



State Records

Survey on ICT attitudes to records and recordkeeping

Records Managers' Forum

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Introduction

- Why survey?
- Ultimate aims
- Survey questions, distribution and analysis
- Limitations of the survey
- Overview of the findings
- Survey report
- Where do we go from here?
- Conclusion

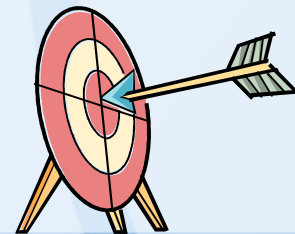
Why survey?

To:

- understand the problems ICT professionals face in meeting their objectives and accountabilities in relation to digital information
- understand the attitudes of ICT professionals to recordkeeping and records management
- identify areas where there is believed to be correlation between ICT and records management objectives in relation to digital information
- understand the causes of the barriers that prevent ICT and recordkeeping professionals from working together.

Ultimate aims

- To determine projects and initiatives that can be undertaken by State Records to foster better working relationships between ICT and recordkeeping professionals.
- To encourage the implementation of best practice, promote compliance with the *Standard on digital recordkeeping* and ensure that business objectives are better supported.



Survey questions, distribution and analysis

- 5 mainly open-ended questions
- Made available in Survey Monkey Tool, 28 July – 20 August 2010
- Advertised widely eg. RM Forum, targeted emails, discussion forums, Twitter
- Results compiled
- Workshops: (1) State Records (2) external focus group

Limitations of the survey

- Voluntary
- 217 respondents
- Not necessarily representative of whole ICT community
- Differing views expressed by respondents
- Recordkeeping professionals have not been surveyed

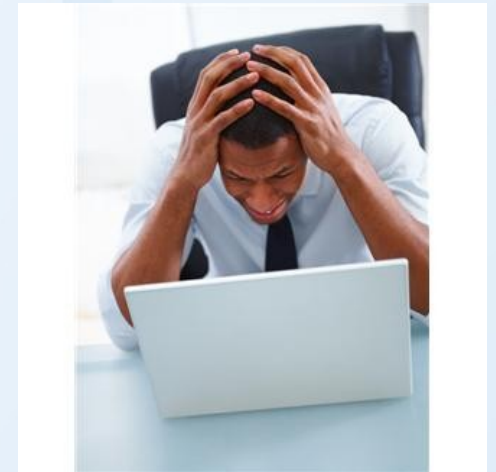
1. What is your position title?

- Vast majority of respondents were ICT professionals
- Some had oversight of records/ICT areas
- Approx 5% records managers
- Approx 5% other e.g. Compliance Officer, Lawyer, Research Manager



2. What are your biggest problems with managing digital information? (up to 3)

- 64.5% classification and retrieval
- 35% storage volume and diversity
- 33.6% systems and formats
- 28.1% training/communication
- 10.6% authenticity and security
- 9.2% preserving digital information



Other problems

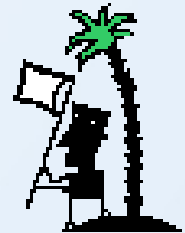
- Poor support from senior management
- Under-resourcing of both areas
- Lack of strategies, guidance and standards
- Poor email management
- Lack of retention/disposal requirements
- Issues with ownership
- Poor compliance and quality control
- Approaches poorly aligned to business processes

3. Which records management knowledge/skills would you regard as useful to you in your role?

Devising strategies for ensuring the long term accessibility and useability of digital information	967
Developing strategies for keeping email as records	900
Contributing records requirements to systems design and implementation	838
Defining digital records and differentiating these from other kinds of digital information	803
Ensuring required records are not lost in migrations	785
Knowing how long digital records should be retained	695

4. What other information or advice would you expect a records professional could provide that would be of assistance to you in your role?

- 17.1% classification and retrieval
- 14.7% systems and formats
- 12.4% strategies, guidance and standards
- 9.7% retention and disposal rules
- 8.3% training and communication with staff
- Other advice: storage, digital preservation, compliance, authenticity and security.



5. What are the main obstacles to records and ICT professionals working together effectively? (up to 3)

- Work in 'silos'
- Role definition problems → territorialism
- No common language
- Personality clashes
- Inadequate senior management support/vision
- Lack of resources
- Physical isolation
- Technological problems
- Different agendas and no common ground
- Not enough cooperation at State level.



Negative perceptions about recordkeeping professionals

- Not technically skilled
- Cannot define requirements in a way that can be implemented by ICT professionals
- Reactive rather than proactive and tied to paper-based views
- Classification methods too complex and ineffective
- Need to be less narrow → information management perspective
- Obsolete?
- Blindly attached to 'their' system
- Fail to align to business processes
- Want to keep all records



Negative perceptions about ICT professionals

- Consider themselves superior to recordkeeping professionals
- Fail to understand what recordkeeping professionals do
- Do not listen to what is required
- Poor understanding of user needs
- No understanding of compliance with recordkeeping requirements
- Fail to align to business processes
- Want to keep all records



Survey report

1. Background
2. Survey responses
3. Discussion of survey findings
4. Existing guidance and ideas for future projects and initiatives
5. Conclusion

Appendix A: Annotated list of existing resources

*Available now at www.records.nsw.gov.au under
'Latest news'



Where do we go from here?

- Ideas for future projects and initiatives for State Records listed in bullet points in Part 4
- Feedback form
- Tell us what you think will help



EXAMPLE:

We could develop an online module aimed at ICT professionals which would indicate how recordkeeping professionals can assist them in meeting their business goals.

- Yes, good idea
- No, not interested

How would you prioritise this?

- High
- Medium
- Low

Conclusion

- Many areas of commonality
- Some shared problems
- Many ICT staff recognise that recordkeeping professionals have skills that can assist them and want to engage with them
- Real impediments to cooperation and negative perceptions to overcome
- Need to foster opportunities for collaboration and sharing
- Help us to get it right!

