la-fi-google-la27-2009oct27_0_4078134.story

Florida

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Headline: Attorney General's office to establish message retention policy for Blackberry devices

In the past, according to the Attorney General of Florida Bill McCollum, there were no state-wide retention policies for Blackberry PIN and text messages. This is about to change.

In a press conference, McCollum said that messages sent between Blackberry devices, known as PINs, are public records and that the Attorney General's office will start the process of implementing a message retention policy.

McCollum stated that although his office does not have the capability to retrieve old messages their existing equipment can retain messages going forward and is encouraging other agencies to follow his office's lead in establishing a retention policy.

Source and Video Press Conference: <http://www.postonpolitics.com/2009/09/attorney-general-raises-ante-on-public-record-keeping-will-the-legislature-follow-suit/>

Private Sector

Oracle

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Headline: Oracle unveils its iGovernment roadmap

Oracle is helping the public sector improve on the efficiency and responsiveness of its services through its iGovernment roadmap whose ultimate goal is to transform government service delivery.

Service oriented architecture (SOA) is a crucial component of the iGovernment strategy enabling organizations to take components in their legacy systems and offer them as a service which can be added to as and when the organization sees fit.

Source: http://www.ifg.cc/index.php?option=com_content&task=view&id=28200&Itemid=1

Section 2 – Events

Annual Meetings and Conferences

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International

1. The 2010 AIIM International Exposition and Conference

Host: AIIM

When: 20–22 April 2010

Where: Philadelphia, Pennsylvania, United States

Summary: Topics include **(1)** Document and Records Management **(2)** Email Management **(3)** Electronic Content Management Essentials **(4)** Litigation and Discovery.

LAC Speakers: To be determined

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

2. The 8th European Conference on Digital Archiving

Hosts: Swiss Federal Archives and the European Regional Branch and Professional Associations Section of the International Council on Archives (ICA).

When: 28–30 April 2010

Where: Geneva, Switzerland

Summary: The conference will focus on the following four issues: **(1)** Professional competence in the digital age **(2)** What to keep: how to mirror the information society **(3)** E-Archiving: reorganization of processes and business models **(4)** Online access: solutions and implications.

LAC Speakers: To be determined

Programme and Registration:
<http://www.ica.org/en/2009/04/30/8th-european-conference-digital-archiving-geneva-2010-call-papers>

3. I-CHORA 5: Fifth International Conference on the History of Records and Archives

Theme: Records, archives and technology: interdependence over time

Hosts: The National Archives of England, Wales and the United Kingdom, the Liverpool University Centre for Archive Studies and the Department of Information Studies at University College London.

When: 1–3 July 2010

Where: London, England

Summary: The conference theme will be explored from a historical perspective, but will be interpreted as broadly as possible and will consider the evolving interrelationships between records, archives and any technology, not just the digital technology of our own time.

LAC Speakers: To be determined

Programme and Registration (To follow): <http://www.nationalarchives.gov.uk/ichora5/>

National

1. Ontario Library Association's 2010 Super Conference

Host: Ontario Library Association (OLA)

When: 24–27 February 2010

Where: Toronto, Ontario, Canada

Summary: The Super Conference is Canada's largest continuing education event in librarianship.

LAC Speakers: To be determined

Programme and Registration:

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

2. 2010 ARMA Canada Conference

Theme: Soaring higher with Information Management

Host: Association of Records Managers and Administrators

When: 30 May to 2 June 2010

Where: London, Ontario, Canada

Summary: Additional information to follow.

LAC Speakers: To be determined

Programme and Registration (To follow): <http://www.armacanada.org/index.shtml>

3. Association of Canadian Archivists 35th Annual Conference

Theme: "Standing on the Shoulders of Giants: The Next Generation of Canadian Archivists"

Host: Association of Canadian Archivists

When: 9–12 June 2010

Where: Halifax, Nova Scotia, Canada

Summary: Additional information to follow.

LAC Speakers: To be determined

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

4. 62nd IPAC Annual Conference

Host: The Institute of Public Administration of Canada

When: 22–25 August 2010

Where: Ottawa, Ontario, Canada

Summary: Additional information to follow.

