

# Meeting the challenges of electronic records management: Experiences of the National Archives

Gina Grey

National Archives of Australia



[naa.gov.au](http://naa.gov.au)

# Overview

- Setting the scene
- ‘Go Digital’ – challenges, changes and reforms
- Importance and benefits of digital records management
- Digital policy
- Specific records and information management challenges



# The Australian context



Your story, our history

[naa.gov.au](http://naa.gov.au)

# The National Archives of Australia, Canberra



[naa.gov.au](http://naa.gov.au)

# Our 'Go Digital' message to agencies is made more important by:

- Changes in the legislative environment
- Realities of digital environment
- New government policy



“... increasing scrutiny, discussion, comment and review of the Government’s activities and increasing recognition that information held by the Government is to be managed for public purposes and is a national resource...”

Senator John Faulkner





# Declaration of Open Government

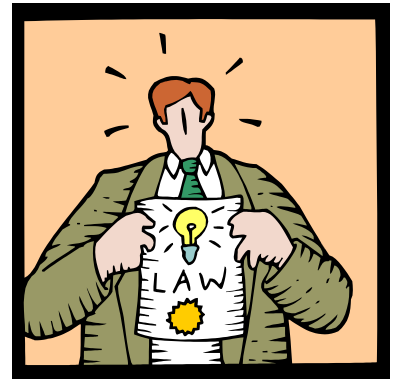
- Engagement with citizens
- Better access to government information
- Better use / re-use of government information
- Use of internet-based technologies



# Changes in legislative environment

## Freedom of Information reforms:

- Strengthen public rights of access to government information
- Agencies to release information proactively





# Changes in legislative environment

## Archives Act changes:

- Make archival records available sooner – after 20 years rather than after 30 years

# Office of the Australian Information Commissioner



*Freedom of  
Information Act 1982*

*Privacy Act  
1988*

Information  
policy



Principles on open public  
sector information

Good records management is essential for  
open government reforms

and also

An assumption that records are digital



[naa.gov.au](http://naa.gov.au)

# Why is digital records management important?

Agencies will find it increasingly difficult to make information freely available to the public for use and reuse without



# Why is digital records management important?

Agencies will find it increasingly difficult to comply with the demands of the legislative reform agenda efficiently and effectively



# Why is digital records management important?

Efficient access, use and reuse of business information can not be achieved with paper records



# Benefits of digital records management





# Benefits of digital records management

- ✓ Improved business processes
- ✓ Better-informed decision making
- ✓ Better service delivery
- ✓ Free up staff time
- ✓ Information sharing
- ✓ Lower compliance costs
- ✓ Reduced business risk
- ✓ Cost savings



# Digital policy

The screenshot shows the National Archives of Australia website. At the top left is the Australian Government logo and the National Archives of Australia logo with the tagline 'Your story, our history'. A search bar is located at the top right. Below the header is a navigation menu with links for 'About us', 'Records management', 'Collectives', 'Education', 'What's on', and 'Services'. The main content area features a 'News' section on the left with several articles, a central banner titled 'Go digital! It's government policy for your agency.' with an image of a USB drive, and a 'Using the Archives' section on the right with a list of services and quick links. At the bottom, there are four columns of links: 'Contact', 'For Government', 'Other Archives websites', and 'Navigation'.

**News**

**Check-up 2.0 assessments due 20 September 2011**  
posted on: 5 September 2011  
Finalising your whole-of-agency Check-up 2.0 assessment? 16 days to go. [more](#)

**New opening hours for Melbourne reading room**  
posted on: 13 July 2011  
From 1 August 2011 the Melbourne reading room will open from 10am-4.30pm, Monday to Friday and Saturday (when open). [more](#)

**Your Memento issue 3 now available!**  
posted on: 13 July 2011  
In this issue: 1972 Larrakia petition and the struggle for land rights, Griffin treasure returned to the Archives, the Constitution and federalism, and the Saucy Hit Parade. [more](#)

[RSS](#)

**Go digital!  
It's government  
policy for your  
agency.**

**Using the Archives**

- RecordSearch
- NameSearch
- PhotoSearch
- Family history
- Service records
- Learning to research
- Fact sheets
- Ask us a question

**Quick links**

- From the Director-General
- Media releases
- Constitution Day
- ICA Congress 2012
- Freedom of information
- Exhibitions
- Publications
- Faces of Australia
- E-newsletter
- Your Memento
- A-Z for researchers

**Catch us on...**

**Contact**  
Contact us or looking for employment  
Addresses and opening hours  
Media inquiries  
Copyright  
Corporate logo

**For Government**  
Agency Service Centre  
Keep the Knowledge  
Check-up  
Training

**Other Archives websites**  
Australia's Prime Ministers  
Mapping our Anzacs  
Vroom - for students and teachers  
Uncommon Lives  
Documenting a Democracy

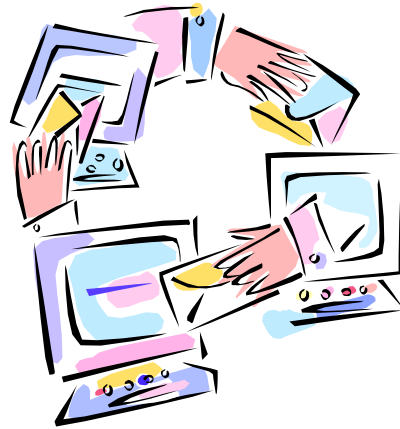
**Navigation**  
A-Z for researchers  
Site map  
About this site

# Specific records and information management challenges

- Email
- Business systems/EDRMS
- Social media and websites
- Cloud computing
- Data/datasets

# Records and information management challenges

## Email



# Records and information management challenges

## Business systems and EDRMS



# Records and information management challenges

## Websites and social media



# Records and information management challenges

## Cloud computing





# Records and information management challenges

Data and datasets



# Conclusion

Meeting the challenges



[naa.gov.au](http://naa.gov.au)



NATIONAL  
ARCHIVES  
OF AUSTRALIA

Your story, our history

[naa.gov.au](http://naa.gov.au)

# For more information

Go to: [www.naa.gov.au/recordsmanagement](http://www.naa.gov.au/recordsmanagement)

Enquiries regarding the use of this document should be sent to [recordkeeping@naa.gov.au](mailto:recordkeeping@naa.gov.au)