LAC Speakers: To be determined

Programme and Registration (To follow): <http://www.ipac.ca/2010>

Forums

No forums listed at this time.

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

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Topic/Title: Business Intelligence Network (BIN)

Summary: BIN is comprised of Canadian researchers and vendors whose aim is to improve various aspects of data management so that organizations can make better business decisions.

Renée Miller, the primary investigator with BIN, says the quality of data is a particularly important challenge for businesses given information is often incomplete and inconsistent. “Right now, you find businesses making business decision based on data that is flawed in many ways.”

Source: <http://www.itworldcanada.com/a/Daily-News/00378979-d09d-4964-98ba-00033ec31d4a.html>

Australia – National Archives

Topic/Title: The Visible Archive: Mapping the National Archives of Australia Collection

Summary: The Visible Archive is a research project on the visualization of the museum collection currently held by the National Archives of Australia.

Source: http://infosthetics.com/archives/2009/09/the_visible_archive.html

Australia – National Library

Topic/Title: Digital Preservation Workflow Project / Prometheus Digital Preservation Workbench

Summary: The Digital Preservation Workflow Project was set up to develop a suitable workflow system for long-term preservation, storage and access to digital collection items received on physical carriers or as discrete files.

A recent project has extracted all digital media from collections and a program will now begin to transfer the records they contain onto server storage using the Prometheus Digital Preservation Workbench devised by the National Library’s digital preservation section.

These two initiatives were part of a Paper entitled “Collaboration Strategies for Digital Collections: The Australian Experience” presented in May 2009 by Warwick Cathro, Assistant Director General, Resource Sharing and Innovation, National Library of Australia.

Background: <http://80gb.wordpress.com/2008/09/22/national-library-of-australia-digital-manuscripts/>

Source: <http://prometheus-digi.sourceforge.net/>

Link to Paper: <http://www.nla.gov.au/openpublish/index.php/nlasp/article/view/1433>

Caribbean

Topic/Title: Electronic Government for Regional Integration Project (EGRIP)

Summary: EGRIP was created with the goals of reducing the cost of doing business, improving public sector efficiency, transparency and accountability and providing benefits associated with the use of common policies and technologies for the delivery of government services.

Source: <http://blog.moontownbarbados.com/2009/08/13/oecs-launches-major-regional-e-government-initiative/>

China – National Library

Topic/Title: Accessing content from the National Library through Digital T.V.

Summary: The National Library is now enabling the public to access content from their collections through their digital TV. By the end of 2009 more than 300,000 citizens will have this service and in the future it will be expanded to more than 3 million households.

Source: <http://www.cctv.com/english/special/news/20090914/115707.shtml>

Europe

Topic/Title: EuropeanaConnect

Summary: EuropeanaConnect, started in May 2009, will develop key components for the enhancement and improvement of Europeana, the European Digital Library and will become an interoperable, multilingual and user-oriented service for all European citizens.

Source: <http://www.europeanaconnect.eu/>

Link to January 2009 article featured in the Newsletter:

<http://comitesweb.blogspot.com/2008/11/europeana-connecting-cultural-heritage.html>

Saudi Arabia

Topic/Title: Government Modernization: Multi-year eGovernment Service Bus (GSB) Project

Summary: This project will modernize the delivery of government services by delivering the core communication and security infrastructure for the long-term modernization of all government services.

The project will put in place the organizational and governance structures required to support the delivery of online e-government services to the citizens of Saudi Arabia and will eventually provide everyone with access to government services from anywhere and at any time, replacing the current system of time-consuming, manual processes.

Source: <http://it.tmcnet.com/topics/it/articles/57551-ibm-helps-saudi-arabia-modernize-delivery-government-services.htm>

Turkey – National Library

Topic/Title: Spotlight on the National Library of Turkey

Summary: Mr. Tuncel Acar, director of the National Library of Turkey (NLT), describes the Library as "one of Turkey's most influential bodies in education, science, culture and research. Its role is vital in gathering and preserving scientific and cultural works for present and future generations to enjoy."

Source and Video: [More info...](#)

United Kingdom – British Library

Topic/Title: UK Web Archiving Consortium

Summary: The British Library is part of the UK Web Archiving Consortium whose goal is to build a collective UK Web archive with websites from the UK domain which are culturally and historically important.

Websites are selected based on a collection and selection policy however only 0.05% of the UK domain has been captured to date.

Video: http://www.bl.uk/careers/inspiring.html#/web_archive/watching

About the Consortium: <http://www.dpconline.org/graphics/about/ukwac.html>

Note: Video maybe blocked within some Federal government departments but can be viewed externally.

United States – Library of Congress

Topic/Title: Using Cloud Technologies to Test Perpetual Access to Digital Content

Summary: Responding to the issue of the long term preservation and access of the collective national digital heritage a pilot program will test the use of cloud technologies to enable perpetual access to digital content.

Cloud technologies use remote computers to provide local services through the Internet and enables organizations to provide data storage and access without having to maintain its own dedicated technical infrastructure.

The pilot will focus on a new cloud-based service, DuraCloud that will provide trusted solutions for organizations such as universities, libraries, cultural heritage organizations, research centres, and others who are concerned with ensuring perpetual access to their digital content.

Source: <http://expertvoices.ndsl.org/duraspace/2009/07/15/library-of-congress-and-duracloud-launch-pilot-program-using-cloud-technologies-to-test-perpetual-access-to-digital-content-service-is-part-of-national-digital-information-infrastructure-and-preserva/>

Audio Interview: <http://www.federalnewsradio.com/index.php?sid=1719170&nid=17>

Note: Audio interview maybe inaccessible within some Federal government departments but can be accessed externally.

Global

Topic/Title: The World e-Governments Organization

Summary: In 2010, the World e-Governments Organization will be launched in Seoul, South Korea with the goal of bridging the information divide among cities of the world and fostering their cooperation.

Source: http://www.koreaherald.co.kr/NEWKHSITE/data/html_dir/2009/09/30/200909300032.asp

Products and Tools from Around the World

Canada – Bibliothèque et Archives nationales du Québec

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Product/Tool: Launch of three integrated document management tools

Summary: To mark the opening on October 8, 2009 of its new premises for archive conservation, BAnQ is posting on its portal three products from the integrated document management section of the Québec Archives Centre and government archives, for use by its partners in government ministries and public organizations. The tools are as follows:

[Guidelines for managing e-mail messages within the Quebec government.](#)
[Profiles of government metadata, files and documents, Version 2.0.](#)
[Digitizing administrative documents: methodology and recommendations.](#)

Source: <http://actualites.banq.qc.ca/archives/view.asp?ID=1167>
(Available only in French)

Australia – National Archives

Product/Tool: Keep the Knowledge Make a Record

Summary: This is a training package developed by the National Archives of Australia to assist all Australian Government employees, contractors and consultants to understand their records management responsibilities.

Source: <http://naa.gov.au/records-management/training/Keep-the-Knowledge/index.aspx>
Media Release: <http://www.naa.gov.au/about-us/media-releases/2009/keep-the-knowledge.aspx>

France

1. **Product/Tool:** E-velop

Summary: Document-Channel has developed a major innovation that promises to revolutionize e-mail practices.

The company has launched E-velop, a tamper-proof digital envelope and services for managing and exchanging digital documents using the SaaS (Software as a Service) delivery model.

The E-velop is equipped with support and monitoring systems to ensure traceability and admissibility in the event of a dispute, and will revolutionize the way digital communication takes place.

Source: http://www.cfo-news.com/38-ans-apres-l-e-mail,-Document-Channel-lance-e-velop,-la-premiere-enveloppe-numerique-unive-a-valeur-de-preuve_a11947.html
(Available only in French)

2. **Product/Tool:** Incipio Infodoc

Summary: A complete solution for capitalizing on and managing document holdings by associating distribution features on Incipio's portal with an efficient document holdings management system.

Incipio Infodoc is specifically designed to address professional recordkeeping requirements, providing a total solution to meet new challenges involved in managing and disseminating knowledge and expertise within the organization.

Source: <http://www.communique-de-presse-gratuit.com/informatique/gestion-documentaire-nouvelle-version-du-logiciel-incipio-infodoc/>
(Available only in French)

Iceland

Product/Tool: RM Studio

Summary: RM Studio is a risk management tool for ISO/IEC 27001 compliance which provides a comprehensive solution for allowing organizations to deploy an effective risk assessment and management.

Source: <http://www.iso27001.lu/isms/rm-studio-%e2%80%93-software-for-compliance-to-isoiec-27001/>

Japan

Product/Tool: "Digital Rosetta Stone" (DRS)

Summary: Japanese researchers have prototyped a memory system that can store large volumes of data for more than a thousand years.

Source: http://techon.nikkeibp.co.jp/english/NEWS_EN/20090618/171883/

New Zealand

Topic/Tool: Make It Digital

Summary: Make It Digital is a website where questions can be submitted about creating digital content in New Zealand and advice can be given and ideas shared.

Source: <http://makeit.digitalnz.org/>

New Zealand – National Library

Product/Tool: Primo® solution

Summary: The National Library of New Zealand is using this product to provide users with a unified interface to access their library's collections.

"We engaged in an extensive requirements process to determine the best solution for enabling our users to easily find the digital and physical resources of the National Library...." commented Steve Knight, Associate Director of the National Digital Library at the National Library of New Zealand.

Source: http://www.exlibrisgroup.com/default.asp?catid=%7B916AFF5B-CA4A-48FD-AD54-9AD2ADADEB88%7D&details_type=1&itemid=%7B415E8C65-4069-483B-9E09-9BA960F78565%7D

United Kingdom

Products/Tools: Records and Information Impact Calculator (RIIC)
Records Management Maturity Model (RMMM)

Summary: The RIIC will include the means by which any organization considering or currently engaged in an initiative to improve the management of records and information can capture and measure three distinct sets of data: performance information before and after completion of the initiative and the costs of implementing it.

The RMMM which will comprise of a set of questions, grouped into themes, which can be used to plot where a particular institution is in terms of its own journey towards maturity in records management. The questions and the results returned will be designed to allow institutions to assess their current strengths and weaknesses in this regard and as a result, where any investment of resources may most profitably be targeted.

Source: <http://www.jiscinfonet.ac.uk/records-management/measuring-impact>

United Kingdom – National Archives

Product/Tool: Corporate Memory: A Guide to Managing Business Archives

Date: July 2009

Summary: Through this guide, the National Archives demonstrates how businesses can use their archives to explore new markets, provide legal and regulatory protection and succeed in today's competitive markets.

The guide's release coincides with the launch of the national strategy for business archives, whose goal is to ensure that the archives of the nation's business are cared for, protected and properly used in the future.

Source: <http://www.nationalarchives.gov.uk/news/stories/330.htm?WT.hp=nf-37511>

United States – ConexWare

Product/Tool: PowerArchiver

Summary: PowerArchiver is an archiving program that allows you to compress and extract your data so that it takes up less space.

It also includes an internal interface for viewing text and image files, and enables users to create self-extracting archives, for exchanging compressed data with people who have no knowledge of this kind of program.

Source: <http://www.numerama.com/telecharger/6117-PowerArchiver-2009-110-Final.html>
(Available only in French)

United States – General Services Administration

Product/Tool: www.apps.gov.

Summary: This is a website that federal agencies can access for cloud computing applications and is a major feature of the president's government modernization initiative.

Source: <http://www.futuregov.net/articles/2009/sep/18/one-stop-cloud-source-launched-federal-agencies/>
In Depth Article: <http://www.b-eye-network.com/view/11528>

United States – Smithsonian Institution Archives / Rockefeller Archive Center

Product/Tool: Email Preservation Parser

Summary: The Email Preservation Parser is designed to be used on email accounts, or groups of related email messages, that are transferred to an archival organization in accession in contrast to email records that are harvested incrementally from active email systems.

The Smithsonian Institution Archives and the Rockefeller Archive Center have engaged in a collaborative three-year project to develop, test, and share the technology to preserve digital documents with other non-profit organizations.

Source: <http://siarchives.si.edu/cerp/parserdownload.htm>
Project Information: <http://siarchives.si.edu/cerp>

Studies and Surveys

Australia and New Zealand

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Title of Study: The Great Information Glut (With Podcast)

Publication Date: September 2009

Objective of Study: To understand how businesses and government organizations in Australia and New Zealand manage their information, the specific challenges they face, and what impact these have on their operations.

Study Participants: Hitachi Data Systems commissioned a survey of 400 Senior IT Executives.

Key Findings Include:

- 1) Organizations are being negatively impacted due to excessive growth or mismanagement of information—"the information glut"—and organizations that deploy new technology across their operations are less likely to be stuck in "the information glut".
- 2) The main causes of the "information glut" are inadequate budget, staffing resources and organizations that have too much information.
- 3) Both public and private sector organizations in Australia and New Zealand are struggling to cope under the burden of an increasing volume of digital information and managing both the growth and cost of storing digital information remain important organizational priorities.
- 4) **Eighty-two percent** of organizations delegate the responsibility for managing the retention and deletion of emails to their staff, despite email being a legally binding business record.
- 5) **Thirty-three percent** of organizations have been unable to recover files from their backup and could not easily respond to a discovery audit from the courts for emails sent and received 18 months ago.

Source and Podcast: <http://blogs.bnetau.com.au/aussierules/2009/09/14/too-much-information-talk-australia-2/>

Link to Study: <http://www.hds.com/assets/pdf/apac-site/anz/research-report-great-information-glut.pdf>

Policies and Standards

United States – General Services Administration

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Policy: General Services Administration Social Media Policy (with handbook)

Last Reviewed: July 24, 2009

Purpose: Establishes policy for employee use of social media

Overview: The use of social media technologies enhances communication, collaboration, and information exchange.

By openly sharing knowledge, best practices, and lessons learned more effective solutions and efficiencies can be provided to enhance excellence in the business of government. As the technology evolves, the policy and its accompanying handbook will evolve.

Source:

http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA_OVERVIEW&contentId=25745&noct=I

Global

Revised Version of Standard: International Standard ISO 15836:2009 Information and documentation -- The Dublin Core metadata element set

Summary: A revised version of the International Standard ISO 15836 has been published by the International Organization for Standardization (ISO).

Source: <http://www.iso.org/iso/search.htm?qt=15836&sort=rel&type=simple&published=true>
<http://dublincore.org/>

Section 4 – Selected Readings

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Canada

Topic/Title: Government Technology Exhibition and Conference (GTEC) 2009 Presentations [Back](#)

Summary: GTEC was held in Ottawa, Ontario, Canada between October 5–8, 2009 and presentations included “Service Mashups and the State of Law” by Geneviève Allard, Pierre Desrochers and Brian Thurgood of Library and Archives Canada.

Source: <http://www.gtec.ca/2009/presentations/>

France

1. **Topic/Title:** « Google, miroir aux alouettes des bibliothèques nationales »

Type of Document: Opinion Piece

Author: Lise Bissonnette, former CEO of Bibliothèque et Archives nationales du Québec, featured in *Le Monde*

Summary: Negotiations between France and Google over the massive digitization of its collections of books are causing concern in Francophone countries which for several years now have been working with the National Library of France on this issue. According to Mrs. Bissonnette, "our national documentary heritage is not limited to books...." She has been urging nations to take "the steps that are required to digitize their documentary heritage."

Source: http://www.lemonde.fr/opinions/article/2009/10/19/google-miroir-aux-alouettes-des-bibliotheques-nationales-par-lise-bissonnette_1255829_3232.html

(Available only in French)

2. **Topic/Title:** « Numérisation : Google pousse à l'index »

Type of Document: Opinion Piece

Author: Luis Hipolito, featured in *Reflets Magazine*

Summary: Google, with over 10 million digitized books, most of the content of which is Anglophone, is the world's most advanced virtual library.

Google is aware that it cannot indefinitely control the management of information available in digital format, and is conducting negotiations with countries to acquire what humanity has produced over the centuries.

In exchange for digitizing the national documentary heritage of these countries, it has acquired the exclusive right to index its content, which is a major issue for preservation and conservation.

The possibility of Google having a monopoly over the access to this information is disturbing to some. The Europeana project, a prototype of the future digital European library announced for 2010, will be competing with Google, with almost 4 million records in 26 different languages.

Source: <http://reflets-mag.blogspot.com/2009/08/numerisation-google-pousse-lindex.html>

(Available only in French)

3. Topic/Title: « Le retour en grâce de l'information payante : un combat perdu d'avance ? »

Type of Document: Opinion Piece

Author: Dimitri Granger, featured in *PR2Peer*

Summary: Announcements of the return of charges for online content are increasing and recent comments by Rupert Murdoch, chairman of News Corporation, which owns MySpace, are causing turmoil.

The opportunities available in the current crisis are enormous and demonstrate the risk of a two-tiered information system that benefits the elite.

This possibility calls into question not only the habits of Internet users, but also the quality of information available to all. It is a new development whose full impact is as yet unknown, but already partnerships have developed between publishers and content contributors to find viable solutions.

Source: <http://www.pr2peer.net/2009/08/le-retour-en-gr%C3%A2ce-de-linformation-payante-un-combat-perdu-davance-.html>

(Available only in French)

The Netherlands

Title of Interim Report Summary (English Summary):

A Future for Our Digital Memory: Permanent Access to Information in the Netherlands

Issued By: Netherlands Coalition for Digital Preservation (NCDD)

Date: September 2009

Overview: In order to underpin its strategy, the NCDD decided to build a detailed picture of the current situation in the public sector in the Netherlands. Can institutions or domains be identified which have successfully risen to the challenge of digital preservation and permanent access? What categories of data are in danger of being lost? How can the risks be managed?

Summary: Included in the report summary is a list of impediments to long-term access to digital objects (along with inspiration for action) which include:

- (1) Lack of awareness
- (2) Shortage of knowledge and expertise on digital preservation
- (3) Inadequate information management throughout the lifecycle
- (4) Shortage of trustworthy storage capacity
- (5) Shortage of practical tools
- (6) Shortage of dedicated long term preservation services

Source: <http://digital-scholarship.org/digitalkoans/2009/09/01/english-language-summary-of-a-future-for-our-digital-memory-permanent-access-to-information-in-the-netherlands/>

Link to Report (English Summary): <http://www.ncdd.nl/en/documents/Englishsummary.pdf>

Link to Dutch Report: <http://www.ncdd.nl/activiteiten-natverkenning.php>

United Kingdom

Title of Podcast: Records Management 2.0

Date: June 2009

Summary: Topics include:

- (1)** What impact is Web 2.0 having on the way organizations are keeping their records?
- (2)** Are current records management practices and standards still adapted to the Web 2.0 world with its increased volume, and pace of information exchange, increased diversity of systems and increased pace of technological change?
- (3)** What kind of recordkeeping would be suited to the Web 2.0 world? Will the Web 2.0 world result in organizations keeping records in a completely different kind of way?

Podcast: http://nuweb.northumbria.ac.uk/ceis_podcasts/episode04.php

United States

1. Topic/Title: Cloud Computing, Social Networks and How They Relate to E-Discovery

Type of Document: Video Interview

Host: Pete Pepiton, eDiscovery Solutions Director with CA on Information Governance, interviews Ron Hedges, former Magistrate Judge in the district of New Jersey.

Summary: Cloud computing is the outsourcing of data processing work to third party entities or vendors that manage data on behalf of an organization. Cloud computing is connected, to some degree, with the concept of Web 2.0 which are interactive technologies such as Facebook.

When organizations arrange with third parties to host or process their information it is important that the organization ensures that there is a written agreement to protect the organization.

Issues could arise in e-Discovery such as not being permitted access to information required for litigation, delays in accessing the information or having to pay additional fees.

Video: <http://cloudlives.com/797097-CA-Information-Governance-Talks-Cloud-Computing-Social-Networks-How-They-Relate-to-eDiscovery.html>

2. Topic/Title: NARA's top 10 management challenges

Type of Document: Article

Author: Ben Bain, *FederalComputerWeek*

Summary: The National Archives and Records Administration's (NARA) Office of Inspector General produced a list of what it considers the 10 most significant challenges that NARA faces.

- 1)** Electronic Records Archives
- 2)** Records management
- 3)** Information technology security
- 4)** Public access to records
- 5)** Storage needs
- 6)** Preservation needs
- 7)** Project management
- 8)** Physical and holdings security
- 9)** Contract management and administration
- 10)** Workforce issues

Source: <http://fcw.com/articles/2009/09/14/nara-top-management-challenges.aspx>

3. **Topic/Title:** Storage pros worry about putting data in the cloud

Type of Document: Article

Author: Jon Brodtkin, *ComputerWorld*

Summary: While the concept of cloud computing is still relatively new and organizations are still trying to understand the pros and cons, issues of concern have arisen including security, legal issues and portability of data.

According to Basant Agrawal, enterprise architect with APS, an Arizona utility company “[Cloud computing] still has some maturity issues. Number 1 is security. Also, the vendors have to be big enough to handle legal issues. It’s not just about technology. It’s about the whole infrastructure, and legal issues and regulations. Then the technology has to be seamlessly integrated.”

Source: <http://news.idg.no/cw/art.cfm?id=59D42D0F-1A64-67EA-E4138E1296F9F861>

4. **Topic/Title:** Governance In The Cloud

Type of Document: Article

Author: Rourke McNamara, Director of Product Marketing, TIBCO Software featured in *Business ComputingWorld*

Overview: Many companies and organizations are delaying moving to cloud computing mainly because of uncertainties around security, compliance and control.

Summary: Organizations contemplating a move to the cloud need to ensure that four key aspects of information management are covered by policies and processes.

These areas are: **(1)** Who can access the information **(2)** How these access permissions are managed **(3)** Where information is stored **(4)** How access to information and applications are tracked.

Source: <http://www.businesscomputingworld.co.uk/?p=1252>

Global

Topic/Title: A Data Deluge Swamps Science Historians

Type of Document: Article

Publication: *The Wall Street Journal*

Summary: For more than a decade, policy makers and data experts have been debating the best way to preserve important digital records.

Dr. Jeremy Leighton John the British Library's first curator of eManuscripts is working on ways to archive computer data so that future generations can authenticate today's discoveries and better understand the people who made them.

A new proton smasher near Geneva called the Large Hadron Collider is supposed to produce 15 million gigabytes of data annually which will fill more than 1.7 million DVDs every year.

Researchers at Keio University, Sharp Corp. and Kyoto University in Japan unveiled a memory chip designed to last for centuries and physicists at the University of California, Berkeley, and the Lawrence Berkeley National Laboratory published the design of a digital device that could store data for a billion years, at least in theory.

Source and Video: <http://online.wsj.com/article/SB125139942345664387.html>

Books

Selected Readings

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1. Michael Miller, *Cloud Computing: Web-Based Applications That Change the Way You Work and Collaborate Online*, 2008.

The book provides a general introduction to cloud computing. It analyzes in detail the benefits and drawbacks of the technology and can help guide companies that are considering adopting or offering cloud computing services.

Source: <http://search.barnesandnoble.com/Cloud-Computing/Michael-Miller/e/9780789738035>

2. Bob Boiko, Erik M. Hartman and Tony Byrne, *Information Management Best Practices 2009*, 2009.

Information Management Best Practices 2009 is a compilation of high-quality best-practice guidance, written for and by information management experts across the globe. The 2009 edition presents step-by-step best practices from organizations like the BBC, Harvard Business School and the Canadian Department of National Defence.

Source: http://timaf.org/?page_id=62

3. Philip C. Bantin, *Understanding Data and Information Systems for Recordkeeping (Archivist's and Records Manager's Bookshelf)*, 2008.

The ways an institution can organize and store its information are changing rapidly. This is a comprehensive guide to the new technologies that can help institutions better organize vital documents and information for preservation, search, and retrieval.

Bantin looks at the major types of resources relational databases; data warehouses; and content, document, and knowledge management systems and the ways each captures, stores, and manages records. Each system is evaluated in light of its ability to manage digital content over the long term.

Bantin also offers suggestions for adapting turnkey systems to better serve organizational needs, tips for implementing systems assessment, and guidance for ensuring systems comply with legal requirements.

Source: http://www.amazon.com/Understanding-Information-Recordkeeping-Archivists-Bookshelf/dp/1555705804/ref=sr_1_1?ie=UTF8&s=books&qid=1256050736&sr=8-1